AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. Contract Number	Page of Pages 1 | 29

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
Amendment 2	**See box 16C**		**SACWIS Maintenance, Operations and Enhancements**

6. Issued By: Code
Contracts and Procurement Administration
Child and Family Services Agency
200 I Street, S.E. Suite 2031 Ph: (202) 724-5300
Washington, DC 20003

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

Code Facility

X 9A. Amendment of Solicitation No.
DCRL-2015-R-0100

9B. Dated (See Item 11)
7/28/2015

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[X] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] is extended. [X] 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 [ ] copies 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 ACKNOWLEDGEMENT 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 change 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 CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

[ ] A. This change order is issued pursuant to: (Specify Authority) 27 DCMR Section 3601, Par. 19, Changes, Standard Contract Provisions
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 date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

[ ] C. This supplemental agreement is entered into pursuant to authority of:

[ ] D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return 1 copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1) **The date for submission of questions in writing, is extended from August 21, 2015, by 2:00pm (see Section L.2 of the Solicitation), to August 28, 2015 by 2:00pm.**

2) The sign-in sheet and presentation for the Pre-Proposal Conference held on August 18, 2015, are attached to this Amendment.

Except as provided herein, all terms and conditions of the document 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 **Tara Sigamoni**	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia Tara Sigamoni (Signature of Contracting Officer)	16C. Date Signed 8/19/15

SACWIS Maintenance, Operations and Enhancements
SOLICITATION NO.: DCRL-2015-R-0100
Pre-Proposal Conference
Tuesday August 18, 2015

No.	Name	Company/Agency	Phone No.	E-Mail Address
1.	BERYL WASHINGTON	DELOITTE	469.964.4962	bwashington@deloitte.com
2.	KEVIN DELL	"	512 699 3738	kebell@deloitte
3.	Ben Nah	Tandem	703 861-2622	Benjamin.Nah@tandemcong/ancit.com
4.	Margaret Servco	MVS Inc.	202 722 7981	MSERVCO@MVSCONSULTING.COM
5.	Pankil Patel	Enlightened	703 362 4181	PPatel@enlightened.com
6.	John H. Johnson	EngagePoint	410 963 0460	John.Johnson@ENGAGEPOINT.com
7.	Chris Merl	agency Q	202 263 4691	chris.merl@agencyQ.com
8.	Dash Kiridena	Health IT SOLUTIONS	202-808-9399	dasarath@hitzbs.com
9.	Brady Birdsong	CFSA	202-434-0012	brady.birdsong@dc.gov
10.	Pedro Agosto	CFSA	240-620-5762	pedro.agosto@dc.gov
11.	YORJAI CHANDY	CFSA	202-724-7510	YORJAI.CHANDY2@DC.GOV
12.	JAMIE MORTON	CFSA	202-727-2148	JAMIE.MORTON@DC.GOV

INTRODUCTION

- Child and Family Services (CFSA), is seeking the services of a contractor to provide Maintenance and Operations, (M&O) services for its web-based Statewide Automated Child Welfare System (SACWIS), known as FACES.NET.
- Any contract established as a result of this RFP will be a firm fixed price contract with Forward Pricing Agreement for Task Orders, where the contractor receives a regular monthly payment to provide M&O services

INTRODUCTION

- In addition to procuring monthly M&O services, the District also may engage the successful Contractor in ongoing activities during the contract period to design, develop, test, and implement enhancements to FACES.NET that are above and beyond the base firm fixed price contract for M&O services.
- The District reserves the right to openly compete any and all additional enhancements competitively and makes no assurances to the Contractor that they will be awarded any such work as a result of any contract that may result from this procurement.

REQUIREMENTS

- The Contractor shall provide overall project management and system development lifecycle (SDLC) management for all FACES.NET maintenance and operations enhancements secured through firm fixed-price task orders.
- The Contractor shall provide day-to-day supervision for all Contractor staff, including key staff members located at CFSA offices and any other staff members located in offsite locations.
- CFSA will oversee and manage its own resources that support FACES.NET.

REQUIREMENTS

- CFSA will provide work space for the four key staff members required, as well as meeting space for groups of up to 20 staff members. The Contractor shall provide work space for all other staff members in a separate facility.
- The Contractor may use resources located in a different country.
- The Contractor shall provide all of its personnel with computers that meet all of CFSA's information and security requirements.
- The Contractor shall perform its tasks during CFSA's regular business hours, Monday through Friday, from 8:00 A.M. to 5:00 P.M. except holidays and unless otherwise noted

REQUIREMENTS (M and O Services)

- The Contractor shall provide all technical and operational services necessary to maintain and operate the FACES.NET application.
- The Contractor shall implement and maintain the necessary tools to manage all aspects of the FACES.NET systems development lifecycle, including incident tracking and resolution, requirements management, development, testing, release management and deployment, and documentation management.
- The Contractor shall maintain and submit information about the level of effort (in total hours) required to complete all M&O services.
- The Contractor shall provide technical support for all FACES.NET interfaces.
- The Contractor shall provide support for all data fixes, which are typically the result of user error or system bugs.
- The Contractor shall make regular upgrades to existing technologies supporting FACES.NET as part of ongoing maintenance.

