AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number DCTO-2008-R-0128		Page of Pages 1	64
2. Amendment/Modification Number M0002	3. Effective Date 6/2//2008	4. Requisition/Purchase Request No.	5. Solicitation Caption Citizen Interaction & Relationship Mgmt

6. Issued By: Code
Office of Conracting and Procurement
(Indicate Cluster Name)
(Indicate Address, including Room/Suite Number)
Washington, DC (Include Zip Code)

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-2008-R-0128

9B. Dated (See Item 11)
52/2008

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

E. IMPORTANT: Contractor [ ] is not, [x] 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.)

Modification M0002 includes Questions and Answers; the Sign-in Sheets and **Changes to RFP.**

All other terms and conditions remain the same, including RFP closing date of 6/19/2008 at 2:00 PM.

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 Annie R. Watkins	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 6/2/2008

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF CONTRACTING AND PROCURMENT

June 2, 2008

TO: **ALL PROSPECTIVE OFFERORS**

SUBJECT: **Citizen Interaction and Relationship Management (CIRM)**

AMENDMENT NO. 2

Clarifications, changes and corrections to subject solicitation are set forth below:

1. B.3.1 **Change last sentence of paragraph from "The District will accept proposals that offer a …" to "The District will accept proposals that offer at …"**

2. B.2 In order to properly price the system for the entire five (5) years, the following information must be used:
   a) 1st year: 500 total users and 100 concurrent users.
   b) 2nd & 3rd year: 550 total users and 150 concurrent users.
   c) 4th & 5th year: 1000 total users and 400 concurrent users.

3. B3.2 **Add "g) Concurrent user pricing is preferred over "per seat" pricing."**

4. B3.3.2 Change CLINS 1010 to 1007

5. B3.3.3 Change CLINS 2020 to 2007

6. B3.3.4 Change CLINS 3030 to 3007

7. B3.3.5 Change CLINS 4040 to 4007

8. C.3 Change five preeminent requirements to **four** preeminent requirements

9. C3.1.1 Change to The application shall provide automated work flow and scripting capabilities. Automated scripting shall allow all 311 agents to handle any type of citizen request, where the citizen is requesting information about the Department of Motor Vehicles or the Department of Health.

10. F.3, F3.2, F3.3 Change 90 days to 120 days

11. PRICE SECTION

The Cost Management Plan shall not include cost or pricing information. All cost and pricing information relative to this proposal shall be included only in the vendor's separate price proposal. The Cost Management Plan will describe the vendor's plan to *manage* the costs associated with the CIRM effort.

Only one (1) copy of this amendment is being sent to offerors. Sign and attach a copy of the amendment to each copy of your proposal submitted to the District, and return to the address listed above. In the event your proposal has been previously deposited, submit this amendment by sealed envelope, identified on the outside by solicitation number and proposal closing date.

This amendment, together with your proposal, must be received in this office prior to the time set for receipt of proposals.

Revisions or price changes occasioned by this amendment must be received in this office prior to the submission date set for receipt of proposals.

FAILURE TO ACKNOWLEDGE RECEIPT OF THIS AMENDMENT MAY BE CAUSE FOR REJECTION OF YOUR OFFER.

Annie R. Watkins
Contracting Officer

This amendment is acknowledged and is considered a part of the offer.

_____	_____
Signature of Authorized Representative	Title
_____	_____
Name of Firm	Date

RFP #	Question	Answer
C.3.6	In regards to C.3.6, please provide additional information about what type of GIS the District is currently using.	The District of Columbia Geographic Information System (DC GIS) operates a variety of applications utilizing leading COTS software & services from ESRI & Google. Key DC GIS components include: Database - ArcSDE (Oracle 10g); Server Side Application Platforms: ArcGIS Server 9.2, ArcIMS, Google Earth Fusion Server, Google Earth Server, Google Maps API Enterprise; Desktop: ArcGIS 9.2, Google Earth Enterprise Client. It is anticipated that the District's existing GIS licenses & server side capacity will be sufficient to support the CIRM. Vendors need not propose additional GIS licenses or capacity. The key will be to achieve at least the following points of integration: All service requests & similar actions must be assigned coordinates according to the DC GIS standard in Maryland State Plane North American Datum 1983, with units in meters. This should be accomplished without embedding & maintaining a stand alone address table in the CIRM itself. DC GIS facilitates the assigning of coordinates in two primary ways: 1) Use of the Master Address Repository (MAR) and its associated web services.

RFP #	Question	Answer
	In regards to C.3.6, please provide additional information about what type of GIS the District is currently using.	(continuation 1 of GIS question) The MAR is an Oracle 10g database of Addresses, Place Names, Intersections, Blocks, Parcels (AKA Square Suffices, Lots) and associated .NET Web Services. The MAR web services allow developers to embed location validation into Web and desktop applications. Once validated the MAR returns coordinates, address unique ID, a valid address text string and other essential geographic facts for almost any location in the District. More information about the MAR and sample client can be found at dcgis.dc.gov. 2) DC GIS also provides a "point picker". The point picker returns coordinates for any point in the District that users click on using a dynamic mapping interface. The point picker is used to determine location if an Addresses, Place Name, Intersection, Block, or Square Suffices, Lot is not sufficient. For example, a customer wants to report a pothole where Military Road NW crosses Rock Creek Park and there are no addressed structures or roadway intersections nearby.
	In regards to C.3.6, please provide additional information about what type of GIS the District is currently using.	(continuation 2 of GIS question) The user could then use the "point picker" to click on aerial photograph or map and report the approximate location of the pot hole. The "point picker" would then return XML coordinates to the application that called it. Once coordinates are stored in the CIRM database, data from the CIRM can quickly be displayed and analyzed by a variety of Web and desktop GIS systems. Maps and mapping functions can be embedded in Web and desktop applications by calling DC GIS server side applications.
C.1	Will this system integrate with Hansen system or replace it?	The new system will replace the current version (7.7) of the call center application.

RFP #	Question	Answer
C3.1.6	Will the front-end be integrated with your existing website?	The new application should offer a web-based, citizen-facing service request solution to replace the current Service Request Center (SRC) web application on dc.gov.
C3.6	What GIS system are you currently using?	See Keys 1, 2, and 3
C3.8.7	Would this be a "My Home" dashboard?	No.
C3.8.11	Does MAR have an API or web service interface to call for address validation?	.NET Web service
C3.8.14	Please elaborate on what particular legacy system will need routing integration. What OS, database, platform, integration points, etc?	A different document--"Integration Points"--addressing Integration with legacy systems, is available on the CIRM.dc.gov Web site; access the "Information and Q&A" link.
C3.8.18	Is it safe to assume all applications that will be accessible are web based?	No
L.2	The proposal instructions in Section L.2 request an electronic copy in Microsoft format. Will an adobe .pdf copy be acceptable as well?	Yes
	How many users are currently on CityWorks?	Once DDOT implementation is complete, there will be approximately 100-150 active users. This number will increase when we begin rollout of "Cityworks Anywhere".

RFP #	Question	Answer
	How many legacy applications must the CIRM application integrate to?	We currently interface with DDOT for iSLIMS and Cityworks, DPW for SERVES, OCTO for the SRC, MARS, CityWide Data Warehouse (CapStat), CapStat/MobileView, & RouteSmart. iSLIMS application, for parking meters and streetlights, gets the current system data nightly from the replication server and interfaces only to close open service requests. SERVES has a connection to create a service request and push it into the current system. SRC has a two way interface to create a request from the web and push updates and resolutions to the web. The interface should be able to create, update and resolve service requests, regardless of the origination point. Volume is approximately 1600 requests per day. A separate interface document ("Interface Points") is available on the CIRM.dc.gov Web site; access the "Information and Q&A" link.
C.3.1.3	Can the District please provide a definitive list of existing systems the vendor is expected to price integration with?	We currently interface with DDOT for iSLIMS and Cityworks, DPW for SERVES, OCTO for the SRC, MARS, CityWide Data Warehouse (CapStat), CapStat/MobileView, & RouteSmart. iSLIMS application, for parking meters and streetlights, gets the current system data nightly from the replication server and interfaces only to close open service requests. SERVES has a connection to create a service request and push it into the current system. SRC has a two way interface to create and a request from the web and push updates and resolutions to the web. The interface should be able to create, update and resolve service requests regardless of the origination point. Volume is approximately 1600 requests per day. The agencies will need to address OS and DB issues. A separate interface document ("Interface Points") is available on the CIRM.dc.gov Web site; access the "Information and Q&A" link.

