AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages	
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2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
003	See Box 16C		One City Business Portal

6. Issued by: Code	7. Administered by (If other than line 6)
Office of the Deputy Mayor for Planning and Economic Development Office of Contracts, Procurement and Grants 1100 4th Street, S.W., Suite E500 Washington, D.C. 20024	D.C. Department of Consumer and Regulatory Affairs Chief Information Officer 1100 4th Street, S.W., Suite E500 Washington, D.C. 20024

8. Name and Address of Contractor (No. street, city, county, state and zip code)		
TO ALL PROSPECTIVE OFFERORS		9A. Amendment of Solicitation No. DCCR-2014-R-0001
	X	9B. Dated (See Item 11) May 5, 2014
		10A. Modification of Contractor/Order No.
Code Facility		10B. Dated (See Item 13)

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 returning one (1) copy 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 CONTRACTORS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

	A. This change order is issued pursuant to (Specify Authority): 27 DCMR, Chapter 36, Section 3601.2(b) The changes set forth in Item 14 are made in the contract/order no. in item 10A.
	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 the authority of:
	C. This supplemental agreement is entered into pursuant to authority of: 27 DCMR 3601.2 Change Clause, 27 DCMR 2005.6(d) as amended
	D. Other (Specify type of modification and authority) Paragraph 15, Changes, Standard Contract Provisions

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.)

1. **THE DUE DATE AND TIME FOR SUBMISSION OF OFFERS IS HEREBY EXTENDED TO 2:00PM LOCAL TIME, MONDAY, JUNE 2, 2014.**

2. **PROSPECTIVE OFFEROR QUESTIONS OF CLARIFICATION AND THE DISTRICTS RESPONSES ARE SET FORTH BELOW:**

Question #1: Please reference: Section C.5.1.1, "The solution shall be deployed on a Microsoft OS or other operating systems based on current DC operating constraints." What are the current DC operating constraints?

Response: There are no constraints on technologies that could be leveraged for the program except for one condition – the District prefers not to use technologies that are end-of support or are published to become unsupported by the companies producing the technology/tools.

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 Jacque McDonald, CPPO, CPPB, SPSM, MBA, MST Director of Contracts and Procurement	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia J. McDonald / LR (Signature of Contracting Officer)	16C. Date Signed 5/21/14

Question #2: Please reference: Section L.2 Proposal Organization and Content. a) Please clarify the page limitation for the technical proposal response; b) Please clarify the page limitation for the price proposal response.

Response: While the solicitation does not dictate a page limit, we would like a comprehensive submission with a minimal amount of pages.

Question #3: Please reference: Section L.3.4.2, "Offeror shall provide completed past performance evaluations from a minimum of three (3) references listed in the Experience Questionnaire…" a) Please clarify if the Past Performance Evaluation form should be included with our technical proposal response; alternatively, should it be sent directly from our client to the DCRA? b) Please clarify the due date for the receipt of the Past Performance Questionnaire. We are assuming May 28th at 2 pm EST. Please confirm.

Response: Completed Past Performance Evaluation forms shall be included in the offeror's technical proposal response along with the completed Experience Questionnaire at time of proposal submission, which is currently 2:00pm local time, Wednesday, May 28, 2014.

Question #4: Please reference: Section J Attachments. Please clarify which volume of the proposal (technical or price) that the list of completed Section J attachments should be included.

Response: The completed attachments should be included in Section 5 – Attachments of the offeror's technical proposal.

Question #5: Please reference: Section L.3.5 Section 5 – Attachments. Please clarify which volume of the proposal (technical or price) that the list of completed attachments (e.g. Solicitation, Offer and Award Form, and referenced Attachments) should be included.

Response: See response to Question #4 above.

Question #6: Are all Drupal-based sites hosted within a single Drupal server, or does each site use a separate Drupal deployment and configuration?

Response: All Drupal sites use same configuration and deployment and reside VMs Shared across agencies.

Question #7: What approach is currently used for content syndication in the sites based on Drupal?

Response: There is no content syndication between DC agencies' Drupal sites at this point.

Question #8: Is a centralized search engine used currently for Drupal-based sites?

Response: The District uses Google search for all websites.

Question #9: Is federated search implemented, and if yes, then using what approach?

Response: No.

Question #10: What is current load of DC web sites (requests per second, simultaneous user, or similar metrics if measured)?

Response: Maximum load expected: 86k hits per minute, monthly average of 65k hits/month, simultaneous users: approximately 400/min.

Question #11: Are there any estimates of expected load for implemented DCRA portal (requests per second, simultaneous users, etc.)?

