AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number		Page of Pages	
		1	3
2. Amendment/Modification Number One (1)	3. Effective Date 2-Apr-07	4. Requisition/Purchase Request No.	5. Solicitation Caption OUC E911-Database Mgmt. Services

6. Issued By: Code
Office of Conracting and Procurement
Office of the Chief Technology Officer
441 4th Street, NW
Washington, DC 20001

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.
DCTO-2007-R-0047

9B. Dated (See Item 11)
27-Mar-07

10A. Modification of Contract/Order No.

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 [X] 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 _____ 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

(X)	A. This change order is issued pursuant to: (Specify Authority) 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 [x] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

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

1. Replace Section 1.6 SUBMITTAL AND EVALUATION OF RESPONSES with the following listed on page 2 of this modification.
2. As stated in the revised Section 1.6, the new due date for the proposal has changed from April 17, 2007 to April 24, 2007.
3. Exhibit A (Washington DC ALI Steering) on Page 25 of DCTO-2007-R-0047 is hereby replaced with the Attached Exhibit A.
4. All other terms and conditions shall remain the same.

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	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 4/2/2007

SECTION C

C.1 OVERVIEW

C.1.1 GENERAL INTRODUCTION

The District of Columbia government (hereinafter the District) currently contracts with an incumbent to capture, route and store in an off-site repository the primary Automatic Location Information (ALI) generated by all wireline Automatic Number Identification (ANI) calls received by the District's Public Safety Answering Points (PSAP).

The purpose of this Request for Quotation (RFQ) is to solicit responses from potential Vendors to provide E9-1-1 Database Management Services (DBMS) and related services to the District's 9-1-1 administrative entities, acting by the Office of the Chief Technology Officer (OCTO), and through the Office of Unified Communications (OUC). The primary PSAP for the District is located at the newly constructed Unified Communications Center (UCC), with the Public Service Communications Center (PSCC) serving as a redundant PSAP. OUC is administering this procurement, which will result in a contract between OUC and the successful Vendor.

The scope of the contract shall be further delineated below, but seeks a responsive DBMSP who will provide a multi-phased program to manage the data repository and to assist the District in the establishment and management of the District's ALI Database.

OUC reserves the right to award more than one contract from this RFQ for ALI DBMSP.

C.1.2 BACKGROUND

The Council of the District of Columbia enacted the Emergency and Non-emergency Number Telephone Call Systems Fund Act of 2000 (Act), effective October 19, 2000 (D.C. Law 13-172; D.C. Official Code § 34-1801 et seq. [2001]), to provide for access to emergency and non-emergency number telephone systems and to provide for the orderly installation, and operation and maintenance, of such systems within the District.

Emergency and non-emergency numbers in the District automatically connect an individual dialing the digits 9-1-1, 3-1-1 or any other designated non-emergency number via wireline, wireless or Voice over Internet Protocol (VoIP) to a PSAP. In order to obtain useful information for 9-1-1 calls, regardless of the technology being used to make the call, the District set out to find a solution which would route calls and provide valid location data.

This challenge resulted in the District initiating a multi-year, multi-phased approach to streamlining ANI/ALI delivery and storage which resulted in the current ALI DBMSP Vendor maintaining redundant off-site ALI Databases. In addition, the District maintains a pseudo Automatic Number Identification (pANI) database used for wireless/VoIP steering.

C.1.3 SCOPE

OUC intends to contract with a Vendor to provide E9-1-1 Database Management Services. The purpose of E9-1-1 Database Management Services is to provide accurate and timely 9-1-1 information and location data to the primary and back-up PSAP as to promote the health, safety and welfare of the citizens residing within the District. In addition to hosting the data, the successful Vendor will be responsible for verifying the accuracy and quality of ALI data and returning inaccurate records to the submitting entity for correction. An additional responsibility of the successful Vendor is to track and report on all data that is submitted, returned and resubmitted. To facilitate the tracking and assist in the correction of data, the successful Vendor shall provide access to the submitting entity to view the information.

C.1.4 DOCUMENT CONSTRUCTION

The requirements are drawn from the District's perspective; and, therefore, do not specify each and every element necessary for the Vendor to deliver the specified results. The District expects the Vendor to be the expert and to design, recommend, and implement the most effective and efficient solutions at the lowest price. Vendors are encouraged to provide information regarding improvements or alternatives to requirements in their response.

The requirements and the order in which they are presented are only to provide structure for the document. These terms and groupings are in no way intended to prescribe or constrain the Vendor to any particular method of obtaining the specified results.

The underlying assumption behind each requirement is that the Vendor already has systems and resources in place that only need to be tailored or improved to meet the procurement objectives.

C.1.5 PRICING

Vendors shall include pricing for **installation per record**, **conversion project management** related tasks as well as **network connectivity** as a one-time cost for the initial migration, **network connectivity** as a monthly charge, and the ongoing monthly **ALI records maintenance and storage**. Responses will be evaluated separately for responsiveness and pricing.

Unless otherwise provided in the RFQ, all prices shall remain fixed throughout the term of the contract, and responses containing price escalation, discount, or other price adjustment provisions will be rejected if such provisions are not consistent with a common standard against which all responses may be judged. In arriving at the proposal price, the supplier shall take into consideration all discounts for cash and all other credits and allowances. Any discount or other uncalled for allowance quoted will not be considered in making the award and may be the cause for the rejection of the proposal.

C.1.6 SUBMITTAL AND EVALUATION OF RESPONSES

Responses must be submitted to the District no later than April 17, 2007. The District shall be the sole judge of each qualified vendor's response. The District reserves the right to reject any and all responses. The District reserves the right to investigate the financial capability, reputation, integrity, skill, business experience and performance of each vendor submitting a response. A timeline of the overall project is as follows:

RFQ Distributed to Vendors…….	March 27, 2007
Deadline for receipt of written questions…….	April 3, 2007
Deadline for distribution of written answers……	April 10, 2007
RFQ Response Deadline……...	April 17, 2007
Selection of Qualified Vendor(s)……..	April 24, 2007
Contract Negotiations……	May 1, 2007
DBMS Implemented…….	June 1, 2007

All responses should be sent to the following address:

Office of Contracting and Procurement
Bid Room, Attn: William Sharp/Melford Brown
441 4th Street NW, Suite 703 South
Washington, DC 20001

Marked Solicitation No.**: DCTO-2007-R-0047**
RFQ RQ330144
Due Date: April 17, 2007
Time: 2:00pm

C.1.7 TERM OF AGREEMENT

The term of the contract shall be from the Date of Award to September 30, 2007, with four (4) one-year Option Years. The District maintains the right to exercise each Option.

C.1.8 ACRONYMS

Throughout this document, the following acronyms are used:

ALI	Automatic Location Identification
ALIDB	Automatic Location Identification DataBase
ANI	Automatic Number Identification
CLEC	Competitive Local Exchange Carrier
CML	ECS-1000
DBMS	Database Management Services
DBMSP	Database Management Services Provider
DCRM	District of Columbia Municipal Regulations
DMI	Data Management Interface (web application)
E9-1-1	Enhanced 9-1-1
ELT	English Language Translation
ESN	Emergency Service Number
FoCR	Function of Code R
ID	Identification (as in Company ID)
LEC	Local Exchange Carrier
MLTS	Multi-line Telecommunication System
MSAG	Master Street Address Guide
NENA	National Emergency Number Association
NPAC	Number Portability Administration Center
NRF	No Record Found
OCTO	Office of the Chief Technology Officer
OUC	Office of Unified Communications
pANI	pseudo Automatic Number Identification
PSAP	Public Safety Answering Point
PSCC	Public Safety Communications Center
SMS	Service Management System (as in NPAC SMS)
SOI	Service Order Input
SR	Selective Routing
TN	Telephone Number
VoIP	Voice over Internet Protocol
WSP	Wireless Service Provider

C. 2 STATEMENT OF WORK

C.2.1 DEFINITION OF AN ACCEPTABLE ALI RECORD

An ALI record is defined by NENA as, "…the automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates…." In addition, NENA also recommends, "…for any PBX that has not implemented a PS/911 enhancement, the billing telephone number (BTN) should be sent as the ANI whenever the serving central office of the PRI trunks routes the call to the 911 selective router via the dedicated 911 trunks serving that central office." (NENA Technical Information Document 03-0502)

During an analysis of the District's ALI data in April, 2006, it was determined that approximately 50 percent of the ~1.5 million records were unacceptable Multi-Line Telephone System (MLTS) records. It will be the duty of the selected vendor to eliminate any unacceptable MLTS records, and to prevent them from entering into the ALIDB through future Service Order Inputs (SOI).