RFP #	Question	Answer
C.3.3 C.3.8.3	In regards to C.3.3. and C.3.8.31, please specify which Accela products are being used by the District? Are Accela products being used in more than one agency? If so, please specify which agencies, and how many application types will require an interface	ACCELA's Land Management and Code Enforcement Modules, ACCELA's Licensing Module ,ACCELA's Citizen Access, ACCELA's GIS,ACCELA Wireless ; we are implementing ACCELA's GOVXML, evaluating ACCELA's Asset Management Module, and implementing an ACCELA partner product called SELECTRON for Integrated IVR . Other agencies that use Accela: DCRA, ABRA, OTA, DOH.
B	The proposal format instructions in Section L do not contain a specified area for vendors to place the cost information from the tables within Section B of the RFP. Please clarify where in the response this information should be	There should be a separate binder titled Cost Proposal. Vendors should follow the format in Section B.
	The proposal format instructions in Section L specify that there should be a Technical Proposal and a Price Proposal, submitted separately. However, there are no specific instructions for a separate price proposal provided. Please clarify whether pricing information should be included within each section as requested in items L.2.1.1, L.2.1.5, L.2.1.6, L.2.1.8, L.2.1.9, L.2.10, L.2.1.11	See Key 16.
	Is the District is willing to accept substantive exceptions/proposed alternative language to RFP and standard contract Ts & Cs, without adversely affecting evaluation of our response or getting us kicked out of the race? If so, specific instructions how District would like contractor to submit exceptions/proposed language in our response so we are compliant. Is the district is willing to negotiate a mutually	The District suggests that the vendor prepare two proposals one following the standard proposal language, and a 2nd with their alternative language to avoid any exclusions.

RFP #	Question	Answer
	Is a vendor restricted (or would it be disadvantageous) to respond with only one of the options - 1) Software as a Service 2) Hosted 3) On Premise? Can the response have more than one?	No. The vendor is not restricted, nor would it be disadvantageous. Vendor may submit multiple proposals and each will be evaluated separately.
L.2	The RFP calls for the proposal to be prepared in 12-point font size and printed on 8.5” by 11” paper. Is there a preference as to whether it is single-spaced or double-spaced? Can an offeror print double-sided pages to save paper or is single-sided printed required?	Responses should be single-spaced. The District encourages double-sided printing.
C.3	“…Please provide complete, current, and comprehensive technical systems documentation…” Can this documentation be included as an appendix to the proposal?	Yes, but please include the documentation in your electronic submission as well.
	Page 53, paragraph I.20.2 states that the last day to submit questions is "15 days before proposals are due". Please specify whether they are calendar or business days.	May 16th was the due date for submission of all questions
	Will the district make available details pertaining to the Integration points required? Including but not limited to, System, Agency, synchronization approach, web services supported, bidirectional or one way.	Yes, see Key 14. Also, additional information has been posted to the CIRM Web site under the "Information and Q&A link" ("Integration Points" document).
	Will the district make available details pertaining to conversion of historical records, with attention to volume and type?	Volume:5.5Gb. And 1.8 Million service requests distributed among 222 codes. Additional information will be posted to the CIRM Web site under the "Information and Q&A link" . Reference the "Problem Code Wrapup" and "DMV Script" documents.

RFP #	Question	Answer
	What is the deadline for questions?	The deadline to submit questions for this solicitation was Friday May 16th
	Can you please clarify the due date for the CIRMS bid (DCTO-2008-R-0128)? Is it 6/5 as stated on the web site and page 1 or 6/2 as stated on page 47 of the RFP?	The initial due date for proposals for the CIRM bid was June 5th however this date has been extended to June 19th. See amended RFP on OCP Web site.
	Can the District share details of an application can integrate to CityWorks? What technology is CityWorks built upon? Will the integration be real-time or batch?	The answers associated with the following keys refer to CityWorks:12,13,14,31,38,74,97,114,162
	What is the District's current GIS application?	See answer corresponding to keys 1,2, and 3.
C3.8.36	A sixteen week implementation timeline is referenced in this requirement. Can you provide more detail to what scope is required in this 16 week timeframe, including which departments are to be trained, what are the number of service requests that should be live within 16 weeks, and what is the expected go-live date.	The top-three scoring vendors are required to demonstrate a Proof of Concept; see Proof Of Concept Guidelines. The Guidelines can be found on the CIRM Web site at the "Information and Q&A" link. These top-three vendors are allowed a 10-day period to prepare a Proof of Concept, and two hours to demonstrate the proof of concept. Following the Proof of Concept demonstration, the District will select the winning vendor. The selected vendor has 120 days to implement a fully-operational solution satisfying the requirements of section C.3 of the RFP. At the end of the 120th day, the system is expected to go-live.
	CLIN 28/1108/2108/3108: How is data currently being stored?	In an RDBMS.

RFP #	Question	Answer
C3.2.2	What systems are in place for Service fulfillment and call center and highlight their functionality and how they are integrated with CityWorks.	The only system in place for service fulfillment and call center in the OUC is version 7.7 of the Hansen system ("current system"). Cityworks receives data from the current system's replication server nightly. It interfaces with the current system to close open requests. Cityworks will also receive direct service requests from citizens via a Web portal, outside of the current system, which must be included in the CIRM.
C3.3	Are you looking to replace Accela with the CRM solution? With that will there be a data migration?	We are not looking to replace Accela.
C3.5	Please elaborate on "native human services case management functions". Is the CRM system expected to integrate with the Human Services Relationship system?	We hope to have a system that either already includes a human services component/module or can be built to suit.
C3.7	What platform was SRC built on? OS, database, etc.	SRC uses ASP, .NET, Microsoft SQL Server, and SeeBeyond.
C3.8.19	Please elaborate on the desired functionality of this requirement	The immediate requirement is to serve as a call processing and service request/work order management tool. The application should be adaptable enough for universal call taking regardless of service or agency.
C.3.5 C.3.8.36	In regards to C.3.5 and C.3.8.36, please provide additional information about the desired Human Services Relationship Management functionality the District is looking for. Is it simply Case Management, or is it geared more around traditional HR type functionality	The Human Services component is intended to potentially replace the current HS application, which is primarily used for case management. Ideally we would like to have full HS functionality to support multiple agencies without limitations based on agency specific requirements.

RFP #	Question	Answer
C.3.8.11	In regards to C.3.8.11, what system is the District using for their MAR. Is a real-time interface desired? Will it be a one-way or two-way interface?	See Keys 1,2, and 3. We are expecting a real time 2-way interface; meaning, when updates are made to the MAR they are available to the CIRM; however, rules will need to be in place that will prevent the expiration of addresses that have open service requests attached. We also need a validation process for address request from the CIRM to the MAR.
	Can you please provide information related to each legacy application that must integrated with the CIRM? Please include to the extent possible for each legacy application: Agency/Dept; Application Name & Vendor; business functions of the application; application operating system and database; specific functions the interfaces should accomplish; approximate # of data objects to be integrated; approximate volume of data per day	We currently interface with DDOT for iSLIMS and Cityworks, DPW for SERVES, OCTO for the SRC, MARS, CityWide Data Warehouse (CapStat), CapStat/MobileView, & RouteSmart. iSLIMS application, for parking meters and streetlights, gets the current system data nightly from the replication server and interfaces only to close open service requests. SERVES has a connection to create a service request and push it into the current system. SRC has a two way interface to create a request from the web and push updates and resolutions to the web. The interface should be able to create, update and resolve service requests regardless of the origination point. Volume is approximately 1600 requests per day. A separate interface document is available on the CIRM.dc.gov Web site; access the "Information and Q&A" link.
	Call Center Assistance - Though the RFP does not talk about this specifically, are you expecting the vendor to provide any assistance regarding upgrade of existing call center infrastructure (phones, switches, PBX/ACD etc)	There is no plan at this time to integrate with the telephony system.
	There was a mention of the CIRM software being able to interface with the Telephony system. Could you provide details on the Telephony system that is in place currently?	There is no plan at this time to integrate with the telephony system.