Response: Maximum load expected: 100k hits per minute, monthly average of 65k hits, simultaneous users: approximately 1000/min.

Question #12: Because this is an FFP bid, are subcontractors still required to complete the Cost Price Disclosure Form?

Response: Cost price disclosure and data information are required from the prime contractor only.

Question #13: In regards to Section C.6.5.6.2.3 – Provide help desk support during regular business hours (generally 8:30am to 5:30pm Eastern Time (IT), and extended hours (e.g. evening and weekends) if necessary when given advanced notice. Contractor shall provide a Help Desk/User Support Plan. a) What level of support is required from the vendor? Tier 1, 2, or 3 support? b) To whom will we be providing direct support? To end users? To DCRA staff? c) What are the service level responsibilities for this support? d) How quickly must we respond to and resolve issues? e) Please provide an estimate for number and duration of extended hours support required.

Response: a) Tier 1, 2 and 3 support; b) To DCRA staff; c) Offeror shall propose an SLA that offeror can support (ensuring offeror has appropriate staff) for Tier 1, 2 and 3 level support; d) Offeror's response time shall be included in proposed SLA; and e) Extended support hours could be business days: 6:00AM to 8:30AM and 5:30PM to 8:00PM.

Question #14: Section C.6.1.7.4.3.5.1 – a) How many trainees does the District expect to be trained? b) Is the District interested in "Train-the-Trainer"? c) Does the District expect the vendor to train IT staff? If so, how many users would need technical training?

Response: a) IT staff training for 20 staff members; b) Offeror may propose methods and cost for both train-the-trainer and train all DCRA program staff; and c) Approximately 300 staff.

Question #15: Section C.6.3.2.7.1 – The website indicates that only the following Licenses are available to be processed online: Apartment, Auto Wash, Bed and Breakfast, Cigarette Retail, Cigarette Wholesale, Cooperative Association, General Business Licenses, One Family Rental, and Patent Medicine. Please confirm if the scope of One City Portal will be limited to replacing these transactions, or will the portal still need to collect all of the information for other license types and then direct the user to a manual submission process?

Response: Please refer to http://dcra.dc.gov/service/apply-basic-business-license-bbl for information on categories. The scope of work per the RFP includes all categories available via link provided in RFP. https://cpms.dcra.dc.gov/OSUBI/OnlineSubmission.aspx.

Question #16: Section C.6.3.2.7.1 – Related to Question #15 above, the online application for a basic business license seems to be slightly different in some cases based on the category of licenses selected. Can you provide us with any mapping/decision tree that would allow us to see the full scope of combinations and unique processing flows for all licenses in scope?

Response: This shall be part of requirements gathering and design phase of project and DCRA will provide the mappings at that time.

Question #17: Section C.6.3.2.7.2 – Please confirm if all of the following online transactions will be replaced by the One City Portal:

1. Online formation of all domestic filing entities (LLCs, for-profit and nonprofit corporations, limited and limited liability partnerships, general and limited cooperative associations and business trusts);
2. Online registration of all foreign filing entities;
3. Online filing of required biennial reports for all domestic and foreign filing entities;
4. Online domestic name reservations and foreign name registrations;
5. Online trade name registrations for all filing entities and sole proprietors (general partnerships and other non-filing entities);
6. Online good standing certificate requests for all foreign and domestic filing entities;
7. Online request for certified copy of corporate filing for all filing entities;
8. Online search by name or file number or registered agent's name of all registered entities with expanded entity information to include report and trade name history;
9. Online filing for withdrawal for all foreign filing entities;
10. Online dissolution for domestic nonprofit corporations, for-profit corporations and limited liability companies;
11. Online statements of change for registered agents for nonprofit and for-profit filing entities.
12. Online amended registration statements for all foreign filing entities;

13. Online articles of amendment for domestic limited liability companies;
14. Online articles of amendment for domestic nonprofit corporations;
15. Online articles of amendments for domestic for-profit corporations;
16. Online reinstatements and back report filings form bra-25 for all domestic for-profit and nonprofit entities;
17. Online reinstatements and back report filings form bra-25 for all foreign for-profit and nonprofit entities.

Response: Yes, however the portal should address other BBL categories and transaction types as referenced in the RFP.

Question #18: The RFP mentions data conversion at a high level. How much data does the District expect to be converted to the business system replacement, and from where? a) How many databases and tables? b) How large is the data? c) What is the format of current data? d) Will the State extract the data for the vendor in a common format?

Response: a) 5 databases and multiple tables; b) about 500GB; c) SQL server 2008 database; and d) No, data manipulation/transformation shall be handled by vendor.