- Only acceptable MLTS ALI records shall be used to create the initial ALIDB.
- MLTS customers that do not subscribe to a private switch ALI solution shall only have one ALI record within the ALIDB.
- All MLTS records must contain unique information which identifies the specific location of the caller (e.g. 3rd floor, room 302) or the ALI record will be considered unacceptable and shall be returned back to the owner service provider for resolution.
- Provide a means to identify and eliminate any unacceptable ALI records (i.e. page numbers, mobile, etc.) from entering into the ALIDB.

C.2.2 ALIDB HOSTS

The ALIDB hosts are the physical repositories for the ALI data and are updated through data inputs from all service providers. The ALIDB hosts also provide data in response to queries ("bids") from PSAPs within the least possible amount of time.

- Each ALIDB host must be off-site and fully redundant.
- Each ALIDB host shall function properly no less than 99.99 percent of each month, excluding approved scheduled maintenance downtime.
- There shall be no limitation to the number of bids that may be received and responded to simultaneously.
- One-sided status during maintenance shall not exceed 8 hours per scheduled maintenance event.
- Provide a report of all scheduled and unscheduled down time that occurred in the past 30 days for each ALIDB host currently in use.

- Provide an ALIDB host maintenance schedule for the year upon commencement of the contract and each anniversary thereafter.

C.2.3 CONNECTIVITY BETWEEN THE DISTRICT AND THE ALIDB HOSTS

The District's ALI circuits currently terminate at the two CML selective routers. These routers are District owned and facilitate the transfer of data located with the ALIDB hosts on the current DBMSP's premises.

The PSCC utilizes a diverse and redundant network for delivery of location/routing information. The specific format is a custom format and is available upon request under non-disclosure for purposes of responding to this bid. The current ALI hosts connected to the network are in New Jersey and Silver Spring, Maryland. Currently, almost all CLECs in the District are directly trunked into the CML selective routers, while the LEC is being routed through their own tandems. The details of the current DC-Net network and database platform configurations are displayed in Exhibit A: Washington, DC ALI Steering.

Delivery of location data in response to a PSAP query will require that connectivity be installed and maintained between the DBMSP's ALIDB hosts and the District's CML selective routers.

- The transport facility shall function properly no less than 99.99 percent of each month, excluding approved scheduled maintenance downtime.
- One-sided status during maintenance shall not exceed 24 hours per scheduled maintenance event.
- It is the responsibility of the Respondent to assure all ALIDB equipment and location/routing data packets are compatible with the designated network.
- The connecting facility shall be dedicated for the exclusive purpose of communicating PSAP queries and responses to the queries.
- The connecting facility shall maintain sufficient bandwidth to support simultaneous queries and/or responses from all District PSAPs.
- Provide evidence of stability in the current environment.
- Designate a project manager to coordinate communications and activities necessary to install connectivity between the CML selective routers and the DBMSP ALIDB hosts.
- Make available knowledgeable technicians to assist with any situation requiring scheduled testing of ALIDB-to-router connectivity, given 48-hours notification.
- Technicians shall be available for a maximum of 24 hours beginning from the scheduled start time of the test.
- Maintenance of the connecting facilities between the DBMSP ALIDB hosts and the CML selective routers is the responsibility of the DBMSP.
- Provide a transport facility maintenance schedule for the year upon commencement of the contract and each anniversary thereafter.
- Provide 30 days' notice to the District for scheduled maintenance and/or upgrades.

- Scheduled maintenance shall be performed during PSAP off-peak times; off-peak times will be defined by the District.

C.2.4 ESTABLISH CONNECTIVITY TO OTHER DBMSPS

Connectivity between DBMSPs is necessary when some or all of a customer's data or network are held by or connected to a DBMSP other than their primary service provider. The practice of forwarding a PSAP query from one DBMSP to another is commonly called "steering." The facilities enabling data communication between DBMSPs for steering are commonly called "steering links."

Steering between DBMSPs during transition of service from the current provider to the successor DBMSP is expected. This connectivity shall be taken down upon completion of transition. Maintenance of the connecting facilities between the DBMSPs is the responsibility of the District's new DBMSP.

- Designate a project manager to coordinate communications and activities necessary to install connectivity between the DBMSP and other DBMSPs as necessary.
- Install connectivity between the DBMSPs by the agreed-upon project deadline.
- Make available knowledgeable technicians to assist with any situation requiring scheduled testing of connectivity, given 48-hours notification.

C.2.5 PROCESS INITIAL LOADS FROM ALL SERVICE PROVIDERS

The "initial load" is when a service provider provides a large batch of data through a process other than the normal daily means for submitting data inputs. Initial loads, as the name implies, typically occur as part of a customer's implementation of services with a new DBMSP.

Various methods may need to be employed to enable data communication from the different types and sizes of service providers.

Processing of data loads may generate large batches of errors for referral to the service providers and the District.

- All MSAG valid ALIDB daily service records that meet the data quality standards outlined in requirement #1 shall be available to the ALIDB within the next business day.
- Non-recurring charges associated with an initial load of data for a MLTS provider should be invoiced to the MLTS provider.
- All data received from the service providers shall be processed and made available to the ALIDB within the next business day.
- Report of data analysis due within 6 hours of processing completion.

- Meet and communicate with the service providers and the District as necessary to establish the procedure for the effective and timely importation of the initial data loads.
- Support NENA version 2.1 or higher data exchange format as defined in NENA-02-010.
- Compare initial data loads to the appropriate MSAG using relevant criteria to determine data quality.
- Withhold from the ALIDB all records that do not match the applicable MSAG and other determinants of quality.
- Only upon the District's request, shall translation tables be built that facilitate the validation of records that do not match the MSAG.
- 99 percent of the records in the ALIDB shall be complete and MSAG valid by the established implementation date.

C.2.6 DATA PROCESSING AND MANAGEMENT

Data processing entails the 24 x 7 x 365 receipt, validation, and processing of data received from service providers. The purpose of data processing is to ensure that incorrect data is excluded from, and necessary changes are effected to records in, the 9-1-1 database in as close to real time as possible. No changes, additions, or deletions may be effected to the ALIDB without the submission of input(s) from the appropriate service provider(s) requesting the changes.

Various methods may need to be employed to enable data communication from the different types and sizes of service providers.

- All MSAG valid ALIDB daily service records that meet the data quality standards outlined in requirement #1 shall be available to the ALIDB within the next business day.
- NENA 02-010 and NENA 02-011 standards shall be followed.
- Support version 2.1 or higher data exchange format as defined in NENA-02-010.
- Provide acknowledgement to the service provider upon receipt of data.
- Each input shall receive an identifier and its status be tracked from receipt until posting to the ALIDB and also, where applicable, to the SR database.
- Compare data to the appropriate MSAG and against other relevant criteria to determine data quality.
- Withhold from the ALIDB any records that do not match the applicable MSAG and other determinants of quality.
- Records maintained in the database shall not exclude any valid data elements submitted by service providers. Example: If a service provider provides two company IDs, the DBMSP may not limit the record to one company ID.
- There will be at least two types of records: static and "R" records. Static records include all data necessary to the PSAP (when submitted) at all times. "R" records point the PSAP query to an external database in the FoCR direct steering process and/or prevent a record from being entered in more than one DBMSP's database.

- Only upon the District's request, shall the DBMSP build translation tables that facilitate the validation of records that do not match the MSAG.
- Provide to the District, on a monthly basis, a report that identifies the number and type of translations in use, including the number of inputs submitted during the month, by service provider, which were affected by these translations.

C.2.7 ERRONEOUS INPUTS

One output of data processing is the identification and segregation of incorrect data submitted by the service providers. These erroneous inputs are automatically referred back to the submitting service provider for resolution. Various methods may need to be employed to enable error referral to the different types and sizes of service providers.

It is necessary to reject attempts made by service providers that submit error resolution information through a method that is not part of the prescribed process.

- All erroneous inputs shall be referred or resolved within the next business day.
- Safeguards must be in place to prevent the importation of unacceptable ALI records (as outlined in Section 1) into the ALIDB.
- NENA 02-011 standards shall be followed.
- When an error is not resolved within 72 hours, the DBMSP must re-refer the error to the appropriate entity for resolution within the next business day.
- If an error is not resolved within 72 hours of a re-referral, the DBMSP must re-refer to the appropriate party a second time within the next business day, including the first level management at the service provider in the re-referral communication.
- If an error is not resolved within 72 hours of the second referral, the DBMSP must re-refer to the appropriate party a third time, including the second level management at the service provider in the re-referral communication.
- If an error is not resolved within 72 hours of the third referral, the DBMSP must within the next business day refer the error (for the final time) to the owner service provider.
- Provide a monthly correspondence to the District, naming each service provider that has not resolved its errors within 72 hours of the third referral, for the District's compliance file.
- Assign an identifier to each error and track its status from receipt until a resolving input is received from a service provider, from the District, or resolution is achieved by the DBMSP.
- Reject or do not attempt any error corrections that would avoid the tracking system.