RFP #	Question	Answer
	Call Center Process and Training Assistance - Is this outside of the scope of this RFP?	The vendor will train a selected number of District employees; these employees will train the remaining user base: end-users, application administrators, database administrators. Thus, the vendor should partition training between end user, application administration and database administration. This vendor-provided training will consist of training the trainer and should not be for more than 60 people. All training should occur during normal business hours. If the vendor is local, it would be preferable to use their training facilities that incorporated District data. If not, the District will provide training facilities, but training must be done with District data.
	How many agencies are slated to use the CIRM application? What degree of customization is appropriate for each agency?	DPW, DDOT, DOH and DMV are the servicing agencies. All other current agencies will use the CIRM application as end users. The potential for expansion is eminent. The initial set up of the CIRM will be based on the current business processes, with any specifications that have been identified by users. Customizations will be based on the requirements of new agencies, which may include case management and financial needs. See the "Interface points" document on the CIRM Web site; access the "Information and Q&A" link.
	Does the district currently have CTI software? What is it?	The OUC does not currently have a CTI system, and a CTI system is not a requirement of this solicitation. The District is, however, receptive to vendors including a CTI system as part of their solution.
	What technology is the MAR built upon? How will the CIRM application integrate to MAR?	The CIRM will need to integrate to the MAR using web services. Also, see answer corresponding to keys 1, 2, and 3.

RFP #	Question	Answer
	CLIN 1003/2003/3003/4003: Request for a comprehensive list of legacy systems that the CIRM system will be integrating to (model, release, version)?	See Key 14 and the "Interface points" document on the CIRM Web site (access the "Information and Q&A" link).
	CLIN 1003/2003/3003/4003: Are the legacy applications currently maintained by the jurisdiction (In house IT Staff), vendor or third party?	Legacy systems are currently maintained by either the District or the vendor.
	CLIN 1003/2003/3003/4003: Are the applications currently at the most current release or version?	Some are and some are not; see answers corresponding to keys 1, 4, 6, and 51.
	CLIN 28/1108/2108/3108: What requirements does the jurisdiction have regarding maintaining data storage and needs?	The vendor should support the current data storage needs. The current volume is 5.5Gb of data.
	CLIN 28/1108/2108/3108: How often does the jurisdiction do data backups?	Typically the District does a full backup once a week with incremental backups daily.
	Should the knowledge base be accessible by external users (i.e. the public?)	The knowledge base will be primarily for internal users. However, a decision has not been made to exclude the public from access.
	What standard software is part of the District's desktop machines?	Windows XP Pro Enterprise w/;MS Office 2003 Enterprise; LANDesk 8.7 McAfee 8i/EPO Agent Adobe Reader 8.0 Windows Media Player 10 .NET Framework v1.1 and v2.0 Java Runtimes version 6 Macromedia Flash 9 ShockWave 11

RFP #	Question	Answer
C.3	Section C.3 Requirements on page 17 state that there are five preeminent requirements that must be fulfilled, however, only four are listed. Please clarify	There are four preeminent requirements. RFP will be amended.
	Please describe the current limitations of the Hansen system which should be addressed by the vendor solution.	All requirements have been identified in section C.3 of the RFP.
C.3	This section states that there are 5 preeminent requirements for the new system but the RFP lists only 4. Is there a missing requirement that vendors should be aware of?	There are four preeminent requirements. RFP will be amended.
C.3	Can the District please clarify which, if any, of the requirements stated in Section C.3 are mandatory and will be scored as such?	**All requirements delineated in section C.3 of the RFP are mandatory, except as follows: 3.8.10 and 3.8.35 are desirable, but not mandatory.**
C.3.8.4	Does the District have any preference or investment in hosting infrastructure with regards to J2EE application servers, database servers, operating systems, etc.?	Operating systems: Windows, Solaris, AXIS (Windows is the preferred solution). Database: Oracle, SQL Server. Application Servers: We are predominantly a .NET organization; the concept of an Application server does not directly apply to .NET systems. We are open to all viable options, including a J2EE -compliant application server and framework.

RFP #	Question	Answer
C.3.8.10	Is the District looking for the vendor to provide the telephony infrastructure to meet this requirement or leverage existing infrastructure currently in use? If the latter, please provide detailed information on the existing telephony infrastructure (hardware and software) that the vendor is expected to integrate	The District does not currently have a CTI system, and a CTI system is not a requirement of this solicitation. The Distinct is, however, receptive to vendors including a CTI system as part of their solution.
C.3	Does the 30-day clock for the project start begin on the date the contract is signed or does it begin on the date the award is determined?	The clock starts when the contract is signed.
L	Section L, Proposal Format, Organization and Content states that the proposal response be submitted in 2 parts, Technical Proposal and Price Proposal. Several Sections of the required Response Content ask for cost and timelines. Does the District want us to include cost and timelines with each section response of the Technical Proposal or only in the separate Price Proposal? Example from page 47 of the RFP: L.2.1.10 Training – The Offeror shall describe the strategy to be used to train a small number of administrators and a	Costs shall be shown only in the price proposal.
	Does the organizations use BIZTALK or any other integration middleware?	SeeBeyond.

RFP #	Question	Answer
	What role and effort, if any, will the District's IT team play in this implementation? Will there be any dedicated resources participating on the Implementation team? If so what are their roles and skills?	The District will provide an OCTO Project Manager, an OCTO technical resource, and other technical resources as needed for subject matter expertise, and interface development assistance.
	In reference to the Time-line of deployment, can you please disclose the complete and total method and process used to come to the conclusion that it would only take 90 days for the deployment of a 311 solution with Hansen integration as well as the other integration points, on top of the data	We will update our RFP to say we desire a 4-month implementation. Our research found that a 4-month implementation is a viable timeframe for full implementation.
	What outside of the City of DC resources did you use for the 90 days for the deployment conclusion?	We have updated our RFP to say we desire a 4-month implementation. The District talked with several cities in order to reach this conclusion. We feel it is inappropriate to disclose those cities visited.
	Is this project budgeted?	Yes
	Does the District intend to use or adhere to its Enterprise Architecture Platform as a part of the CIRM implementation? If so, please provide associated documentation	The District is open to any solution. However, we prefer one that can be virtualized in a Windows environment, uses Oracle or SQL Server DBMS and runs across the SeeBeyond EAI tool set, if needed.
C.3.8.36 F.3.3	Item C.3.8.36 on page 22 requires a 16 week (4 month) implementation. However, item F.3.3. by reference to particular CLINs on page 25 requires a 90 day (3 month) implementation. Please clarify the expected implementation timeframe and deliverables.	Expected implementation timeframe is 120 days.

RFP #	Question	Answer
	Will DC consider a 45 day extension to the June 5th due date.	No. Due date has been extended by two weeks to June 19th; see amended RFP on OCP Web site.
	Please detail any market research that has resulted in the 0% LSDBE requirement.	Since we're looking primarily for a product, the market leaders identified through research organizations such as Gartner were not LSDBE/CBEs.
	Does the District have a preferred Application Server strategy?	The District is open to any viable solution that satisfies the requirements of section C.3 of the RFP. The District has generally utilized a Microsoft .NET infrastructure.
	Has the District deployed a middleware technology? Can the District describe this technology and its desire to utilize this technology as part of this solution?	SeeBeyond.
C.3.7	What is the format of the database for SRC system?	MS SQL 2005 DBMS
	Can we get a network and domain topology diagram?	Yes. A high-level network diagram is available at the "Information and Q&A link" on the CIRM Web site.
C.3.7	In regards to C.3.7, please provide additional information about the existing SRC system. What platform is it running on? How large is the database? How many employees are using the system?	SRC uses Microsoft Windows Server 2003, ASP, and ASP.NET 1.1. The MS SQL Server 2005 database is 6Gb. Only citizens use the SRC for data entry. Internal employees enter data directly into the call center application.
C3.1.3	What other legacy systems does the system need to integrate with? What database, platform, OS, etc? The current list of applications I have are; CityWorks (possible replacement), service fulfillment?, call center?	A separate document("Interface points") addressing Integration with legacy systems is available on cirm.DC.gov Web site ("Information and Q&A").

