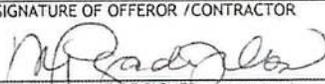
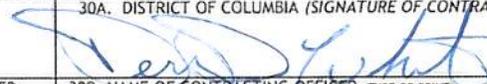


GOVERNMENT OF THE DISTRICT OF COLUMBIA TASK ORDER/DELIVERY ORDER FOR SERVICES OFFEROR TO COMPLETE BLOCKS 18 & 29				1. REQUISITION NUMBER RQ920080		PAGE 1 of 4			
2. TASK ORDER AGREEMENT NO. CW43203		3. Award/Effective Date See 30C below		4. CONTRACT NUMBER CW25604		5. SOLICITATION NUMBER Doc248050		6. SOLICITATION ISSUE DATE 3/24/16	
7. FOR SOLICITATION INFORMATION CONTACT: Email: sasha.ballard@dc.gov			A. NAME Sasha Ballard Contract Specialist			B. TELEPHONE (No Collect Calls) 202-727-2354		8. OFFER DUE DATE: 4/4/16	
9. ISSUED BY Office of Contracting and Procurement Information Technology Group 441 4TH Street NW, Suite 700S Washington, D.C. 20001				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE %FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> SMALL DISADV. BUS. <input type="checkbox"/> GSA <input checked="" type="checkbox"/> DCSS <input type="checkbox"/> Cooperative Agreement		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> N/A <input type="checkbox"/> 13. RESERVED		12. PAYMENT DISCOUNT TERMS Net 30 days	
5. CONTRACTOR / OFFEROR The Triage Group, LLC 700 12th Street NW STE 700 Washington, D.C. 20005				16. PAYMENT WILL BE MADE BY CODE DC Office of the OCTO (Accts Payable) 200 I St. SE Washington, DC 20003 Phone: 1(202) 727-2277					
15A DUNS NO.		15B TAX ID NO.		17. DELIVER TO DELIVERY ATTN: MICHAEL RUPERT DC OFFICE OF THE CTO 200 I STREET SE WASHINGTON, DC 20003					
18A. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>						18B. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 16 UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19 IEM NO.		20 SCHEDULE OF SUPPLIES/SERVICES				21 QUANTITY	22 UNIT	23 UNIT PRICE	24 AMOUNT
1.		Drupal Platform Maintenance (See Attachment B: price Schedule)				1	Lot	\$148,740	\$148,740
25. ACCOUNTING AND APPROPRIATION DATA PURCHASE ORDER NO.						26. TOTAL AWARD (FOR GOVT. USE ONLY) \$148,740			
27. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN ONE COPY TO THE ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL PAGES SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. THIS ORDER IS ISSUED SUBJECT TO THE TERMS AND CONDITIONS OF THE HGAC CONTRACT IDENTIFIED IN BLOCK 4.						28. THE FOLLOWING DOCUMENTS ARE INCORPORATED BY REFERENCE INTO THIS TASK ORDER IN THE FOLLOWING PRIORITY: (HGAC Contract 9-2244). THIS TASK ORDER IS SUBJECT TO THE TERMS AND CONDITIONS OF THE GSA CONTRACT IDENTIFIED IN BLOCK 4.			
29A. SIGNATURE OF OFFEROR /CONTRACTOR 						30A. DISTRICT OF COLUMBIA (SIGNATURE OF CONTRACTING OFFICER) 			
29B. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Mary Papadopoulos, President			29C. DATE SIGNED 4/4/16		30B. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Derrick White Contracting Officer			30C. DATE SIGNED 4/4/16	

1. **SERVICES REQUIRED:** The Contractor shall provide a managed Drupal content management system (CMS) solution, necessary technical support and adhere to a service level agreement as outlined in the Statement of Work (SOW). The Drupal CMS shall have modular features to integrate with many digital frameworks. The Contractor shall have the ability to provide an active-active failover system and capable of rapid scaling. Provide services consistent with Drupal. The Contractor shall provide managed server and Drupal CMS Care; documentation.

2. **DCSS CONTRACT NUMBER:** CW25604

3. **PRICE SCHEDULE:**

See attachment B

4. **PERIOD OF PERFORMANCE:**

The term of the contract shall be from date of award through September 30, 2016.

5. **OPTION TO EXTEND THE TERM OF THE CONTRACT**

4.1. The District may extend the term of this contract for a period of **one (1) one-year** option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will give the Contractor preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.

4.2. If the District exercises this option, the extended contract shall be considered to include this option provision.

4.3. The price for the option period(s) shall be as specified in the Attachment B.

4.4. The total duration of this contract, including the exercise of any options under this clause, shall not exceed one year and five months.