REQUIREMENTS (M and O Services)

- The Contractor shall provide release planning and management services to ensure that the District can successfully execute regular maintenance releases and emergency releases as needed during the contract.
- The Contractor shall provide a release management plan with a documented set of processes that specify the methodology the Contractor will use for planning and managing releases
- The Contractor shall provide ongoing knowledge transfer to District staff involved with system maintenance experience through informal and on-the-job training.
- Emergency releases will be scheduled in consultation with CFSA project staff. The Contractor shall assure that each emergency release is fully tested so that it may be safely implemented in the production system

REQUIREMENTS (**Enhancements**)

- The District may negotiate with the Contractor to procure enhancements to FACES.NET through individual task orders covering one or more functional or technical areas. The District reserves the right to negotiate with other parties as well as or instead of the Contractor for any such enhancements.
- The list of potential enhancements – and the priority of each enhancement – changes frequently based on factors such as federal and District requirements, child welfare program evolution, emerging CFSA objectives priorities, and program staff needs. As a result, CFSA is not able the precisely estimate the full set of enhancements expected for the coming years.

REQUIREMENTS (**Enhancements**)

- For any additional enhancements, the District will provide the Contractor with a comprehensive scope of work outlining the desired enhancements, deliverables, timeframes, resources, and any relevant performance standards. The Contractor (and other parties if the enhancements are openly competed) will then have the opportunity to provide a firm fixed price proposal that includes their approach, methods, resources, timeframes, level of effort, pricing, and expected results. The District reserves the right to negotiate any or all items in the Contractor's firm fixed price proposal.
- The services the Contractor shall perform for any system enhancements services secured via firm fixed-price task orders issued by the District are:

  *** Requirements Gathering; * Design; * Development and Unit Testing; * System, Integration, and Regression Testing; * User Acceptance Testing; *Documentation;**

REQUIREMENTS

- **Status Reporting and Status Meetings**
  - The Contractor shall submit a Monthly Status Report
- **Transition In Services**
  - To facilitate a seamless transition, incoming Contractors shall meet the following requirements.
  - No later than 5 days after the contract start date, the Contractor shall submit a 60-Day Transition In Plan that documents how they will transition the M&O services and ensure they are capable of successfully assuming M&O services at the end of the 60 day transition period.
- **Transition Out Services**
  - Upon completion or termination of this contract, the outgoing Contractor shall provide ongoing FACES.NET M&O services as defined in the contract for up to 60 days after transition to another Contractor or the District's staff begins and furnish phase-out training and knowledge transfer to an incoming Contractor or the District's staff

REQUIREMENTS - Key Personnel

- Project Manager
- Functional Manager/Lead System Designer
- Lead Software Developer
- Database Administrator

❖ **Non-Key Staff**

  – The Contractor shall ensure that, collectively, its team has the appropriate skills and experience to satisfactorily complete the RFP SOW

PROPOSALS

- **One (1)** original and **five (5)** copies of the **Technical Proposal** and the **Price Proposal** shall be submitted
  - The original copies shall be clearly marked with "Original Copy" on the cover page. The copies shall be clearly marked with "COPY" on the cover page. In addition, Offerors must submit two (2) electronic copies of the Technical Proposal and two (2) electronic copies of the Price Proposal using Adobe Portable Document Format (PDF). One (1) electronic copy should be exactly the same as the written proposal. One (1) electronic copy shall be a redacted version
  - Both the Technical and Price Proposals shall be typewritten in 12 point font size on 8.5" by 11" bond paper
  - Pages must be consecutively numbered from beginning to end and must not restart the page numbers at the beginning of each section (e.g., page I-1, page II-1, page III-1, etc.). The cover letter does not require a page number
  - Telephonic, telegraphic, and facsimile proposals will not be accepted.

PROPOSALS

- Technical Proposals and Price Proposals shall be submitted in a separately sealed box or boxes. The box or boxes used to submit the proposal shall have the following information conspicuously located on the outside:
  - The address and information listed in the Submission Requirements, **Section L.4** of this RFP
  - The name, address, and contact information (including phone number and email) of an individual authorized to provide additional information about the Offer's proposal
  - The following statement: ***Proposal in Response to Solicitation No. CFSA-2015-R-0100, SACWIS Maintenance, Operations and Enhancements***.

PROPOSALS

- **Technical Proposal Contents**
  - **Table of Contents**
  - **Cover Letter**
  - **Technical Proposal Section 1: Mandatory Proposal Requirements**
    - Organizational Experience
    - Project Manager
    - Functional Manager/Lead System Designer
  - **Technical Proposal Section 2: Organizational Profile**
  - **Technical Proposal Section 3: Organizational Experience**
  - **Technical Proposal Section 4: Past Performance**
  - **Technical Proposal Section 5: Staffing**
  - **Technical Proposal Section 6: Project Management**
  - **Technical Proposal Section 7: Technical Approach**
  - **Technical Proposal Section 8: Certifications**