RFP #	Question	Answer
C3.8.10	What CTI system are you currently using? Please specify hardware and software version.	The OUC does not currently have a CTI system, and a CTI system is not a requirement of this solicitation. The District is, however, receptive to vendors including a CTI system as part of their solution.
C.3.8.10	In regards to C.3.8.10, is there an existing CTI system being used? If so, please provide additional information.	The OUC does not currently have a CTI system, and a CTI system is not a requirement of this solicitation. The District is, however, receptive to vendors including a CTI system as part of their solution.
	What application is the district using for SSO (single sign-on)?	There is currently no single sign-on (although one is in the works). Currently citizens log into SRC via its sign on screen and into the call center with another sign on screen. So, offeror shouldn't supply LDAP infrastructure, but use infrastructure already in-place .
B.3.2	How are the total user quantities distributed amongst the stakeholder agencies or are the user quantities indicated only associated with the OUC?	There are approximately 500 accounts in the current system. They are distributed between the OUC, EOM, DDOT, DPW, DOH, OCTO, City Council, and MPD.
	Please elaborate on specific pain points, and/or reasons why the District is seeking to replace the SRC.	The SRC is a "middleware" system and the citizen-facing web page was built out of need. Its design does not fit our current need for flexibility and integration.
	Please indicate the functions currently served by the SRC.	The SRC integrates with legacy agency systems to relay current system data. Current feeds are one-way, two-way and read only. The SRC is also the web portal which allows citizens to input service requests via the dc.gov website. Information entered goes directly into the current call center system which assigns a real-time service request number so that the citizen can track the request. It is a mirrored database.

RFP #	Question	Answer
C.1	Please detail the current functionality of the Hansen system (ver 7.x) which must be replicated in the vendor solution, or please confirm that such functionality is included in Section C of the solicitation.	All requirements have been identified in section C.3 of the RFP. The functionality that must be replicated includes the ability to create, update and resolve customer requests.
	Are there any call stats that can be provided such as daily call volume per call taker, total call volume per day, and the number of service requests generated per call taker, and per day?	Call volume in the OUC varies because we have different stats for the Citywide Call Center and the DMV which both use the current system. The CWCC receives 5K - 6K calls per day and reps take approximately 175 calls each. DMV stats are similar. Service requests tend to be 30% of the call volume either to create a new request or check the status of existing requests. It is expected that the CIRM will be able to support 100% of the call volume either by managing the service request or servicing as a knowledge base for the information calls. Since service requests come in over the phone and through the web the average number of requests per day is about 1600.
	Can the District provide a current and desired call flow diagram?	The District has posted a workflow diagram on the CIRM Web site and is part of the bidders' conference slides.
C.2.2	Please list the functions and types of service requests currently received by each stakeholder agency	There are 222 active service codes in the system that fall under approximately 30 groups. Codes for DPW include but are not limited to trash collection, recycling, illegal dumping, abandoned vehicles and parking enforcement. Codes for DDOT include but are not limited to potholes, street repair, traffic signs, trees and parking meters. Codes for DOH are limited to rodent control. Codes for DMV include but are not limited to driver vehicle, adjudication and refunds.

RFP #	Question	Answer
C.3.1.3	Please list the universe of CIRM related applications which will require interface, including the software version currently in place in the District	Please see answer corresponding to key 51 for the applications. See the "Interface Points" document on the CIRM Web site; select the "Information and Q&A" link to access this document.
	Please describe the District approach to change management as associated with the CIRM implementation, and please describe the role the District will play in change management tasks.	Code change management: Code change management is implemented using Merant's Dimensions application. System Change Management: implemented by change control board. Organizational change management: The District is responsible for organizational change management.
L.12.1.10	Please describe any training requirements that should be incorporated into the vendor proposal and pricing, i.e. class size, normal business hour training schedule, and training location	The vendor will train a selected number of District employees; these employees will train the remaining user base: end-users, application administrators, database administrators. Thus, the vendor should partition training between end user, application administration and database administration. This vendor-provided training will consist of training the trainer and should not be for more than 60 people. All training should occur during normal business hours. If the vendor is local, it would be preferable to use their training facilities that incorporates District data. If not, the District will provide training facilities, but training must be done with District data.
L.12.1.10	Will the District provide training workstations, and related infrastructure	Please see answer corresponding to key 89.

RFP #	Question	Answer
	Does the District intend to integrate the vendor solution onto the existing IWS hardware (monitor or CPU) in place at the OUC?	This depends on the solution provided by the vendor; there are three options specified in section B.3.1 of the RFP.
L.3.1	In this section, it is stated that proposals are due by 2:00pm on June 2 but the first page of the proposal states that they are due by 2:00pm on June 5. Please confirm the proposal submission deadline.	Initial due date was June 5th. The due date has been extended by two weeks to June 19th; see amended RFP on OCP Web site.
B.3.2	Can the District Government delineate the peak number of call taker (users) per shift of your total users for years 1; 2&3 and 4&5?	We currently have 500 concurrent licenses but typically do not have more than 50 users on at a time. The Citywide Call Center (CWCC) and DMV reps usually have the current system up all day. Most other users only go in as they need to. Peak times are typically between 8 am and 5 pm. The number of users has been steady over the last few years but has recently begun to grow with the expansion of 311 in the OUC, and continued growth is expected.
B.3.2	Can the District Government delineate the number of concurrent departmental users (not including call takers)?	Specific numbers can not be provided ,however there are approximately 500 user accounts. Excluding the appx 50 OUC accounts, the remainder are split between EOM, DDOT, DPW, DOH, OCTO, City Council and MPD. DPW and DDOT have the largest user base. MPD is not actively using the current system at the moment. The other agencies have less than 20 users each.

RFP #	Question	Answer
C.1	The District states that the new system must provide the functionality currently in place in the current Hansen system. Can the District please provide documentation/more information on which functionality is provided by the Hansen system today?	All requirements have been identified in section C.3 of the RFP. The functionality that must be replicated includes the ability to create, update and resolve customer requests. It must house problem specific data such as vehicle makes/models. It must replicate our scheduling trigger for bulk trash collection. It must have a contact list that contains the account information for all registered SRC users.
C.1	The RFP states that the solution should integrate to the SRC system but at the bidder's conference, it was stated that the District desires replacement of the SRC. Which is the preference? Can the District describe the SRC's functionality?	The new system should replace the SRC web portal and have web services or APIs that will allow for easy integration to other applications. The SRC integrates agency systems to relay current system data. Current feeds are one-way, two-way and read only. The SRC also allows citizens to input service requests from the dc.gov website directly into the current system to receive a real-time service request number. It is a mirrored database.
C.3.2.2	Can the District please provide more information about the envisioned data flows between the new CIRM system and the CityWorks application along with information about the technical interfaces exposed by the CityWorks application? Also, can the District please provide more detailed information on the functions performed by CityWorks?	Cityworks serves as a web-based Enterprise Service Request/Work Order/Notification/Management System supporting current and future DDOT work. It integrates all service and work request data with the existing DDOT GIS (ESRI) database.
C.3.3	Can the District please provide more information about the envisioned data flows between the new CIRM system and the Accela application along with information about the technical interfaces exposed by the Accela	For ACCELA we envision bidirectional real-time communication. To our ACCELA system backend database (Oracle 10G), we support Web services, using either SONIC based ESB Web-services and / or GOVXML as well. DCRA would expect vendor to provide a fully functional system.

RFP #	Question	Answer
C.3.8.11	Can the District please provide more information about the technical interfaces exposed by the Master Address Repository (MAR) for integration purposes? Also, would the District accept having the MAR data loaded into the CIRM system?	See answer to questions corresponding to keys 1,2,3,8 and 37.
L.2.1.9	Can the District Government give an accurate estimate of how much data exists in the Hansen 7 call center application?	There are currently 1.8 million service requests in the system. There is also system data which includes but is not limited to problem codes, resolution codes, client contacts and vehicle information.
L.2.1.9	Will the District Government cleanse the data before migration in the Hansen 7 application?	No. Data migration is the responsibility of the vendor. However, the data should be relatively clean.
B.3.2	What is the breakdown of expected number of users between those answering the phone (call center), those performing back office functions, and citizens accessing the system over the web? The section provides total numbers of concurrent users, not this distribution	The breakdown of users will depend slightly in the license structure. The call center has appx 50 users which includes the CWCC and DMV. The remaining 450 are split between EOM, DDOT, DPW, DOH, OCTO, City Council and MPD. DPW and DDOT have the largest user base. The other agencies have less than 20 users each. There are a few thousand registered SRC users and several more customers who enter as guests.
B.3.5.1	Is it anticipated that integrations to all non-replaced current legacy systems will be completed for the initial 'go live' application deployment?	Yes. There should be no loss of functionality.