C.2.8 INCOMPLETE PORTS

When a Telephone Number (TN) transitions ("ports") from one service provider's responsibility to another service provider, two records are required to effect the change in the ALIDB. The former service provider must "unlock" the TN, and the new service provider takes charge of it

through a "migrate" record. When the DBMSP receives either an unlock or a migrate record without receiving a corresponding completing record, the associated TN is commonly referred to as "stranded." Stranded TNs, unlike other errors, remain in the ALIDB. This poses a risk for misroutes and/or incorrect ALI.

The current NENA-recommended method of researching incomplete ports is to access the Number Portability Administration Center (NPAC) Service Management System (SMS) database.

- All incomplete ports shall be resolved or referred within the next business day of being identified as stranded.
- NENA 02-011 standards shall be followed.

C.2.9 MASTER STREET ADDRESS GUIDE (MSAG)

The MSAG is the means by which the District establishes a standard for conformity of service provider inputs, and communicates routing assignments to the DBMSP. When implemented by the DBMSP, the MSAG becomes a standard against which all service provider inputs are compared and, based on their conformity or non-conformity, the inputs are allowed into the ALIDB or are withheld in error status.

- All MSAG change requests shall be implemented or referred within the next business day.
- Version 2.1 or higher data exchange format as defined in NENA-02-010 shall be used.
- Upon commencement of the contract, the District will provide the initial MSAG to the DBMSP.
- Notify service providers of MSAG changes (Delta MSAGs). This requirement is established in PUC Rule 26.433.
- Collect information regarding which service providers do not promptly collect their Delta MSAGs, where applicable, and provide a monthly correspondence containing this information to the District for the compliance file.
- Maintain an accessible, NENA compliant version of current Districts MSAG to all service providers.

C.2.10 ALI EXTRACT FOR EMA EMERGENCY NOTIFICATION SYSTEM

The current DBMSP provides a monthly extract of ALI records to the District for use in the EMA's Emergency Notification System. The Emergency Notification System can automatically call households within a certain area in order to alert residents in the District of emergencies.

- Provide a monthly extract of the District's ALI records.
- An on-demand feature may be included within the optional requirement "Data Management Interface Tool and Training" (Requirement #22).

C.2.11 ENGLISH LANGUAGE TRANSLATION (ELT)

The District provides ELT information to the DBMSP so that the names of the fire, EMS, and police jurisdictions associated with each ESN may be delivered with ALI to the PSAPs.

- All ELT change requests shall be implemented within 36 hours.
- Maintain an accessible version of the current ELTs for the District.

C.2.12 NO RECORD FOUND (NRF))

A "No Record Found" (NRF) error is identified when an emergency call is received for which there is no corresponding record in the ALIDB. There are many circumstances that may generate an NRF.

ANI failures will generate an NRF. The DBMSP should have the capability to identify ANI failures by type. ANI failure NRFs should be referred to the OUC for resolution.

- All NRF errors shall be resolved or referred within the next business day.
- NENA 02-011 standards shall be followed.

C.2.13 MISROUTES

Misrouting and default routing occurs when an emergency call is directed to the wrong or a default PSAP. Misrouting, when it occurs as a result of incorrect data, is a secondary error; in other words, the misroute is a result of a primary error, such as erroneous inputs.

- All Misroute errors shall be resolved or referred within the next business day.
- NENA 02-011 standards shall be followed.

C.2.14 SERVICE PROVIDER TO ALIDB RECONCILIATIONS

Performance of data comparisons for improvement of data quality, usually referred to as reconciliations, entails the receipt of a batch of data from a service provider and comparison of the data against the ALIDB.

Processing of data loads for reconciliation may generate large batches of errors for referral to the service providers and the District.

- All data shall be received from the service provider and shall be processed within the next business day.
- Report of data analysis due within six hours of processing completion.
- Proactively review the data and recommend to the District which reconciliations be performed where it sees that data quality could be improved through this process.
- Annually meet and communicate with the service providers and the District to establish the procedure for the effective and timely reconciliation of the data.
- Compare inputs to the appropriate MSAG and against other relevant criteria to determine data quality.
- Withhold from the ALIDB any Service Order Input (SOI) that does not match the applicable MSAG and other determinants of quality.
- Only upon the District's request, shall translation tables be built that facilitate the validation of records that do not match the MSAG.

C.2.15 SELECTIVE ROUTER CHANGES ("RE-HOMES")

A "re-home" is when a TN or TN equivalent formerly associated with the legacy selective router is assigned to a different selective router. Re-homes are usually one of two types:

1) A Central Office (CO) re-home occurs when a telecommunications service provider decides to change the selective router assignment for a CO
2) A tandem re-home occurs when the selective routing service provider (SR provider) changes the selective router assignment for any or all TNs associated with a particular selective router (tandem).

- The DBMSP shall make any necessary modifications to the data in order to ensure that records affected by the re-home are correct.
- The DBMSP shall implement tracking measures so that any changes to the data, made related to the re-home(s), can be audited for performance measurement.

C.2.16 MANAGEMENT PLANNING

To ensure that the program stakeholders do not experience any adverse impact from implementation of services, tasks, processes, and timelines necessary to achieve implementation by the Operations Start Date, the District has defined roles and responsibilities among all stakeholders. At a minimum, management plans shall be developed for the following:

a) Implementation Project Plan (IPP)

The Implementation Project Plan (IPP) is a tool for managing, scheduling, and coordinating the successful implementation of database management services with the selected vendor. The

implementation phase begins on the date of execution of a contract between OUC and the selected vendor, and must be completed no later than one day prior to the Operations Start Date.

b) Turnover Project Plan (TPP)

The Turnover Project Plan (TPP) is a tool for managing, scheduling, and coordinating the successful transition of database management services to a subsequent DBMSP. The transition phase begins six months prior to termination of the contract between OUC and the DBMSP, and must be completed no later than one day prior to the last day of the contract term (Turnover Date).

c) Risk Management Plan (RMP)

The Risk Management Plan (RMP) is a comprehensive, living document to be used as a tool by the DBMSP and the District for identifying, addressing and avoiding risks to any aspect of the services and deliverables.

d) Quality Assurance Plan (QAP)

The Quality Assurance Plan (QAP) is a comprehensive, living document to be used as a tool by the DBMSP and the District for planned, proactive and superior performance of the services and deliverables.

e) Organizational Plan (OP)

The Organizational Plan (OP) consists of quantities and hierarchies of staff and management responsible for different aspects of multiple deliverables. Provide an organizational chart that:

- Graphically depicts the placement of this contract within the Vendor's organization.
- Graphically reflects all positions that will perform or oversee services and subcontractors under the contract.
- Include numbers of staff at each position (e.g., number of staff processing inputs).
- Associate each position with the deliverable(s) for which they will be responsible.
- Identify which positions, if any, will be located within the District.
- Indicate the locations of any positions maintained outside the continental United States.
- Provide detailed descriptions of each position title (e.g., "data analyst") depicted on the organizational chart.

f) Records Retention Plan (RRP)

The Records Retention Plan (RRP) identifies the methods, media, and timelines for maintenance and archiving of documentation under the District's public information and records retention laws.

Applicable District regulations are contained in Chapter 29 of Title 1 "Public Records Management" of the District of Columbia Municipal Regulations (DCRM). Also, information on record retention is provided in General Schedule 3 and D.C. Schedule 40. Section 2906(a)

provides that records created or received by the District shall not be destroyed, sold, transferred, or disposed of in any manner except as prescribed by law, by records retention schedules, or by other authorization approved by the Records Disposition.

The RRP must address, at a minimum:

- The scope of information considered to be public agency property and therefore subject to public information and records retention laws.
- Media for storage of information.
- Schedule for information archiving.
- Procedure for responding to information requests.
- Other legal and practical requirements as applicable.

C.2.17 FORMAL COMMUNICATIONS

Formal communications include regularly scheduled presentations, meetings and conferences. Escalation procedures formalize communications regarding issues with the data or data delivery.

OUC staff members involved with the DBMSP contract include, among others, the database program manager, the wireless program manager, the Director of program services, the general counsel, and the OUC Director. The OUC 9-1-1 program managers, wireless program manager, or other OUC or OCTO staff members may also attend meetings in order to stay abreast of or provide information regarding issues and activities.

The DBMSP may choose the location(s) for the initial and annual presentations, as long as it provides sufficient notice and chooses enough locations and dates that will enable representatives from the District to attend. The DBMSP may not restrict the number of representatives that the District may send to the presentation, but may limit attendees and/or materials to the number the District indicated on their RSVP.