Question #19: Section C.6.5.6.2 - Please elaborate on what types of hardware or environment support would be the responsibility of the vendor given this will be hosted by the District.

Response: None, only software level support, including resolution of software usability issues as a result of operating system or network upgrades is expected.

Question #20: The RFP does not ask for hardware and software recommendations for the hosting environment, only that it will be housed by the District. Should we include recommendations for minimum specifications in our response so you can evaluate degree of fit for each solution? Also please confirm no Hardware pricing is required.

Response: Section L.2.2.2 addresses software recommendations requirement; yes provide recommendations for software and hardware. Hardware pricing is not required.

Question #21: Section M.5.2 - Please confirm that none of the additional 12 points are available unless the Prime is a CBE.

Response: CBE preferences are only available to the CBEs that are prime contractors.

Question #22: Section C.5.1.1 – Can you provide the minimum browser versions to support?

Response: Internet Explorer V8 and above; other browsers' latest browser versions compatibility is expected.

Question #23: Section C.6.1.1 – Is the regulatory information from the websites DCRA, DSLBD, OTR, ABRA, DDOT, and DOH available as an RSS feed or any other format that is ready to consume by the One City Business Portal?

Response: No RSS feeds available; content may be downloaded from the current DC Gov. sites on Drupal CMS platform.

Question #24: Do you have database design/system design/functional design document for all the existing systems?

Response: Yes, all existing documentation will be made available for the project.

Question #25: Is there a delivery schedule by tasks?

Response: A sample project plan is expected as part of proposal submission.

Question #26: Section C.6.1.8.2.2.1 – What is the volume of documents and images in the existing system?

Response: Approximately 100k documents and images; volume varies based on program needs.

Question #27: Section C.6.1.8.2.2.2 – What are the supported file formats?

Response: This depends on the offeror's proposed CMS platform and should be identified in the proposal. The District favors support of all popular image formats such as JPEG, PNG and TIFF.

Question #28: Section C.6.1.8.2.2.3 – What are the supported file types?

Response: PDF, MS Word, Excel and PowerPoint

Question #29: Section C.6.3.2.7 – Do you want to allow the admin users to be able to modify the forms (add or remove fields)?

Response: Yes.

Question #30: Section J. Attachment J.10 (Contractor Experience Questionnaire Form) – Section 7: Do the subcontractors need to list their concurrent projects?

Response: No, the District requires information specifically from the prime contractor

Question #31: Section J. Attachment J.13 (Cost Data Requirements Template) – a) How to fit large number of tasks in this format? b) What does RHD represent on this template under tasks?

Response: a) Offerors may use additional forms for large number of tasks. b) RHD represents Rate, Hours, and Dollars (Rate X Hours = Dollars).

Question #32: Section C.6.3.4.1 – Does the current online license application website use Accela through "Accela Gov XML integration"?

Response: Yes.

Question #33: Can the proposal submission date be extended by one week?

Response: The due date and time for submission of offers has been extended to 2:00pm local time, Monday, June 2, 2014. (See page 1 of this amendment)

Question #34: Any preferred font family such as Times New Roman?

Response: Times New Roman is preferred.

Question #35: Is there any page limit?

Response: See response to Question #2 above.

Question #36: Section C.6.2 TASK 2: ONLINE WIZARDS – Does the user need to register and login in order to be able to use this wizard? Or can they go through the wizard and obtain information anonymously (without logging in)?

Response: Usage should work both ways – anonymous as well as registered user.

Question #37: Can one vendor submit more than one proposal teaming with different sets of vendors?

Response: Yes.

Question #38: Beside the past performance form, do we need to attach past performance description along with the proposal?

Response: Yes.

Question #39: Section C.6.1.2 – a) Do you have a Web APIs exposed from the existing sites for content aggregation? b) How frequently do you want to synchronize the data from the 6 websites?

Response: a) No; b) DCRA is open to options – could be nightly updates.

Question #40: Section C.5.1.2 – What are the desired contents to be exposed via API?

Response: The desired contents shall be licensing or permitting data/information that is being processed in One City Business Portal.

Question #41: Section C.1.7.2.6 – What are all the external City website resources?

Response: Please refer to Section C.6.1.7.4.2 of the solicitation.

Question #42: Section C.6.1.8.2.7.6 – a) Are we talking about the capability of a WYSIWYG editor to be provided for DCRA administrators to author custom pages (with HTML snippets)? b) Do we need to provide the capability to render content from third party sites?

Response: a) Yes; and b) Yes.

Question #43: Section C.6.1.8.2.7.7 – What are all the external resources you want to index?

Response: Please refer to Section C.6.1.7.4.2 of the solicitation.