RFP #	Question	Answer
B.3.5.3	If all current legacy systems were integrated at the initial 'go live' implementation, what additional functionality/integrations are anticipated here? (year 3)	Proposals should be priced assuming no integration in outgoing years with other applications. These integrations will be performed by OCTO, by executing the vendor's documented process that allows for easy integration with additional systems in the optional years of the contract. The goal is to build a system that will support a Universal Call Taker and allow that user to obtain and insert information from multiple systems from one main application.
B.3.5.2	If all current legacy systems were integrated at the initial 'go live' implementation, what additional functionality/integrations are anticipated here? (year 2)	Proposals should be priced assuming no integration in outgoing years with other applications. These integrations will be performed by OCTO, by executing the vendor's documented process that allows for easy integration with additional systems in the optional years of the contract. The goal is to build a system that will support a Universal Call Taker and allow that user to obtain and insert information from multiple systems from one main application.
B.3.5.4	If all current legacy systems were integrated at the initial 'go live' implementation, what additional functionality/integrations are anticipated here? (year 4)	Proposals should be priced assuming no integration in outgoing years with other applications. These integrations will be performed by OCTO, by executing the vendor's documented process that allows for easy integration with additional systems in the optional years of the contract. The goal is to build a system that will support a Universal Call Taker and allow that user to obtain and insert information from multiple systems from one main application.

RFP #	Question	Answer
B.3.5.5	If all current legacy systems were integrated at the initial 'go live' implementation, what additional functionality/integrations are anticipated here? (year 5)	Proposals should be priced assuming no integration in outgoing years with other applications. These integrations will be performed by OCTO, by executing the vendor's documented process that allows for easy integration with additional systems in the optional years of the contract. The goal is to build a system that will support a Universal Call Taker and allow that user to obtain and insert information from multiple systems from one main application.
C.1	"…to implement and maintain…" What is the expected scope of the maintenance of the deployed system? Specifically, is the contractor to be responsible for mitigating the impact of changes to back end integrations that may impact the deployed application as part of the contract price?	The contractor must support integration between legacy systems and the CIRM application for the initial deployment. OCTO will be responsible for maintaining these interfaces once the system goes live. The vendor's system (including documented instructions) should provide for easy integration of new systems as they come online.
C.1	"…plus provide a tight integration with the District's GIS and SRC systems. This framework…" As one option is the replacement of the SRC system, can it be assumed that such replacement meets this requirement?	It is anticipated that the SRC will be replaced by the CIRM. Integration with the District's GIS system is required.
C.1	"…This system must provide the functionality currently in place with the District's Hansen system (ver. 7.x)…" What are the specific functions currently performed by the District using Hansen ver 7.x?	The requirements are included in section C.3 of the RFP.

RFP #	Question	Answer
C.2.3	If the full list of stakeholder agencies cannot be supplied (preferred) can a count of the total number of stakeholder agencies be supplied?	OUC (CWCC and DMV) EOM, DDOT, DPW, DOH, OCTO City Council, and MPD. There are other agencies that are considered potential users of the CIRM. See the "Interface Points" document on the CIRM Web site; select the "Information and Q&A" link to access this document.
C.3	"…The ability for each agency to configure the application to meet it's unique and varied needs." Is it the intent that agency personnel be trained in the configuration of the application and that they perform the configuration processes themselves? If so, what if this requires integration to a legacy system? Is it the intent that the agencies, after appropriate training, perform the integrations as well?	System administration will be in two parts: application administration and database administration. Selected employees need to be trained as application administrators who can build and modify screens, create work flow and set permissions. Database administration will cover all back end processing including integration. The vendor will train a selected number of District employees; these employees will train the remaining user base: end-users, application administrators, database administrators. Thus, the vendor should partition training between end user, application administration and database administration. This vendor-provided training will consist of training the trainer and should not be for more than 60 people. All training should occur during normal business hours. If the vendor is local, it would be preferable to use their training facilities that incorporated District data. If not, the District will provide training facilities, but training must be done with District data.

RFP #	Question	Answer
c.3.1.1	"…to handle any type of citizen request, where the citizen is requesting information about the Department of Motor Vehicles or the Department of Health." Is this to be interpreted to limit the scope of the initial deployment to answering questions about the DMV or HS? Or were these included as an example of the breadth of the questions that must be handled?	These are examples. All DC Government agencies are potential CIRM users. However, current (legacy) users are listed in the "Integration Points" document on the CIRM.dc.gov Web site; access the "Information and Q&A" link.
C.3.2.2	Who is the supplier of the CityWorks application?	Azteca
C.3.4	Citizen self-registration is specified as a requirement of the communications model between the citizen and the CIRM. If such communication can be accomplished without registration, thus maintaining some level of anonymity where appropriate, will this requirement be considered successfully addressed?	We currently allow for registered and guest users of the application. The CIRM must allow for both.
C.3.6	What is the District's current GIS application and current version? Is there a plan to upgrade or replace this application during the life of the CIRM contract?	See Keys 1, 2, and 3. There are no plans to replace these.

RFP #	Question	Answer
C.3.8.3	"…it must integrate with standard software already part of District desktop machines." With what software, currently running on the District desktops, must the new CIRM integrate?	Windows XP Pro Enterprise MS Office 2003 Enterprise LANDesk 8.7 McAfee 8i/EPO Agent Adobe Reader 8.0 Windows Media Player 10 .NET Framework v1.1 and v2.0 Java Runtimes version 6 Macromedia Flash 9 ShockWave 11
C.3.8.25	The District has requested single sign on using LDAP. Is the offeror to supply the LDAP infrastructure or is there an LDAP infrastructure already in place? If the later, please supply specifics on which LDAP implementation is in use?	Current users register through the DC.GOV Web site. The offeror is to integrate the solution with any existing District LDAP infrastructure currently in-place.
C.3.8.32	The District has requested that the application track the relationship between the citizen and District Agencies or officials. What is meant by this? Is this intended to track all official correspondence and contacts between the citizen and the District Agency or official?	This requirement includes tracking official correspondence and contacts, but also means being able to track a citizen's participation in other District agency programs. The citizen should be considered an asset; therefore, all actions taken against the citizen's requests must be tracked through the life of the request. For example if the request comes into the OUC as a pothole, and investigation shows that 3 other agencies must get involved then the request is not closed until all agencies have completed their assignments. The specific work required by each agency must be documented, as well as everything related to the resolution. All of this must automatically tie directly to the original request.

RFP #	Question	Answer
C.3.8.36	The District has asked for a 16-week implementation of the CIRM software. What functionality of the overall solution is expected in this 16-week timeframe? Also, when does the 16-week clock start?	The top-three selected vendors are required to demonstrate a Proof of Concept; see Proof Of Concept Guidelines. The Guidelines can be found on the CIRM Web site at the "Information and Q&A link". These top-three vendors are allowed a 10-day period to prepare a Proof of Concept, and two hours to demonstrate the proof of concept. Following the Proof of Concept demonstration, the winning vendor will be selected. The selected vendor has 120 days to implement a fully-operational solution, satisfying the requirements of section C.3 of the RFP. At the end of the 120th day, the system is expected to go-live.
F.3	Based on the referenced sections of the CLIN, the District requires a 'go live' date 90 days from contract award. Does this date move based on contract signature date? Is it the intention of the District to have all integrations to legacy systems completed with the 90-day period?	The top-three selected vendors are required to demonstrate a Proof of Concept; see Proof Of Concept Guidelines. The Guidelines can be found on the CIRM Web site at the "Information and Q&A link". These top-three vendors are allowed a 10-day period to prepare a Proof of Concept, and two hours to demonstrate the proof of concept. Following the Proof of Concept demonstration, the winning vendor will be selected. The selected vendor has 120 days to implement a fully-operational solution satisfying the requirements of section C.3 of the RFP. At the end of the 120th day, the system is expected to go-live.
	Would the District consider a 1-2 week extension on the RFP to allow the vendors sufficient time to provide their responses?	Initial due date was 5 June. The due date has been extended to June 19th ; see amended RFP on OCP Web site .
B.3.2	Can you get a better definition of end users, i.e. how many Call Center users, how many department users?	The call center has approximately 50 users which includes the CWCC and DMV. The remaining 450 are split between EOM, DDOT, DPW, DOH, OCTO, City Council and MPD. DPW and DDOT have the largest user base. The other agencies have less than 20 users each. There are a few thousand registered SRC users and several more customers who enter as guests.