- Provide an initial presentation to the District. The presentation shall include an overview of the DBMSP, an overview of the DBMS, the aspects of interfacing with the DBMSP, a description of tools, reports, measures, and processes.
- Provide an annual presentation to the District. The presentation shall include an overview of the DBMS, any changes in aspects of interfacing with the DBMSP, any changes in tools, reports, measures, processes implemented in the past year or planned for the coming year, a "state of the data" report regarding data quality, error levels, trends, and any information regarding future goals, plans, technologies and issues.

C.2.18 CUSTOMER SERVICE

The DBMSP must provide information or assistance in a timely manner in response to requests by the District, end users, service providers, and/or selective routing service providers.

- Attend and participate in meetings with the District to provide assistance or information, or to learn about the District's issues and operations.
- All weekdays, with the exception of Federal holidays, are business days. 24 x 7 x 365 toll-free access to technical support shall be provided by the DBMSP for trouble reporting of ALIDB issues.
- Requests for information or assistance may be submitted through any form or technology of verbal or written communication.

C.2.19 TROUBLE HANDLING

The District must have a means by which to communicate to the DBMSP on a 24 x 7 x 365 basis any failures of the ALI delivery system components. The DBMSP must have means to detect, resolve, and report any failures on the DBMSP's side of the District's router. The District may or may not be able to assist the DBMSP in isolating the cause of the failure.

The successful Vendor shall provide a means for trouble reporting, tracking, and escalation that facilitate resolution of actual failures within the least possible amount of time and facilitate data analysis for aversion of future failures.

- Resolve any system failures within the least possible amount of time, not to exceed two hours.
- Provide trouble reporting and status inquiry for ALI delivery by toll-free telephone 24 x 7 x 365.
- PSAPS shall be able to request and receive ALI information through this number whenever malfunctions affecting the PSAP prevent normal ALI delivery.
- Provide a monthly report on any outages, including causes/resolutions and time taken to resolve.

C.2.20 SECURITY

Security is the implementation of procedures and use of controls (tools and/or objects) to prevent virtual or physical access to any system element without authorization.

The District and the chosen DBMSP will agree to the final specific security requirements, based on the risk assessment provided by the DBMSP, and information regarding the DBMSP's security measures already in place.

The DBMSP must securely interface with the District at the network interconnection points (routers), and with service providers and selective routing providers through various kinds of connections. Ancillary database providers may also interface with the DBMSP.

- Ensure that data and data delivery to the District is protected from failure, alteration, or divulgence caused by inappropriate access to the system, whether deliberate or unintended.

C.2.21 DISASTER RECOVERY

Disaster recovery, also called business continuity, includes the processes and resources for maintaining and/or re-establishing critical operations during and after an event that disables all or part of the normal operating processes and/or facilities.

The District and the chosen DBMSP will agree upon the final specific business continuity requirements, based on the business continuity scenarios for each deliverable provided by the DBMSP and information regarding the DBMSP's continuity plans already in place.

- Notify the District each time business continuity activities are implemented.
- Notify the District when normal operations resume.
- Maintain a log for all business continuity events, from commencement of each event until normal operations resume, to record all business continuity measures taken during the event.
- Within ten days of the conclusion of a business continuity event, the DBMSP shall provide the District with a report to include:
    - A description of the emergency (date, time, type).
    - Processes and resources impacted.
    - Actions taken.
    - Outcomes resulting from actions taken.
    - An assessment of the degree of deviation from normal operations.
    - An assessment of the effectiveness of the business continuity plan.
    - Lessons learned.
    - Include any revisions to the continuity plan arising from lessons learned.

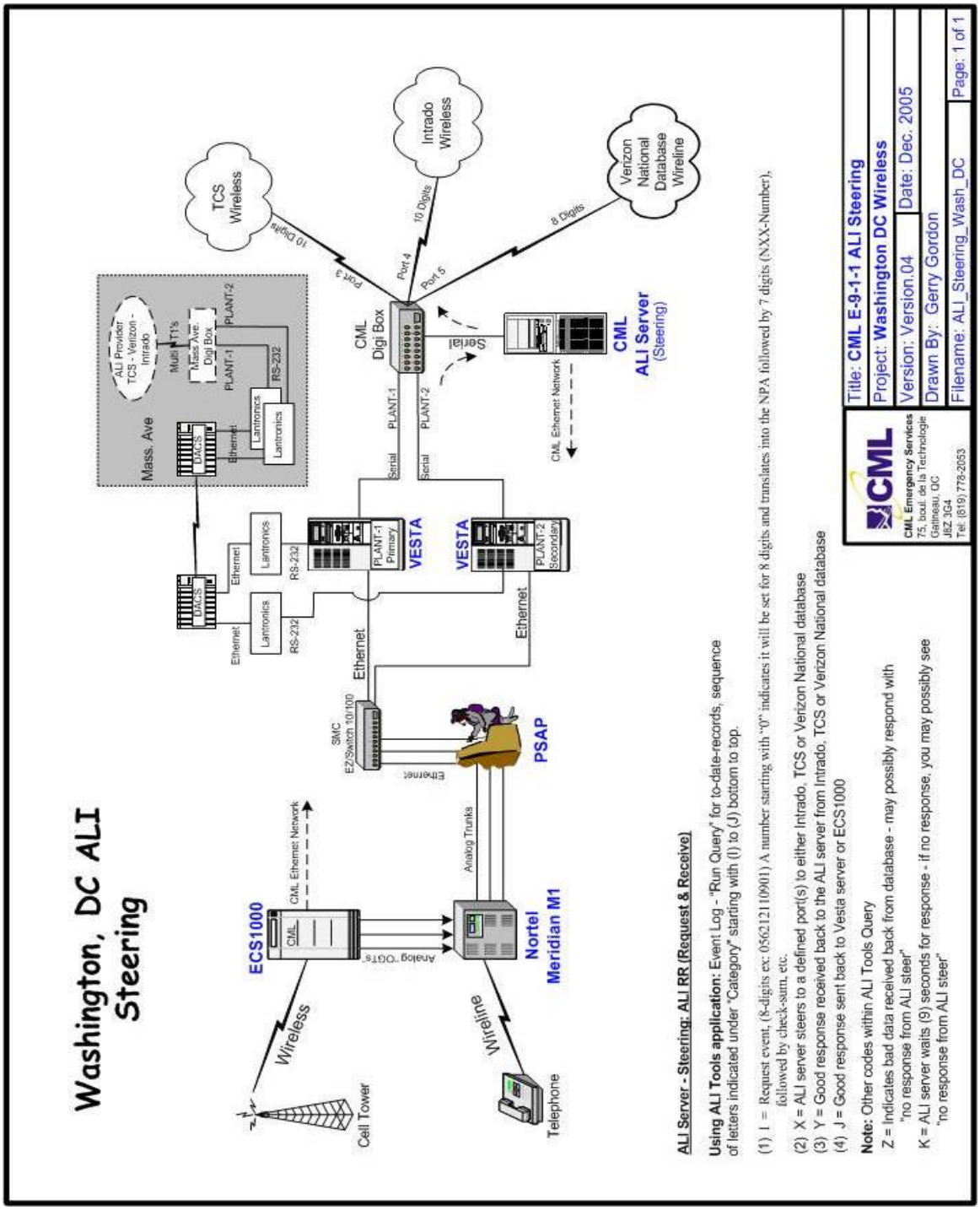
C.2.22 DATA MANAGEMENT INTERFACE TOOL AND TRAINING (OPTIONAL)