6. **CONTRACTING OFFICER (CO)**

Contracts may be entered into and signed on behalf of the District Government only by Contracting Officers. The name, address and telephone number of the Contracting Officer for this task order is:

Chris Yi
Office of Contracting and Procurement
200 I Street, SE Fifth Floor
Washington, DC 20003
Telephone: 202-727-0252
E-mail: chris.yi@dc.gov

5.1 AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

- 5.1.1 The CO is the only person authorized to approve changes in any of the requirements of this contract.
- 5.1.2 The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the CO.
- 5.1.3 In the event the Contractor effects any change at the instruction or request of any person other than the CO, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

7. CONTRACTS ADMINISTRATOR (CA)

- 6.1 The CA is responsible for the technical administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the CA is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in writing by the Contracting Officer. The CA for this task order is:

Mike Rupert
Communications Director
DC Office of the Chief Technology Officer (OCTO)
Office: 202-724-5178
Mobile: 202-657-3831
michael.rupert@dc.gov

- 6.2 It is understood and agreed that the CA shall not have the authority to make changes in the specifications/scope of work or terms and conditions of the contract.
- 6.3 Contractor shall be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer, may be denied compensation or other relief for any additional work performed that is not so authorized, and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

8. ORDERING

Products and services to be furnished under this contract will be ordered by the Contracts Administrator specified in Section 6 above. Such products and services may be provided for one year from the date of award.

9. COMPENSATION AND PAYMENT

The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract.

The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.

10. INVOICE SUBMITTAL

- a) The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in this contract. Invoices shall be prepared in duplicate and submitted to the Office of the Chief Technology Officer, with a concurrent copy to the Contracts Administrator (CA) specified in Section 4 above. The address of the Office of Office of Chief Financial officer is:

Office of the Chief Technology Officer
200 I Street, SE
Washington, DC 20003

- b) To constitute a proper invoice, the Contractor shall submit the following information:
- i. Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);
 - ii. Task Order Agreement Number and Purchase Order Number. Assignment of an invoice number by the contractor is also recommended;
 - iii. Description, price, quantity, and dates of work actually performed;
 - iv. Other supporting documentation or information, as required by the Contracting Officer;
 - v. Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
 - vi. Name, title, phone number of person preparing the invoice;
 - vii. Authorized signature.

11. INCORPORATED DOCUMENTS

Contractor shall perform under this task order pursuant to the terms of the following documents that are hereby incorporated by reference and made a part of this contract, which in the event of a conflict shall be resolved by giving precedence in the order of priority listed below:

- (1) This Task Order.
- (2) Statement of Work, Attachment A
- (3) Price Schedule, Attachment B
- (4) Contract CW25604

Attachment A- Statement of Work

SCOPE

The Office of Contracting and Procurement, on behalf of the Office of the Chief Technology Officer (OCTO) seeks a contractor to provide a managed Drupal content management system (CMS) solution, necessary technical support and adhere to a service level agreement as outlined in this SOW. The Drupal CMS shall have modular features to integrate with many digital frameworks. The Contractor shall have the ability to provide an active-active failover system and capable of rapid scaling. Provide services consistent with Drupal. The Contractor shall provide managed server and Drupal CMS Care; documentation.

C.2 Applicable Documents
N/A

C.3 Definitions
N/A

C.4 BACKGROUND

- a) DC.Gov is the District of Columbia government's official web portal. It consists of over 100 District agency websites. The portal is the chief means by which District residents and businesses obtain government information and services. In 2014, over 14 million visitors made 29 million visits to DC.Gov websites. DC.Gov is an award winning portal, winning the 2014 Best of the Web award for city government portal from the Center for Digital Government.
- b) The District employs Drupal as its content management system to publish websites on the DC.Gov portal. Drupal is an increasingly popular open source web platform that offers superior scalability, improved ease of use publishing web content, access to thousands of modules at no cost to improve the functionality of the system, and is a less expensive platform to maintain than proprietary systems.
- c) In 2015, OCTO moved its Drupal CMS production system to a new platform. The system runs from two data centers. The system was designed to ease pressure on databases using Redis on the backend and Varnish on the front end, provide an active-active failover system, and ease rapid scaling via use of containers.

C.5 REQUIREMENTS

C.5.1 General requirement

- a. The Contractor shall ensuring a stable and secure hosting environment.
- b. The Contractor shall provide maintenance, support and documentation. The Contractor shall fixes and enhancements to the OCTO site in conjunction with OCTO 's priority.
- c. The Contractor shall provide 12 hours of direct training to OCTO staff on the architecture and trouble-shooting techniques.