PROPOSALS

- **Price Proposal Contents**
  - Complete Price Schedule
  - Cost and Price Disclosure Certification and Data Requirements
  - Documentation that demonstrates the Offeror has sufficient cash flow
  - A Subcontracting Plan form available at http://dslbd.dc.gov/service/district-agency-compliance1 click on "***SBE Subcontracting Plan (Revised Nov 2014)***"

PROPOSAL

- Offerors are directed to the specific proposal evaluation criteria found in Section M of this solicitation, Evaluation Factors.
- The offeror shall respond to each factor in a way that will allow the District to evaluate the offeror's response.
- The offeror shall submit information in a clear, concise, factual and logical manner providing a comprehensive description of program supplies and services.
- The technical proposal must contain sufficient detail to provide a clear and concise response fully reflecting the manner in which the offeror proposes to fully meet the requirements in Section C.
- The District may reject any proposal that fails to include a subcontracting plan that is required by law.

THE PROCESS

- Interested Parties must submit a complete Package.
- Technical Proposals will be reviewed by a panel and a contractor will be determined as the highest ranked offeror based on Evaluation Factors listed in Section M of the solicitation.
- The Contracting Officer makes an independent assessment of the panel's recommendations.

THE PROCESS

- Contractors shall submit Technical and Price proposals in separate packages – which may be reviewed by different panel members.

- Contracting Officer may conduct discussions with the highest ranked offeror, and negotiate a price or fee for services.

THE PROCESS

- The solicitation may be awarded to the highest ranked offeror (without negotiation) if award is in the best interest of the District, based on an analysis of the contractor's qualifications, price and technical proposal.
- The District may award a contract on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the offeror's best terms from a standpoint of cost or price, technical and other factors.

SUBCONTRACTING PLAN

- At least 35% of the dollar volume shall be subcontracted to small business enterprises; provided, that the costs of materials, goods, and supplies shall not be counted towards the 35% subcontracting requirement unless such materials, goods, and supplies are purchased from small business enterprises; or

- Bids or proposal responding to a solicitation, including an open market solicitation, **shall be deemed nonresponsive and shall be rejected** if the prime contractor fails to submit a subcontracting plan as part of its bid or proposal.

- If there are insufficient qualified small business enterprises to completely fulfill the Sub-contracting requirement, then the subcontracting requirement may be satisfied by subcontracting 35% of the dollar volume to any certified business enterprises; provided, that all reasonable efforts shall be made to ensure that qualified small business enterprises are significant participants in the overall subcontracting work.

SUBCONTRACTING WAIVER

- The Director of DSLBD may grant a waiver of the sub-contracting requirements at the request of the Contracting Officer.
- To request a waiver, the contractor must submit to the Contracting Officer evidence of good faith efforts made.

GOOD FAITH EFFORTS

- Was a pre-solicitation or pre-bid conference conducted to inform certified business enterprises of contracting and subcontracting opportunities?
- Was a thorough investigation conducted of the capabilities of CBEs to make a sound judgement as to their qualifications to perform?
- Did the contractor effectively use the services of the DSLBD in recruiting qualified and responsible certified business enterprises?
- Were the bids submitted by Certified Business Enterprises excessive or noncompetitive based upon a review of prevailing market conditions?

GOOD FAITH EFFORTS

Contact DSLBD:

- **Patricia A. Harrison, Business Opportunity Specialist**
  - **DC Department of Small and Local Business Development**
  - 441 4th Street, NW | Suite 850N | Washington, DC 20001
  - Phone: 202-741-0806 patricia.harrison@dc.gov

Or

- **VONETTA B. MARTIN, M.P.A., Senior Compliance Specialist**
  - **DC Department of Small and Local Business Development**
  - 441 4th Street, NW **| Suite 850N |** Washington, DC 20001
  - Phone: 202-701-8598 **vonetta.martin@dc.gov**

- Find CBEs: www.dslbd.dc.gov

REQUIRED DOCUMENTS

Compliance requirements:

- Office of Tax and Revenue
- Department of Employment Services
- Office of Human Rights, Equal Employment Opportunities
- First Source Employment Agreement
- Subcontracting Plan Form
- Tax Certification Affidavit

VALID CONTRACT

- Funding
- Compliance with laws and regulations
- Contract signed by the contracting officer
- Compliance with 27 DCMR reviews and approvals
- If solicitation exceeds $1M must be approved by the DC City Council.

SOLICITATION AMENDMENTS

- Any changes to the solicitation will be made in writing via an amendment.
- Any information shared today with regard to the solicitation will not be considered a change unless an amendment is issued.
- It is the contractor's responsibility to check the Office of Contracting and Procurement's website at www.ocp.dc.gov for any updates/changes.

SOLICITATION for SACWIS Maintenance, Operations and Enhancements

- The solicitation's technical proposals and cost proposals are currently due on 09/15/15.
  - Any Amendments issued must be acknowledged (see Section L.17 of the Solicitation).
- **CFSA may extend the submission due date.**

SOLICITATION for SACWIS Maintenance, Operations and Enhancements

- Please submit your questions in writing and email to: yorjai.chandy2@dc.gov with a copy to jaime.morton@dc.gov

- By 2:00 P.M – September 15, 2015