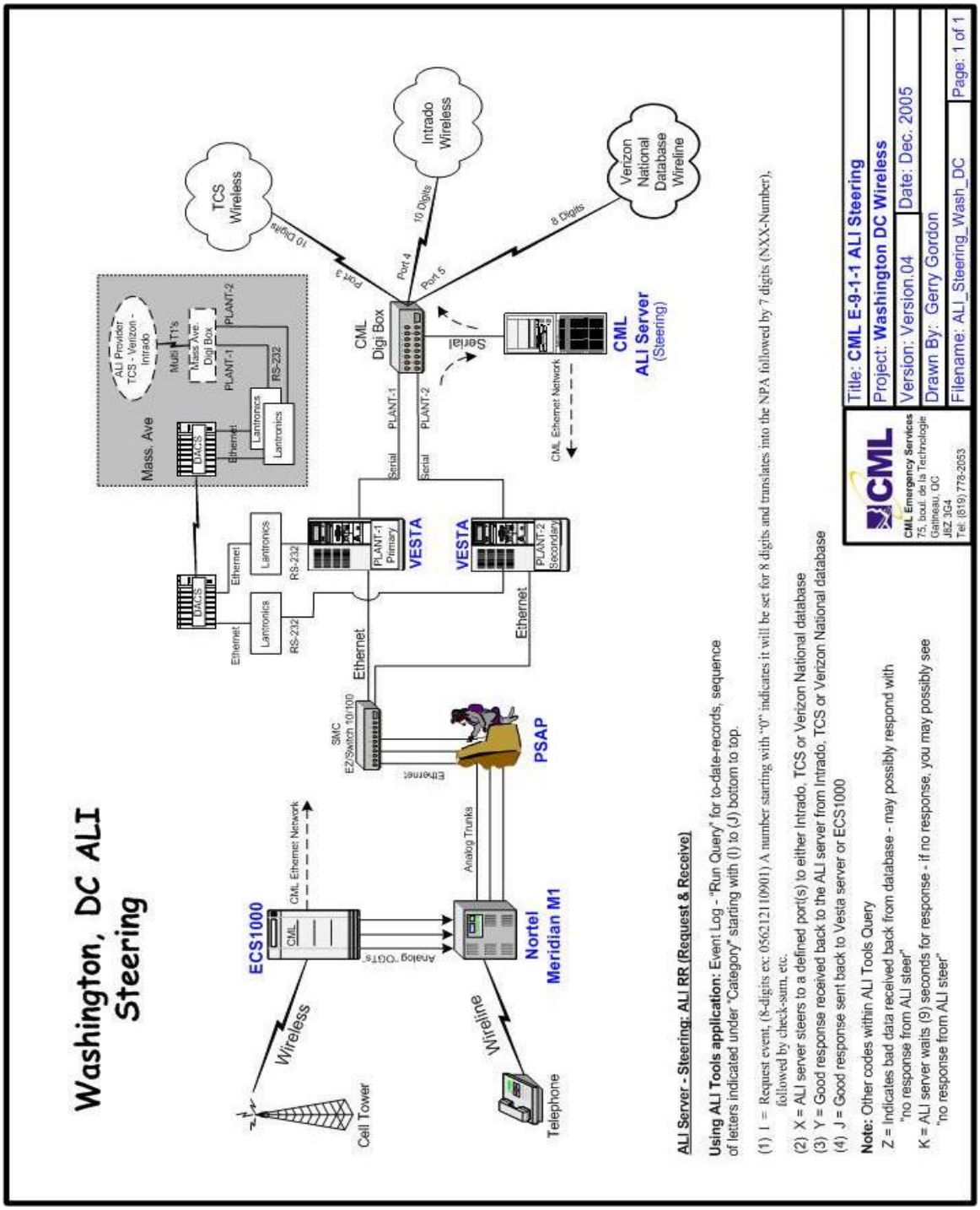
The Data Management Interface (DMI) shall provide the District and Service Providers a portal into the DBMSP for the purposes of data quality improvement, including: service order error resolution, TN record address correction, call data discrepancy correction, as well as changes to the Master Street Address Guide (MSAG) and English Language Translation (ELTs). This contract is for purchase of existing software, not software to be developed. The District is requesting the following features to be available in the Vendor's proposed DMI:

- Provide a means for the District to access information regarding process activity.

- Minimize human error by automating processes and by identifying and tracking transactions applied to the database.
- Maximize customer satisfaction by providing flexible environments and customized reporting options.
- Function properly 99.99 percent of each month with agreed upon exceptions for repair and upgrade, allowing for 24 x 7 x 365 access. An acceptable methodology must be in place to measure the system's performance.
- Support simultaneous access for a large number of users.
- Provide accurate and timely information to report database performance measures.
- Security features and processes should include encryption of data in transport, security authentication of users, and user identification with the transaction tracking information.
- Support hierarchical access, allowing for the possibility of limiting access to certain sections/features per user.
- Graphical user interface should be as user-friendly as possible, allowing for features like case insensitive inputs, user-customizable screen features, retention of user-customized format for each login, auto-tab and auto-complete function for input fields, etc.
- Allow for real-time corrections.
- Ability to export reports (both pre-defined and user defined) or query results, based on mutually agreed upon printer-friendly formats, as well as filtering on multiple criteria, including the use of wild cards.
- Provide technical support for the DMI by toll-free telephone from 8 a.m. to 5 p.m. Eastern Standard Time, exclusive of Federal holidays.
- Provide and maintain for the DMI a schedule for maintenance and upgrades.
- The DMI shall identify and track each transaction by process or function type, date and time of each action, comments (if any), the requesting agent, the processing agent, and the party referred to (if applicable).
- Provide the ability to query all and each data element associated with each record through the DMI.
- Create, provide, and update as necessary, a users' manual for the DMI, allowing for printing or download through the DMI.
- Training should model a classroom lecture-style instruction approach. Online training may be proposed as a supplement to, not in lieu of, classroom training.
- Train-the-trainer modules should be developed to enable District staff to deliver training to end users. All trainings will be held within the District.
- Accommodate end-user trainings to the District staff upon request, at locations specified by the District on agreed-upon dates.
- Provide hard copies of training information to each attendee.
- Supply any computers, audio-visual, or other equipment or training aids unless the District agrees to make these available.

EXHIBIT A – WASHINGTON, DC ALI STEERING


Washington, DC ALI Steering
ECS1000
CML
CML Ethernet Network
Wireless
Cell Tower
Analog "OGTs"
Analog Trunks
Nortel
Meridian M1
Wireline
Telephone
SMC
EZ/Switch 10/100
Ethernet
PSAP
VESTA
PLANT-1
Primary
VESTA
PLANT-2
Secondary
Lantronics
RS-232
Ethernet
Mass. Ave
ALI Provider
TCS - Verizon - Intrado
Multi T1's
Mass Ave
Digi Box
PLANT-1
PLANT-2
CML
Digi Box
Serial
Port 3
Port 4
Port 5
10 Digits
8 Digits
TCS
Wireless
Intrado
Wireless
Verizon
National
Database
Wireline
CML
ALI Server
(Steering)
CML Ethernet Network
ALI Server - Steering: ALI RR (Request & Receive)
Using ALI Tools application: Event Log - "Run Query" for to-date-records, sequence of letters indicated under "Category" starting with (I) to (J) bottom to top.
(1) I = Request event, (8-digits ex: 05621210901) A number starting with "0" indicates it will be set for 8 digits and translates into the NPA followed by 7 digits (NXX-Number), followed by check-sum, etc.
(2) X = ALI server steers to a defined port(s) to either Intrado, TCS or Verizon National database
(3) Y = Good response received back to the ALI server from Intrado, TCS or Verizon National database
(4) J = Good response sent back to Vesta server or ECS1000
Note: Other codes within ALI Tools Query
Z = Indicates bad data received back from database - may possibly respond with "no response from ALI steer"
K = ALI server waits (9) seconds for response - if no response, you may possibly see "no response from ALI steer"
CML
CML Emergency Services
75, boul. de la Technologie
Gatineau, QC
J8Z 3G4
Tel: (819) 778-2053
Title: CML E-9-1-1 ALI Steering
Project: Washington DC Wireless
Version: Version.04
Date: Dec. 2005
Drawn By: Gerry Gordon
Filename: ALI_Steering_Wash_DC
Page: 1 of 1



ALI Server - Steering: ALI RR (Request & Receive)

Using ALI Tools application: Event Log - "Run Query" for to-date-records, sequence of letters indicated under "Category" starting with (I) to (J) bottom to top.

(1) I = Request event, (8-digits ex: 05621210901) A number starting with "0" indicates it will be set for 8 digits and translates into the NPA followed by 7 digits (NXX-Number), followed by check-sum, etc.

(2) X = ALI server steers to a defined port(s) to either Intrado, TCS or Verizon National database

(3) Y = Good response received back to the ALI server from Intrado, TCS or Verizon National database

(4) J = Good response sent back to Vesta server or ECS1000

Note: Other codes within ALI Tools Query

Z = Indicates bad data received back from database - may possibly respond with "no response from ALI steer"

K = ALI server waits (9) seconds for response - if no response, you may possibly see "no response from ALI steer"

SECTION C

C.1 OVERVIEW

C.1.6 SUBMITTAL AND EVALUATION OF RESPONSES

Responses must be submitted to the District no later than April 24, 2007. The District shall be the sole judge of each qualified vendor's response. The District reserves the right to reject any and all responses. The District reserves the right to investigate the financial capability, reputation, integrity, skill, business experience and performance of each vendor submitting a response. A timeline of the overall project is as follows:

The following timeline has been updated.