RFP #	Question	Answer
B.3.2	What percentages of your users, for years 1 to 5, need to have ad hoc reporting capabilities?	All users must have the ability to run standard queries. Report building will be limited to admin, which should be less that 20 people.
B.3.2	Of the number of users for years 1 to 5, both total and concurrent are listed. Is there a preference to see concurrent versus per seat users?	This requirement is driven by license structure. We currently have concurrent licenses, but through research we know that some vendors will propose named licenses. If we were to choose, concurrent licenses would be preferable.
B.3.2	Of the number of users for years 1 to 5, how many of these users are located in the call center?	There are approximately 50 users currently in the call center but that number is expected to grow.
B.3.2	Is CTI integration required? If so, please provide information on the switch to be integrated. Additionally, how many seats do you have with CTI licenses?	The OUC does not currently have a CTI system, and a CTI system is not a requirement of this solicitation. The District is, however, receptive to vendors including a CTI system as part of their solution.
B.3.2	Years 2 through 5 indicated an increase of users. Is it planned to add additional departments, other than those listed in C.2.3? If so, is the vendor to supply any services to support the call center inclusion of additional departments in years 2-5	It is not anticipated that the vendor will need to provide services in order for the District to add additional departments. The vendor should provide support by ensuring the administrators are well versed in the CIRM system to handle inclusions directly.
C.1	It is referenced that the vendor is to deliver a fully functioning call center solution to replace the Hansen 7.x solution in place today. Please provide a list of the Hansen features installed today that are to be replaced	All requirements have been identified in section C.3 of the RFP.

RFP #	Question	Answer
C.1	Is the vendor to provide any workforce management or quality management solutions to support call center management in this solution?	That is not a requirement of this RFP, however vendors have been instructed to provide a list of supporting applications/modules that can be purchased for potential future incorporation.
C.2.3	In each listed Department, how many service requests will be configured for the call center to answer?	There are 222 active service codes in the system that fall under approximately 30 groups. Codes for DPW include but are not limited to trash collection, recycling, illegal dumping, abandoned vehicles and parking enforcement. Codes for DDOT include but are not limited to potholes, street repair, traffic signs, trees and parking meters. Codes for DOH are limited to rodent control. Codes for DMV include but are not limited to driver vehicle, adjudication and refunds.
C.2.3	Will the department configure these requests after training or is it expected that vendor provides some configuration services in addition to training?	It is expected that all current requests will be configured by the vendor and any new requests will be managed by the District after training.
C.2.3	If the vendor is to provide a percentage of configuration for departmental service requests, please provide the number of service request types to be configured by the vendor for each department.	There are 222 active service codes in the system that fall under approximately 30 groups. Codes for DPW include but are not limited to trash collection, recycling, illegal dumping, abandoned vehicles and parking enforcement. Codes for DDOT include but are not limited to potholes, street repair, traffic signs, trees and parking meters. Codes for DOH are limited to rodent control. Codes for DMV include but are not limited to driver vehicle, adjudication and refunds.
C.3.2.2	Please specify the database platform (i.e., SQL, Oracle) in place.	The current system uses MS SQL Server

RFP #	Question	Answer
C.3.2.2	How many service request types will require support from the interface?	There are 38 service codes available through the web portal. Current application interfaces are for parking meters, streetlights and trees. DPW uses a batch file for dumping into its application. All 222 service request types are pushed between the current system, the SRC and the OCTO data warehouse.
C.3.2.2	Can you provide a total list of service requests that current are supported in this system?	The list of service requests (problems) are provided in three separate documents: "Problem Code wrapup-Fulldoc.xls; Problem Code Wrapup.doc;DMV Script Development.xls" located under the "information and Q&A" link on the CIRM Web site.
C.3.2.2	Is the vendor to deliver a fully functioning interface or training to the District's IT staff to complete interface work for this interface?	The vendor is to deliver a fully functioning interface (with support from the District's IT staff and application managers).
C.3.3	Permits Interface: Please specify the database platform (ie, SQL, Oracle) in place.	The current system uses MS SQL Server 2005. Some interface points use Oracle.
C.3.3	Permits Interface: How many service request types will require support from the interface?	There are 38 service codes available through the web portal. Current application interfaces are for parking meters, streetlights and trees. DPW uses a batch file for dumping into its application. All 222 service request types are pushed between the current system, the SRC and the OCTO data warehouse.
C.3.3	Permits Interface: Can you provide a total list of service requests that currently are supported in this system?	The list of service requests (problems) are provided in three separate documents: "Problem Code wrapup-Fulldoc.xls; Problem Code Wrapup.doc;DMV Script Development.xls" located under the "information and Q&A" link on the CIRM Web site.
C.3.3	If the vendor is proposing an interface, is the vendor to deliver a fully functioning interface or training to the District's IT staff to complete interface work for this interface?	The vendor is to deliver a fully functioning interface (with support from the District's IT staff and application managers) and to train appropriate District employees on configuring new service requests.

RFP #	Question	Answer
C.7	Please specify the features in the SRC system	The SRC integrates agency systems to relay current system data. Current feeds are one-way, two-way and read only. The SRC is also our web portal which allows customers to input service requests from the dc.gov website directly into the current system to receive a real-time service request number. Registered users maintain a log of their requests and if they provide the OUC with their user ID called in requests can be linked to their on-line account. Also, at the completion of service requests emails notifications are automatically sent to users and they are invited to participate in a customer satisfaction survey. The SRC is also a mirrored database.
L.2.1.8	Data migration: Please specify the database platform (i.e., SQL, Oracle) in place	The current system uses SQL Server.
L.2.1.8	Data migration: Please specify the data tables and form currently in the Hansen system	This is proprietary information that will be provided to the winning vendor.
L.2.1.8	Data migration: Is the District planning to complete migration of Hansen data or is it expected that the vendor price in this data migration?	The vendor needs to provide pricing for the data migration.

RFP #	Question	Answer
L.2.1.8	Data migration: Is there any other departments outside of the call center using Hansen? Is there an interface requirement between the call center and those departments using Hansen today?	We currently interface with DDOT for iSLIMS and Cityworks, DPW for SERVES, OCTO for the SRC, MARS, CityWide Data Warehouse (CapStat), CapStat/MobileView, & RouteSmart. iSLIMS application, for parking meters and streetlights, gets the current system data nightly from the replication server and interfaces only to close open service requests. SERVES has a connection to create a service request and push it into the current system. SRC has a two way interface to create and a request from the web and push updates and resolutions to the web. The interface should be able to create, update and resolve service requests regardless of the origination point. Volume is approximately 1600 requests per day. The agencies will need to address OS and DB issues. A separate interface document is available on the CIRM.dc.gov Web site; access the "Information and Q&A" link.
L.2.1.8	Data migration: How many service request types will require support from the interface?	There are 38 service codes available through the web portal. Current application interfaces are for parking meters, streetlights and trees. DPW uses a batch file for dumping into its application. All 222 service request types are pushed between the current system, the SRC and the OCTO data warehouse.
L.2.1.8	Data migration: Can you provide a total list of service requests that current are supported in this system?	The list of service requests (problems) are provided in three separate documents: "Problem Code wrapup-Fulldoc.xls; Problem Code Wrapup.doc;DMV Script Development.xls" located under the "information and Q&A" link on the CIRM Web site.
L.2.1.8	Data migration: If the vendor is proposing an interface, is the vendor to deliver a fully functioning interface or training to the District's IT staff to complete interface work for this interface?	The vendor is to deliver a fully-functioning interface and to train appropriate District employees on configuring new service requests.

RFP #	Question	Answer
	For any and all applications/systems that are in place and will be involved in the project (GIS, Website, Hansen, SRC, Cityworks, etc) can we get a detailed description to include the following points for each system: a. Application role, purpose and overview description b. Number of current users and transactions against the system on a daily basis. c. Number of external users from citizens interacting with the system d. Data model e. Database type, size and table structure f. Are documents stored in each system and if so how are they stored? g. Db tables and unique IDs h. Sample data sets in CSV and or Excel docs with Unique keys identified. i. Security model j. All Reports that are consumed from the system. k. Screen shots of all input screens.l. Desired data fields to be integrated. m. Data mappings from source to target systems and fields. n.	This information will be provided to the three vendors selected for the proof of concept.
	For the CTI system can we get a detailed description and technology overview for all the hardware and software.	The OUC does not currently have a CTI system, and a CTI system is not a requirement of this solicitation. The District is, however, receptive to vendors including a CTI system as part of their solution.
	For the existing phone systems, what exact systems and models and versions of phones and PBX systems are being utilized (If applicable).	The OUC does not currently have a CTI system, and a CTI system is not a requirement of this solicitation. The District is, however, receptive to vendors including a CTI system as part of their solution.