C.5.2 Managed Server + Drupal CMS Care

- a. The Contractor shall provide routine and necessary maintenance (Standard Maintenance) that does not interfere with OCTO's normal web server operations. The Contractor shall provide standard maintenance service on a schedule provided by OCTO as well as any ad hoc maintenance as required by OCTO. The Contractor shall prioritize such maintenance based on available time each month and includes:
 - 1) Examining and rotating server log files
 - 2) Examining and rotating web log files
 - 3) Checking automated backups, both of web server and database data
 - 4) Applying standard operating system security patches
 - 5) Applying standard operating system bug fixes
 - 6) Assisting with updating standard Drupal core CMS security updates
- b. In the event there are critical patches that affect the District's operational security, either at the operating system level or at the Drupal CMS level, the Contractor shall elect to patch those components through its standard maintenance process or provide during the Scheduled Maintenance window. Backups are done automatically on a schedule recommended by OCTO, with a typical minimum of one backup per day.
- c. The Contractor shall follow well-established industry best practices including, but not limited to:
 - 1) Always install maintenance updates on the test / staging server before "pushing" these updates to the production.
 - 2) Team review of all updates on test / stage prior to pushing to production
 - 3) Develop regression test process and roll-back plans prior to making any changes
- d. The Contractor shall provide OCTO written notification 24 hours in advance for any updates to live servers.
- e. The Contractor shall be given access to and use OCTO servers to manage the environment and the DC.gov platform. The Contractor shall provide a single point of contact who shall respond to District's requests for support within 10 minutes during business hours, (the District's business hours are 8:30-5:30 M-F) and by 9 a.m. Eastern Time (ET) the next business morning outside of business hours for non-emergency issues. An emergency issue is one where the site is down altogether or for (need to number actual number that equates with large) a large number of its visitors. The Contractor shall respond to emergency issues within 5 (five) minutes during regular business hours, and within 15 (fifteen) minutes during weekends, evenings and federal holidays.
- f. The Contractor shall provide email and personal cell phone number of the Contractor's project manager or engineer designated for the District and a backup point of contact.

C.5.3 Documentation

- a. The Contractor shall:
 - 1) Develop and maintain inventory of all documentation related to the system.
 - 2) Interview key OCTO team members as to their documentation needs, review existing and add new topics, and work with OCTO to prioritize updates/new topics.
 - 3) Create new documentation for any enhancements.
 - 4) Write documentation copy, create recipes for all layers of stack, and create short, focused videos where appropriate.
 - 5) Seek the review and approval of all documentation from OCTO
- b. The final document inventory should include, but not be limited to, the following topics:
 - 1) Troubleshooting - specific use cases - specific content or server issues and tips/tricks to resolve.
 - 2) Steps to make specific implementations comprised of recipes written for each layer of new architecture:
 - i. DB
 - ii. File server
 - iii. Cache server
 - iv. Web container host
 - v. Varnish web cache
 - 3) Adding a new server to a specific stack layer
 - 4) Troubleshooting specific stack layers
 - 5) How to repair a particular stack layer
 - 6) Information re: Drupal modules used in new architecture
 - 7) Intro to containers, how its germane to our specific implementation
 - 8) Step through access points in new centralized logging

C.5.4 Deliverables:

- 1. Documentation consisting of use case and trouble-shooting documentation, recipes, and video where appropriate.

Item No.	DELIVERABLE	QUANTIT Y	FORMAT/METHOD OF DELIVERY	DUE DATE
0001	Documentation (Items C.5.3 above)	1	Electronically	8 Weeks from date of award
0002	Point of Contact information (cellphone & email address (C.5.2.f))	1	Email	Within 1 day from date of award

Attachment B- Price Schedule

B.1 PRICE SCHEDULE

Base Period:

CLIN	DELIVERABLE	Price
0001	Documentation (Items A.5.3 above)	\$ 27,750
0002	Training	\$ 5,550
0003	Maintenance Support	\$ 115,440

Base Period Total Price \$ 148,740

B.2

Option One

CLIN	DELIVERABLE	Price
1001	Documentation (Items A.5.3 above)	\$ 27,750
1002	Training	\$ 5,550
1003	Maintenance Support	\$ 219,780

Option One Period Total Price \$ 253,080

DETERMINATION AND FINDINGS

FOR

PRICE REASONABLENESS

AGENCY: Office of Chief Technology Officer (OCTO)
CONTRACT NO.: CW43203
CONTRACTOR: The Triage Group, LLC
CAPTION: Drupal Platform Maintenance

FINDINGS

1. **AUTHORIZATION:**

D.C. Official Code § 2-354.19.