RFQ Distributed to Vendors…….	March 27, 2007
Deadline for receipt of written questions…….	April 10, 2007
Deadline for distribution of written answers……	April 17, 2007
RFQ Response Deadline……...	April 24, 2007
Selection of Qualified Vendor(s)……..	April 30, 2007
Contract Negotiations……	May 8, 2007
DBMS Implemented…….	June 8, 2007

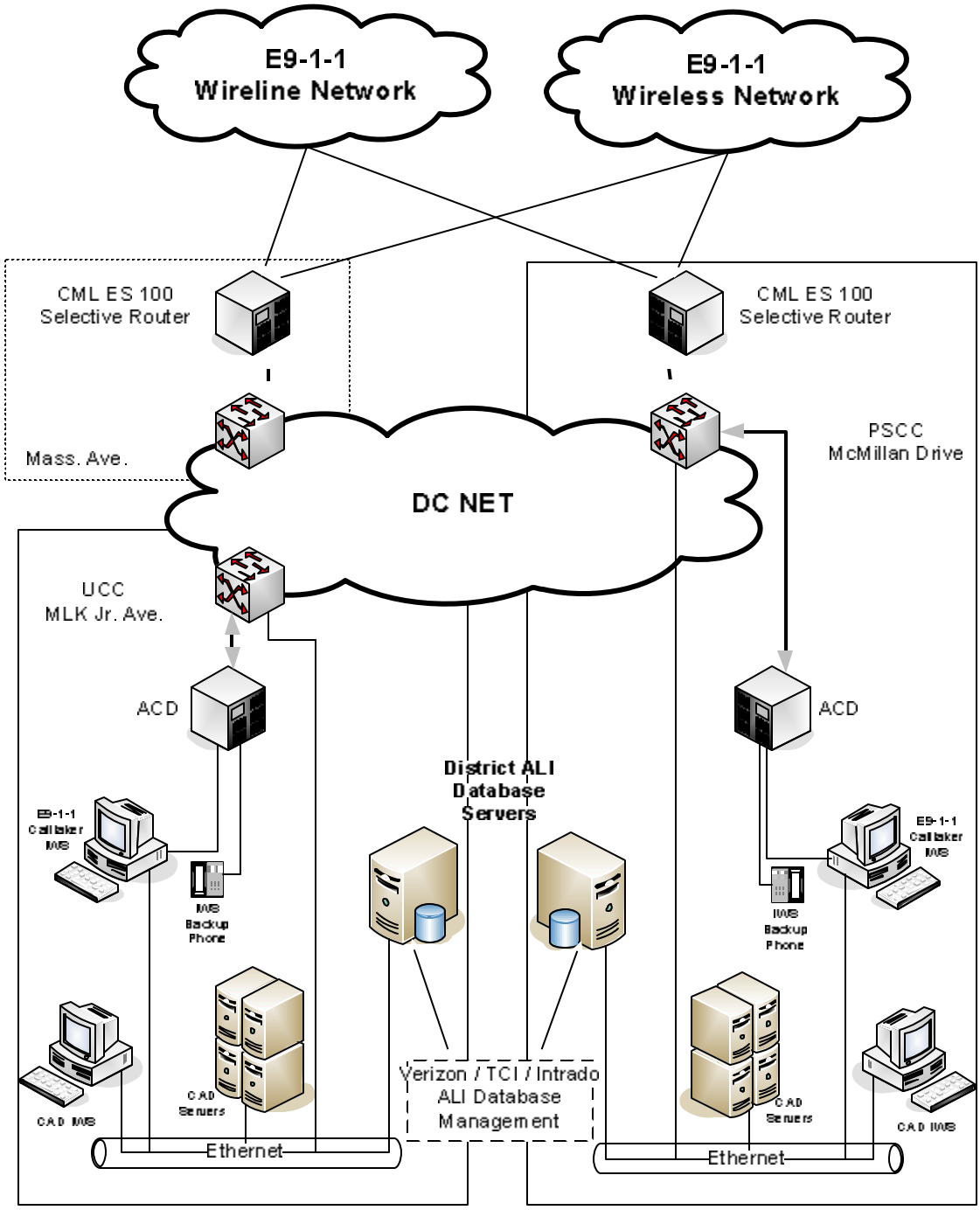
All responses should be sent to the following address:

Office of Contracting and Procurement
Bid Room, Attn: William Sharp/Melford Brown
441 4th Street NW, Suite 703 South
Washington, DC 20001

Marked Solicitation No.: **DCTO-2007-R-0047**
RFQ RQ330144
Due Date: April 24, 2007
Time: 2:00pm

EXHIBIT A – WASHINGTON, DC ALI STEERING

The following ALI Steering Diagram has been updated.



Schedule B – Pricing

B.1.1 Base Year (Date of Award to September 30, 2007)

CLIN	DESCRIPTION BASE Period	Unit	Price per unit	Quantity	Total Price
0001	Installation services per record	per			
0002	Conversion Project Management Services	Hour			
0003	Network Connectivity	One Time cost			
0004	Network Connectivity	monthly			
0005	ALI Records Maintenance and Storage	each			
Total Price					$

B.1.2 Option Year 1 (October 1, 2007 to September 30, 2008)

CLIN	DESCRIPTION BASE Period	Unit	Price per unit	Quantity	Total Price
0001	n/a				
0002	n/a				
0003	n/a				
0004	Network Connectivity	monthly			
0005	ALI Records Maintenance and Storage	each			
Total Price					$

B.1.3 Option Year 2 (October 1, 2009 to September 30, 2009)

CLIN	DESCRIPTION BASE Period	Unit	Price per unit	Quantity	Total Price
0001	n/a				
0002	n/a				
0003	n/a				
0004	Network Connectivity	monthly			
0005	ALI Records Maintenance and Storage	each			
Total Price					$

B.1.4 Option Year 3 (October 1, 2009 to September 30, 2010)

CLIN	DESCRIPTION BASE Period	Unit	Price per unit	Quantity	Total Price
0001	n/a				
0002	n/a				
0003	n/a				
0004	Network Connectivity	monthly			
0005	ALI Records Maintenance and Storage	each			
Total Price					$

B.1.5 Option Year 4 (October 1, 2010 to September 30, 2011)

CLIN	DESCRIPTION BASE Period	Unit	Price per unit	Quantity	Total Price
0001	n/a				
0002	n/a				
0003	n/a				
0004	Network Connectivity	monthly			
0005	ALI Records Maintenance and Storage	each			
Total Price					$

TAX CERTIFICATION

TAX CERTIFICATION AFFIDAVIT

Date _____, 200__

Name of Organization/Entity: _____

Address: _____

Principal Officers: Name Soc. Sec. No. Title

_____
_____
_____

Business Telephone No.: _____

Finance and Revenue Registration No.: _____

Federal Identification No.: _____

DUNS No.: _____ Contract No.: _____

Unemployment Insurance Account No.: _____
I hereby certify that:

1. I have complied with the applicable tax filing and licensing requirements of the District of Columbia.
2. The following information is true and correct concerning tax compliance for the following taxes for the past five (5) years:

District:		Current	Not Current
	Sales and Use	( )	( )
	Employment Withholding	( )	( )
	Hotel Occupancy	( )	( )
	Corporation Franchise	( )	( )
	Unincorporated Franchise	( )	( )
	Personal Property	( )	( )
	Professional License	( )	( )
	Arena/Public Safety Fee	( )	( )
	Vendor Fee	( )	( )

3. If not current, as checked in item 2, I am in compliance with a payment agreement with the Department of Finance and Revenue.
___ Yes ____ No

Attach copy of the Agreement.
If outstanding liabilities exists and no agreementhas been made, please attach a listing of all such liabilities.

The Department of Finance and Revenue also requires:
(A) Copies of FR-532 (Notice of Registration) or a copy of an FR-500 (Combined Registration Form)
(B) Copies of canceled checks for the last tax period(s) filed for each tax liability; i.e., sales and use, employer withholding, etc.

The District of Columbia Government is hereby authorized to verify the above information with appropriate Government authorities. The penalty for making false statements is a fine of not more than $1,000.00, imprisonment for not more than 180 days, or both, as prescribed by D.C. Official Code §22-2405. The penalty for false swearing is a fine of not more than $2,500.00, imprisonment for not more than three (3) years, or both, as prescribed in D.C. Official Code §22-2404.