2. **MINIMUM NEED**

The Office of Contracting and Procurement, on behalf of the Office of the Chief Technology Officer, is requesting a Contractor to provide a managed Drupal content management system (CMS) solution, necessary technical support and adhere to a service level agreement as outlined in this SOW. The Drupal CMS shall have modular features to integrate with many digital frameworks. The Contractor shall have the ability to provide an active-active failover system and capable of rapid scaling. Provide services consistent with Drupal. The Contractor shall provide managed server and Drupal CMS Care; documentation.

The period of performance shall be from date of award through September 30, 2016 with one Option Period.

3. **ESTIMATED REASONABLE PRICE**

The estimated fair and reasonable price is NTE \$148,750.00.

4. **FACTS WHICH JUSTIFY PRICE REASONABLENESS:**

The price has been determined fair and reasonable based on a comparison of the proposed price received by Interpersonal Frequency (if) and The Triage Group, LLC. Below is a summary of price received:

if	The Triage Group, LLC
\$132,000	\$148,740

While if came in cheaper, they would only be providing basic maintenance. The Triage Group, LLC was the only vendor to submit a proposal for Solicitation Doc248050 on March 24, 2016. Their proposal not only included the maintenance requested, but documentation, and training.

5. **CERTIFICATION BY THE CONTRACT SPECIALIST**

I hereby certify that the above findings are correct and complete to the best of my knowledge.

 Sasha Ballard
 Contract Specialist

 Date

DETERMINATION

Based on the authority sighted above and certified findings above, it is hereby determined that the proposed price is fair and reasonable.

 Chris Yi
 Contracting Officer

 Date

**DETERMINATION AND FINDINGS
FOR
CONTRACTOR RESPONSIBILITY**

CONTRACTING AGENCY: Office of Contracting and Procurement
AGENCY: Office of the Chief Technology Officer
CONTRACT NO.: CW43203
CONTRACTOR: The Triage Group, LLC
CAPTION: Drupal Platform Maintenance

FINDINGS

1. **AUTHORIZATION:**

27 DCMR Section 2200.4; Section 301 of the PPRA (D.C. Official Code §2-353.01)

2. **MINIMUM NEED:**

The Office of Contracting and Procurement, on behalf of the Office of the Chief Technology Officer, is requesting the Contractor to provide a managed Drupal content management system (CMS) solution, necessary technical support and adhere to a service level agreement as outlined in the Statement of Work (SOW). The Drupal CMS shall have modular features to integrate with many digital frameworks. The Contractor shall have the ability to provide an active-active failover system and capable of rapid scaling. Provide services consistent with Drupal. The Contractor shall provide managed server and Drupal CMS Care; documentation.

The period of performance shall be from date of award until September 30, 2016 with one Option Period.

3. **ESTIMATED FAIR AND REASONABLE PRICE:**

The estimated fair and reasonable price is NTE \$148,740.00.

4. **FACTS WHICH JUSTIFY CONTRACTOR'S RESPONSIBILITY:**

The Contracting Officer has determined the Contractor:

- a. Has an adequate financial resource to perform the contract or the ability to obtain those resources. Based on the D & B report, the Contractor has a clear history and secured financing;

- b. Is able to comply with the required or proposed delivery or performance schedule, based upon the bidder's or offeror's existing commercial and government contract commitments.
- c. Has a satisfactory performance record which meets the contractual requirements of the District.
- d. Has a satisfactory record of compliance with the law, including labor and civil rights laws and rules and the First Source Employment Agreement Act of 1984, effective June 29, 1984 (D.C. Law 5-93; D.C. Official Code § 2-219.01 *et seq.*);
- e. Has, or has the ability to obtain, the necessary organization, experience, accounting, operational control, and technical skills. Riva Modeling Systems, Inc. is an incumbent for the current contract;
- f. Has, or has the ability to obtain, the necessary production, construction, technical equipment, and facilities;
- g. Has not exhibited a pattern of overcharging the District;
- h. Does not have an outstanding debt with the District or the federal government in a delinquent status. According to the Citywide Clean Hands Compliance System report received, and excluded parties list the contractor is not in a delinquent status with the government, (Copies of Excluded Parties List and Clean Hands reports attached); and
- i. Is otherwise qualified and is eligible to receive an award under applicable laws and rules.

5. CERTIFICATION BY CONTRACT SPECIALIST:

I hereby certify that the above findings are correct and complete to the best of my knowledge and belief.

Date

Sasha Ballard
Contract Specialist

DETERMINATION

Based on the above findings, it is determined that the Contractor is in compliance with the above referenced sections and is thus determined to be responsible.

Date

Chris Yi
Contracting Officer