_____ _____
Signature of Person Authorized to Sign This Document Title

_____
Print Name

Notary: DISTRICT OF COLUMBIA, ss:

Subscribed and sworn before me this _____ day of _____Month and Year

_____
Notary Public

My Commission Expires _____

WAGE DETERMINATION NO: 05-2103 REV (02) AREA: DC,DISTRICT-WIDE

HEALTH AND WELFARE LEVEL - INSURANCE ONLY **OTHER WELFARE LEVEL WD:05-2104

****
REGISTER OF WAGE DETERMINATIONS UNDER | U.S. DEPARTMENT OF LABOR
THE SERVICE CONTRACT ACT | EMPLOYMENT STANDARDS ADMINISTRATION
By direction of the Secretary of Labor | WAGE AND HOUR DIVISION
| WASHINGTON D.C. 20210
|
|
|
| Wage Determination No.: 2005-2103
William W.Gross Division of | Revision No.: 2
Director Wage Determinations| Date Of Revision: 11/07/2006
_____|_____

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide
Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince George's, St Mary's
Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier, King George, Loudoun, Prince William, Stafford

_____

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE	MINIMUM WAGE RATE
01000 - Administrative Support And Clerical Occupations	
01011 - Accounting Clerk I	13.79
01012 - Accounting Clerk II	15.49
01013 - Accounting Clerk III	17.32
01020 - Administrative Assistant	21.45
01040 - Court Reporter	17.49
01051 - Data Entry Operator I	12.67
01052 - Data Entry Operator II	13.82
01060 - Dispatcher, Motor Vehicle	16.50
01070 - Document Preparation Clerk	12.75
01090 - Duplicating Machine Operator	12.75

01111 - General Clerk I 13.72
01112 - General Clerk II 15.32
01113 - General Clerk III 18.74
01120 - Housing Referral Assistant 20.84
01141 - Messenger Courier 10.23
01191 - Order Clerk I 14.74
01192 - Order Clerk II 16.29
01261 - Personnel Assistant (Employment) I 15.45
01262 - Personnel Assistant (Employment) II 17.49
01263 - Personnel Assistant (Employment) III 20.84
01270 - Production Control Clerk 20.78
01280 - Receptionist 12.29
01290 - Rental Clerk 15.45
01300 - Scheduler, Maintenance 15.45
01311 - Secretary I 16.11
01312 - Secretary II 17.61
01313 - Secretary III 20.84
01320 - Service Order Dispatcher 15.82
01410 - Supply Technician 21.45
01420 - Survey Worker 17.49
01531 - Travel Clerk I 11.69
01532 - Travel Clerk II 12.57
01533 - Travel Clerk III 13.50
01611 - Word Processor I 13.76
01612 - Word Processor II 15.45
01613 - Word Processor III 17.49
05000 - Automotive Service Occupations
05005 - Automobile Body Repairer, Fiberglass 24.49
05010 - Automotive Electrician 19.43
05040 - Automotive Glass Installer 18.31
05070 - Automotive Worker 18.31
05110 - Mobile Equipment Servicer 15.74
05130 - Motor Equipment Metal Mechanic 20.48
05160 - Motor Equipment Metal Worker 18.31
05190 - Motor Vehicle Mechanic 20.48
05220 - Motor Vehicle Mechanic Helper 16.81
05250 - Motor Vehicle Upholstery Worker 17.88
05280 - Motor Vehicle Wrecker 18.31
05310 - Painter, Automotive 19.43
05340 - Radiator Repair Specialist 18.31
05370 - Tire Repairer 14.43
05400 - Transmission Repair Specialist 20.48
07000 - Food Preparation And Service Occupations
07010 - Baker 13.18
07041 - Cook I 11.88
07042 - Cook II 13.18

07070 - Dishwasher 9.76
07130 - Food Service Worker 10.25
07210 - Meat Cutter 16.07
07260 - Waiter/Waitress 8.59
09000 - Furniture Maintenance And Repair Occupations
09010 - Electrostatic Spray Painter 18.05
09040 - Furniture Handler 12.55
09080 - Furniture Refinisher 18.05
09090 - Furniture Refinisher Helper 13.85
09110 - Furniture Repairer, Minor 16.01
09130 - Upholsterer 18.05
11000 - General Services And Support Occupations
11030 - Cleaner, Vehicles 9.67
11060 - Elevator Operator 9.79
11090 - Gardener 15.70
11122 - Housekeeping Aide 10.89
11150 - Janitor 10.89
11210 - Laborer, Grounds Maintenance 11.81
11240 - Maid or Houseman 10.41
11260 - Pruner 10.89
11270 - Tractor Operator 14.19
11330 - Trail Maintenance Worker 11.81
11360 - Window Cleaner 11.31
12000 - Health Occupations
12010 - Ambulance Driver 16.06
12011 - Breath Alcohol Technician 16.06
12012 - Certified Occupational Therapist Assistant 19.99
12015 - Certified Physical Therapist Assistant 19.99
12020 - Dental Assistant 16.90
12025 - Dental Hygienist 40.68
12030 - EKG Technician 24.34
12035 - Electroneurodiagnostic Technologist 24.34
12040 - Emergency Medical Technician 16.06
12071 - Licensed Practical Nurse I 17.15
12072 - Licensed Practical Nurse II 19.18
12073 - Licensed Practical Nurse III 21.38
12100 - Medical Assistant 14.23
12130 - Medical Laboratory Technician 16.96
12160 - Medical Record Clerk 14.96
12190 - Medical Record Technician 16.47
12195 - Medical Transcriptionist 14.96
12210 - Nuclear Medicine Technologist 28.69
12221 - Nursing Assistant I 9.37
12222 - Nursing Assistant II 10.53
12223 - Nursing Assistant III 12.18
12224 - Nursing Assistant IV 13.68

12235 - Optical Dispenser 15.15
12236 - Optical Technician 13.10
12250 - Pharmacy Technician 14.32
12280 - Phlebotomist 13.68
12305 - Radiologic Technologist 27.61
12311 - Registered Nurse I 24.92
12312 - Registered Nurse II 31.22
12313 - Registered Nurse II, Specialist 31.22
12314 - Registered Nurse III 37.77
12315 - Registered Nurse III, Anesthetist 37.77
12316 - Registered Nurse IV 45.28
12317 - Scheduler (Drug and Alcohol Testing) 17.57
13000 - Information And Arts Occupations
13011 - Exhibits Specialist I 17.98
13012 - Exhibits Specialist II 23.33
13013 - Exhibits Specialist III 28.07
13041 - Illustrator I 18.73
13042 - Illustrator II 23.42
13043 - Illustrator III 28.82
13047 - Librarian 24.54
13050 - Library Aide/Clerk 11.38
13054 - Library Information Technology Systems Administrator 22.15
13058 - Library Technician 17.88
13061 - Media Specialist I 15.99
13062 - Media Specialist II 17.88
13063 - Media Specialist III 19.94
13071 - Photographer I 14.67
13072 - Photographer II 17.18
13073 - Photographer III 21.52
13074 - Photographer IV 26.05
13075 - Photographer V 29.15
13110 - Video Teleconference Technician 15.99
14000 - Information Technology Occupations
14041 - Computer Operator I 15.45
14042 - Computer Operator II 17.49
14043 - Computer Operator III 19.50
14044 - Computer Operator IV 21.67
14045 - Computer Operator V 24.00
14071 - Computer Programmer I (1) 21.60
14072 - Computer Programmer II (1) 25.66
14073 - Computer Programmer III (1) 27.62
14074 - Computer Programmer IV (1) 27.62
14101 - Computer Systems Analyst I (1) 27.62
14102 - Computer Systems Analyst II (1) 27.62
14103 - Computer Systems Analyst III (1) 27.62
14150 - Peripheral Equipment Operator 15.45

14160 - Personal Computer Support Technician 21.67
15000 - Instructional Occupations
15010 - Aircrew Training Devices Instructor (Non-Rated) 34.39
15020 - Aircrew Training Devices Instructor (Rated) 40.64
15030 - Air Crew Training Devices Instructor (Pilot) 46.05
15050 - Computer Based Training Specialist / Instructor 31.26
15060 - Educational Technologist 27.99
15070 - Flight Instructor (Pilot) 46.05
15080 - Graphic Artist 23.02
15090 - Technical Instructor 21.70
15095 - Technical Instructor/Course Developer 26.54
15110 - Test Proctor 17.31
15120 - Tutor 17.31
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations
16010 - Assembler 8.71
16030 - Counter Attendant 8.71
16040 - Dry Cleaner 11.10
16070 - Finisher, Flatwork, Machine 8.71
16090 - Presser, Hand 8.71
16110 - Presser, Machine, Drycleaning 8.71
16130 - Presser, Machine, Shirts 8.71
16160 - Presser, Machine, Wearing Apparel, Laundry 8.71
16190 - Sewing Machine Operator 11.90
16220 - Tailor 12.63
16250 - Washer, Machine 9.44
19000 - Machine Tool Operation And Repair Occupations
19010 - Machine-Tool Operator (Tool Room) 18.95
19040 - Tool And Die Maker 23.05
21000 - Materials Handling And Packing Occupations
21020 - Forklift Operator 16.25
21030 - Material Coordinator 20.54
21040 - Material Expediter 20.54
21050 - Material Handling Laborer 12.65
21071 - Order Filler 13.21
21080 - Production Line Worker (Food Processing) 16.25
21110 - Shipping Packer 14.46
21130 - Shipping/Receiving Clerk 14.46
21140 - Store Worker I 9.96
21150 - Stock Clerk 14.35
21210 - Tools And Parts Attendant 16.99
21410 - Warehouse Specialist 16.25
23000 - Mechanics And Maintenance And Repair Occupations
23010 - Aerospace Structural Welder 23.35
23021 - Aircraft Mechanic I 22.24
23022 - Aircraft Mechanic II 23.35
23023 - Aircraft Mechanic III 24.52

23040 - Aircraft Mechanic Helper 15.10
23050 - Aircraft, Painter 21.29
23060 - Aircraft Servicer 17.82
23080 - Aircraft Worker 18.09
23110 - Appliance Mechanic 20.60
23120 - Bicycle Repairer 14.43
23125 - Cable Splicer 24.77
23130 - Carpenter, Maintenance 20.36
23140 - Carpet Layer 18.70
23160 - Electrician, Maintenance 24.85
23181 - Electronics Technician Maintenance I 21.36
23182 - Electronics Technician Maintenance II 22.80
23183 - Electronics Technician Maintenance III 24.02
23260 - Fabric Worker 17.90
23290 - Fire Alarm System Mechanic 21.46
23310 - Fire Extinguisher Repairer 16.50
23311 - Fuel Distribution System Mechanic 22.81
23312 - Fuel Distribution System Operator 19.38
23370 - General Maintenance Worker 19.01
23380 - Ground Support Equipment Mechanic 22.24
23381 - Ground Support Equipment Servicer 17.82
23382 - Ground Support Equipment Worker 18.09
23391 - Gunsmith I 16.50
23392 - Gunsmith II 19.18
23393 - Gunsmith III 21.46
23410 - Heating, Ventilation And Air-Conditioning Mechanic 20.99
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility) 22.12
23430 - Heavy Equipment Mechanic 21.46
23440 - Heavy Equipment Operator 21.46
23460 - Instrument Mechanic 21.46
23465 - Laboratory/Shelter Mechanic 20.36
23470 - Laborer 14.27
23510 - Locksmith 19.17
23530 - Machinery Maintenance Mechanic 21.46
23550 - Machinist, Maintenance 21.52
23580 - Maintenance Trades Helper 15.10
23591 - Metrology Technician I 21.46
23592 - Metrology Technician II 22.61
23593 - Metrology Technician III 23.72
23640 - Millwright 23.30
23710 - Office Appliance Repairer 20.36
23760 - Painter, Maintenance 20.36
23790 - Pipefitter, Maintenance 22.76
23810 - Plumber, Maintenance 20.99
23820 - Pneudraulic Systems Mechanic 21.46

23850 - Rigger 21.46
23870 - Scale Mechanic 19.18
23890 - Sheet-Metal Worker, Maintenance 21.46
23910 - Small Engine Mechanic 20.05
23931 - Telecommunications Mechanic I 24.43
23932 - Telecommunications Mechanic II 25.75
23950 - Telephone Lineman 22.21
23960 - Welder, Combination, Maintenance 21.46
23965 - Well Driller 21.46
23970 - Woodcraft Worker 21.46
23980 - Woodworker 16.50
24000 - Personal Needs Occupations
24570 - Child Care Attendant 11.58
24580 - Child Care Center Clerk 16.15
24610 - Chore Aide 9.58
24620 - Family Readiness And Support Services Coordinator 12.95
24630 - Homemaker 16.75
25000 - Plant And System Operations Occupations
25010 - Boiler Tender 24.06
25040 - Sewage Plant Operator 20.08
25070 - Stationary Engineer 24.06
25190 - Ventilation Equipment Tender 16.76
25210 - Water Treatment Plant Operator 20.08
27000 - Protective Service Occupations
27004 - Alarm Monitor 17.19
27007 - Baggage Inspector 11.51
27008 - Corrections Officer 18.75
27010 - Court Security Officer 21.42
27030 - Detection Dog Handler 16.67
27040 - Detention Officer 18.75
27070 - Firefighter 21.58
27101 - Guard I 11.51
27102 - Guard II 16.67
27131 - Police Officer I 23.94
27132 - Police Officer II 26.60
28000 - Recreation Occupations
28041 - Carnival Equipment Operator 12.35
28042 - Carnival Equipment Repairer 13.30
28043 - Carnival Equpment Worker 8.40
28210 - Gate Attendant/Gate Tender 12.68
28310 - Lifeguard 11.29
28350 - Park Attendant (Aide) 14.18
28510 - Recreation Aide/Health Facility Attendant 10.35
28515 - Recreation Specialist 17.57
28630 - Sports Official 11.29
28690 - Swimming Pool Operator 15.32

29000 - Stevedoring/Longshoremen Occupational Services
29010 - Blocker And Bracer 20.55
29020 - Hatch Tender 20.55
29030 - Line Handler 20.55
29041 - Stevedore I 19.18
29042 - Stevedore II 21.64
30000 - Technical Occupations
30010 - Air Traffic Control Specialist, Center (HFO) (2) 33.82
30011 - Air Traffic Control Specialist, Station (HFO) (2) 23.32
30012 - Air Traffic Control Specialist, Terminal (HFO) (2) 25.68
30021 - Archeological Technician I 16.92
30022 - Archeological Technician II 18.85
30023 - Archeological Technician III 23.53
30030 - Cartographic Technician 24.62
30040 - Civil Engineering Technician 22.19
30061 - Drafter/CAD Operator I 17.77
30062 - Drafter/CAD Operator II 19.87
30063 - Drafter/CAD Operator III 22.15
30064 - Drafter/CAD Operator IV 25.66
30081 - Engineering Technician I 18.80
30082 - Engineering Technician II 21.11
30083 - Engineering Technician III 23.61
30084 - Engineering Technician IV 29.26
30085 - Engineering Technician V 35.26
30086 - Engineering Technician VI 43.30
30090 - Environmental Technician 21.22
30210 - Laboratory Technician 20.42
30240 - Mathematical Technician 24.62
30361 - Paralegal/Legal Assistant I 20.03
30362 - Paralegal/Legal Assistant II 24.82
30363 - Paralegal/Legal Assistant III 30.35
30364 - Paralegal/Legal Assistant IV 36.73
30390 - Photo-Optics Technician 24.62
30461 - Technical Writer I 20.25
30462 - Technical Writer II 24.77
30463 - Technical Writer III 29.97
30491 - Unexploded Ordnance (UXO) Technician I 21.49
30492 - Unexploded Ordnance (UXO) Technician II 26.00
30493 - Unexploded Ordnance (UXO) Technician III 31.17
30494 - Unexploded (UXO) Safety Escort 21.49
30495 - Unexploded (UXO) Sweep Personnel 21.49
30620 - Weather Observer, Combined Upper Air Or Surface Programs (3) 20.13
30621 - Weather Observer, Senior (3) 21.80
31000 - Transportation/Mobile Equipment Operation Occupations
31020 - Bus Aide 10.90
31030 - Bus Driver 15.95

31043 - Driver Courier 12.71
31260 - Parking and Lot Attendant 8.67
31290 - Shuttle Bus Driver 13.89
31310 - Taxi Driver 13.98
31361 - Truckdriver, Light 13.89
31362 - Truckdriver, Medium 17.09
31363 - Truckdriver, Heavy 18.40
31364 - Truckdriver, Tractor-Trailer 18.40
99000 - Miscellaneous Occupations
99030 - Cashier 10.03
99050 - Desk Clerk 9.78
99095 - Embalmer 21.77
99251 - Laboratory Animal Caretaker I 10.47
99252 - Laboratory Animal Caretaker II 10.85
99310 - Mortician 27.25
99410 - Pest Controller 13.74
99510 - Photofinishing Worker 11.29
99710 - Recycling Laborer 14.50
99711 - Recycling Specialist 17.02
99730 - Refuse Collector 12.86
99810 - Sales Clerk 11.13
99820 - School Crossing Guard 11.37
99830 - Survey Party Chief 19.16
99831 - Surveying Aide 11.91
99832 - Surveying Technician 18.21
99840 - Vending Machine Attendant 11.46
99841 - Vending Machine Repairer 14.88
99842 - Vending Machine Repairer Helper 11.46

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: $3.01 per hour or $120.40 per week or $521.73 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and

Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

1) Does not apply to employees employed in a bona fide executive, administrative, or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)

2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used.

All operations involving, unloading, storage, and hauling of ordance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of $3.35 per week (or $.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web
site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form
1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to

be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

1) When preparing the bid, the contractor identifies the need for a conformed occupation) and computes a proposed rate).

2) After contract award, the contractor prepares a written report listing in order proposed classification title), a Federal grade equivalency (FGE) for each proposed classification), job description), and rationale for proposed wage rate), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.

3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).

4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.

5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure

that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.