RFP #	Question	Answer
	Will the agency be issuing responses to questions and other details discussed at its Pre-Proposal Conference on May 9th?	This document provides responses to questions discussed at the pre-proposal conference. Other details discussed at the pre-proposal conference are addressed in separate documents on the cirm.dc.gov web site; access the "Information and Q&A" link. In addition, this spreadsheet addresses questions submitted by email. Please also refer to the OCP Web site for official responses.
	CLIN 1003/2003/3003/4003: Is the legacy application vendor still in business and available for integration discussion, JAD session, development or custom development?	This answer will be provided to the winning vendor.
	CLIN 1003/2003/3003/4003: Will the functionality of the new CIRM system intended to replace any of the legacy system? Will a migration plan be needed to sunset legacy system?	There is no intention to replace any current legacy system, however we will look into the potential of replacing some systems rather than integrating.
C.2.1	CLIN 23: How many Call Center agents/representatives, supervisors, managers are currently deployed that are support the District?	There are approximately 50 users within the call center with approximately 450 users spread through various agencies.
C.2.1	CLIN 23: Is the jurisdiction currently using a Call Center ACD environment?	Yes. The OUC is using AVAYA to provide Automatic Call Distributor functions. There is no integration between computers and telephony--no CTI.
C.2.1	CLIN 23:Is the jurisdiction currently replacing a current access point that citizens are currently using?	The CIRM should replace the current SRC web portal (SRC.DC.Gov).
C.2.1	CLIN 23:What Call Center Telephony system(s) is the jurisdiction currently using?	The OUC does not currently have a CTI system, and a CTI system is not a requirement of this solicitation. The District is, however, receptive to vendors including a CTI system as part of their solution.

RFP #	Question	Answer
C.2.1	CLIN 23:If the jurisdiction does have a Call Center ACD environment, which PBX vendor(s) is currently installed?	The OUC is using AVAYA to provide Automatic Call Distributor functions. There is no integration between computers and telephony--no CTI.
C.2.1	CLIN 23: What other applications are being used with the Call Center telephony system (IVR, CTI, Quality Recording, etc)?	IVR and Recording
C.2.2	The District currently has an application, CityWorks, which handles most of these functions for DDOT. Are there plans to replace the current system (CityWorks)?	There are no plans to replace Cityworks. The offeror may propose to replace the current CityWorks application if the offeror's native application provides superior functionality of the CityWorks application and ensures tight integration between the service fulfillment modules and call center modules.
C.3.8.12	What application is the District currently using for GIS?	see answer corresponding to key 1, 2, and 3
	Will the Interaction Call Center be accessible during business hours, extended business hours, 24 X 7?	Accessibility is 24 x 7 x 365.
	Have you or anyone on your selection team, or an employee of the City Government, or a contracted employee of the City looked at or spoken to any other cities that have a 311 solution, what solution did you look at and what cities did you speak too and/or see?	We have evaluated other cities' 311 call centers. However, we feel identifying these cities is inappropriate and adds no value to the development of the proposal.
	Have you spoken to anyone in the New York City 311 Call Center as of yet?	We have evaluated other cities' 311 call centers. However, we feel identifying these cities is inappropriate and adds no value to the development of the proposal.

RFP #	Question	Answer
	Based on all of your research that your team has expressed that was completed for this project, what solution, just on your research, would you rate as the best matching to the Cities set requirements listed in the RFP.	The research shows that a number of applications are competitive in functionality. Although functionality is a very high priority, we will also evaluate ease of integration, technical stability, documentation, and price.

ATTACHMENT C

Problem Code Wrap Up

The following is a problem code wrap up to be used by all data entry personnel. No other problem codes should be used. Agencies will be held responsible for changing and updating problem codes from the generic to the specific code. The Script information must be attached to the service request, among other things, to be considered complete.

Problem Code	Problem Description	Responsibility	Performance Measures	Script
DDOT				
S05AL	Alley Light Repair	S036	Inv – 2 days	❑ Inquire as to pole material (metal or wood) ❑ Identify problem (light out, 24 hour burn, globe missing, etc) ❑ Identify specific location (front, rear, odd or even side, etc)
S0016	Alley Repair	SM02	Inv – 10 days	❑ Identify alley surface material (concrete, brick, etc) ❑ Assess damage (sink hole, pothole, depression, loose brick, unpaved, etc) ❑ Determine specific location (address, hundred block, even or odd side, etc.)
S0166	Grass & Weeds Mowing	TREE	Res – 15 days (April – November)	❑ Identify area for mowing (median strip, circle, circles around monuments, etc)

				❑ Identify location (hundred block, intersection, etc.) ❑ Inquire as to specified area being public space
S0286	Parking – Signs – Replace	CSM	Res – 30 days	❑ Indicate the message on the parking sign ❑ Identify specific sign location ❑ Indicate faded or missing
S0301	Pothole	SM01	Res – 2 days	❑ Identify location of the pothole (hundred block, address, intersection, lane &/or direction, etc.) ❑ Indicate number of potholes
S0361	Sidewalk Repair	SM02	Inv – 10 days	❑ Identify sidewalk surface material (concrete, brick, etc) ❑ Asses damage (cracked or broken, tree roots pushing up, missing brink, etc) ❑ Indicate specific location (front of address, intersection corner, etc)
S0371	Signs – Street Name	CSM	Res – 45 days	❑ Indicate the name of the street ❑ Identify the appropriate corner for sign replacement ❑ Indicate faded or missing
S0376	Signs – Traffic	CSM	Res – 130 days	❑ Indicate the type of sign ❑ Identify specific location for replacement ❑ Indicate new, faded or missing
S0406	Street Repair	SM02	Inv – 10 days	❑ Identify alley surface material (concrete, brick, etc)

				❑ Assess damage (sink hole, pothole, depression, loose brick, unpaved, etc) ❑ Determine specific location (address, hundred block, even or odd side, etc.) ❑
S05SL	Streetlight Repair	S036	Inv – 2 days	❑ Inquire as to pole material (metal or wood) ❑ Identify problem (light out, 24 hour burn, globe missing, etc) ❑ Identify location (front of, pole number within block, etc.)
S0436	Traffic Signals	S036	Inv – 1 day	**Traffic signals control vehicular and pedestrian traffic** ❑ Identify which corner the traffic signal is on ❑ Identify the specific problem (lights out, head turned, flashing, etc.) ❑ Identify whether pedestrian or vehicular signal
S0456	Trees	TREE	Inspection: 6 - 8 weeks 40 days Resolution: up to 6 months depending upon nature of call. 130ays	**Nature of the call is not Trim/Remove/Plant/Emergency** Describe the service requested Tree is located: ❑ Between the curb and sidewalk ❑ Between sidewalk and dwelling ❑ In the alley ❑ Other (describe)
S0457	Tree Emergency	TREE	Inspection: 4 - 24 hours 1 day	Tree emergencies are defined as a tree down blocking the flow of traffic in roadway or a broken or hanging limbs or a tree down.

			Resolution: 4 - 48 hours 2 days	If the tree is down determine if: ❑ The tree is blocking a roadway (traffic is stopped) ❑ The tree is blocking an alley ❑ The tree is blocking a sidewalk ❑ A vehicle has been damaged ❑ The tree has fallen on a house ❑ STORM If a limb is broken or hanging determine if: ❑ the hanging limb is hanging above a sidewalk, roadway, alley or other (car, house, etc).
S0460	Trimming	Tree	Inspection: 6 - 8 weeks 40 days Resolution: up to 6 months 130 days	Tree is located: ❑ Between the curb and sidewalk ❑ Between sidewalk and dwelling ❑ In the alley ❑ Other (describe) Tree needs trimming because: ❑ It looks like its in bad shape ❑ It has limbs that are broken and hanging ❑ Other (describe)
S0459	Removal	Tree	Inspection: 6 - 8 weeks 40 days Resolution: up to 6 months 130 days	Tree is located: ❑ Between the curb and sidewalk ❑ Between sidewalk and dwelling ❑ In the alley ❑ Other (describe) Tree needs removal because:

				❑ It is dead ❑ It looks bad ❑ I don't like it ❑ Other (describe)
S04TP	Planting	Tree	**No inspection/resolution days provided due to seasonal scheduling.** Inspection: June through September yearly Resolution: October through May yearly.. see Note under Script	Request is for a particular spot Request is for an entire block (specify what hundred block numbers are being requested Note: Tree requests taken before July 30th are planted in the current year's fall/spring season (October - May). Requests taken after July 30th are planted the following season.
S0466	Utility Repair	SM02	Inv – 10 days	❑ Identify specific location (hundred block, address, etc.) ❑ Inquire about "Rebuilding DC" sign (identifying info on sign)
DPW				
S0000	Abandoned Auto	S331	Inv – 10 days	❑ Identify location (street, alley, private space) ❑ Identify damage (no tags, broken windows, flat tires, no tires, etc) ❑ Indicate the length of time vehicle has been abandoned ❑ Capture vehicle information (make, model, color) ❑ Indicate whether the vehicle is on public or

				private space ❑ Indicate other useful information (involved in accident, being used in illegal activities, vehicle with trash, etc.)
S0011	Alley Cleaning	SW03	Res – 28 days	❑ Identify the type of debris that needs to be removed ❑ Indicate house address or block (in the 1400 block of S Street on the even side of the street)
S0031	Bulk Collection	SW01	Res – by appointment	❑ Identify specific items for collection (not just the number of items) ❑ Indicate front rear or side collection ❑ Emphasize that items must be on public space ❑ Indicate items must be set out the night before
11	Dead Animal Pick – up	SW02	Res – 2 days	❑ Identify animal ❑ Specify location (front, rear, side, etc) ❑ Indicate pick up cannot be made from private property
S0181	Illegal Dumping	SW02	Res – 48 days	❑ Specify the location of the dumped material ❑ Identify the type of debris dumped ❑ Indicate suspect vehicle tag #, color or vehicle, type of vehicle ❑ Indicate time of day ❑ Indicate physical characteristics of offender (man or woman, etc.) **Remember: Using this code means an investigation will begin. There will not be**

				immediate removal of the dumped material.
S0196	Leaf Collection	SW03	Res – 12 days	❑ Specify front, rear or side collection ❑ Indicate the number of bags **Remember: This code should only be used for autumn leaf collection. During other seasons, use yard waste code.**
S0217	Litter Can	SW03	Inv – 5 days	❑ Indicate whether the requests is for service, repair or installation ❑ Identify the location of the litter can.
S0261	Parking Enforcement	S351	Res – 3 days	❑ Indicate the enforcement concern (rush hour violation, no parking anytime, too close to intersection, etc.) ❑ Capture vehicle information; include tag no. ❑ Indicate the location of the vehicle ❑ Capture vehicle location in address portion of service request so that ward can be determined ❑ Capture the travel lane the vehicle is parked in (east bound, north bound, etc) ❑
S0311	Rat Control			❑ Identify specific area for treatment (alley, sidewalk, front yard, back yard, etc) ❑ Specify constituent's permission to treat private property
S0316	Recycling Bin	SW02	Res – 10 days	❑ Specify recycling collection day ❑ Specify point of collection
S0321	Recycling Collection	SW02	Res – 2 days	❑ Specify recycling collection day

				❑ Specify point of collection ❑ Identify items to be recycled
RPP	Residential Parking Permit	S351	Inv – 2 days	❑ Is the violation related to zoned permit parking? ❑ Capture vehicle information; include tag no. ❑ Capture zone parking information ❑ Indicate location of vehicle ❑ Capture vehicle location in address portion of service request so that ward can be determined
S0346	Sanitation Enforcement	SW02	Inv – 5 days	❑ Specify the location of the material ❑ Identify the type of debris ❑ Indicate whether trash is on public or private space ❑ Indicate whether the trash is from private or commercial property ❑ Give information on the amount of material (5 bags, or trash piled 2 feet high)
S0391	Street Cleaning	SW03	Inv – 2 days	❑ Specify street cleaning day ❑ Identify the type of debris
S0421	Supercan	SW02	Inv – 5 days	❑ Indicate whether the request is for delivery or repair ❑ Indicate trash collection day ❑ Specify point of collection
S0441	Trash Collection	SW02	Res – 1 day	❑ Specify trash collection day(s) ❑ Specify point of collection ❑ Indicate problem with collection
S0476	Yard Waste Collection	SW02	Res – 5 days	❑ Specify front, rear or side collection

				❑ Indicate the number of bags

AGENCY PROBLEM CODE WRAP UP BY DEPARTMENT AND PROBLEM GROUP

DDOT

*DDOT Unscheduled Codes (DDOT)

Problem Codes	Descriptions	Responsibility	Inspection	Resolution	User
S0256	Parking Regulations	CSM	N/A	N/A	CC
S0266	Parking - Handicap	CSM	N/A	N/A	CC
S0291	Pavement Markings	CSM	N/A	N/A	CC
S0331	Residential Permit - Block	CSM	N/A	N/A	CC
SRC01	Snow Removal	S141	10 days	14 days	CC
S0381	Snow - Icy Conditions	S176	N/A	N/A	CC
S0382	Snow - Snow on Roadway	S176	N/A	N/A	CC
S0383	Snow - Metro bus shelter/stop	S176	N/A	N/A	CC
S0384	Snow - Towing	S176	N/A	N/A	CC
S0385	Snow - Other	S176	N/A	N/A	CC
S0431	Traffic Operations	CSM	N/A	N/A	CC
S0306	Public Space Permits	S061	N/A	N/A	Agency
S0498	Public Space - Defects Under Investigation	PSMA	N/A	N/A	Agency
S0499	Public Space - Obstructions Under Investigation	PSMA	N/A	N/A	Agency
S0500	Public Space - Depressions Under Investigation	PSMA	N/A	N/A	Agency
S0046	Bus and/or Rail Issues	S041	N/A	N/A	Agency
S0036	Bus Shelters	S041	N/A	N/A	Agency
S0021	Bicycles	TPPA	N/A	N/A	Agency
S0231	Maps	TPPA	N/A	N/A	Agency
S0351	School Subsidy	TPPA	N/A	N/A	Agency
RES	Restore Electrical Service	S036	N/A	N/A	Agency

Alley Repair (AR)

Problem Codes	Descriptions	Responsibility	Inspection	Resolution	User
S0016	Alley Repair	SM02	10 days	none	CC

S0017	Alley temp repairs	SM01	10 days	14 days	Agency
***Grass and Weeds (G&W)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0166	**Grass and Weeds Mowing**	**SW03**	**none**	**15 days**	**CC**
***Parking Meters (METERS)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0272	**Paking Meter Out of Order**	**CSMM**	**none**	**4 days**	**CC**
S0273	**Parking Meter Flashing Fail**	**CSMM**	**none**	**4 days**	**CC**
S0274	**Parking Meter Coin Jam**	**CSMM**	**none**	**4 days**	**CC**
S0275	**Parking Meter Bad Battery**	**CSMM**	**none**	**4 days**	**CC**
S0276	**Parking Meter Repairs**	**CSMM**	**none**	**6 days**	**CC**
S0277	**Parking Meter Physical Damage**	**CSMM**	**none**	**6 days**	**CC**
S0278	**Parking Meter No Time for Coin**	**CSMM**	**none**	**4 days**	**CC**
S0279	**Parking Meter Multispace Repair**	**CSMM**	**none**	**2 day**	**CC**
S0280	**Parking Meter Graffiti**	**CSMM**	**none**	**6 days**	**CC**
***Sidewalk Repair (SWR)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0361	**Sidewalk repair**	**SM02**	**10 days**	**none**	**CC**
S0362	Sidewalk temp repair	SM01	10 days	15 days	Agency
***Signs (SIGNS)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0286	**Parking Sign - Replace**	**CSM**	**none**	**30 days**	**CC**
S0371	**Sign Street Name**		**none**	**45 days**	**CC**
S0376	**Sign Traffic**		**none**	**130 days**	**CC**
S0377	Sign Traffic Control (New)		none	130 days	Agency

S0378	Sign Traffic Control (Replace)		none	10 days	Agency
S0379	Sign Stop		none	1 day	Agency
S0484	Parking Signs Install		none	30 days	Agency
S0287	Parking Signs Remove		none	none	Agency
***Street/Alley Lights (S&AL)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S05SL	**Streetlight Repair**	**S036**	**none**	**7 days**	**CC**
S05AL	**Alleylight Repair**	**S036**	**none**	**7 days**	**CC**
S0501	Streetlight - Burned Out	S036	none	6 days	Agency
S0502	Streetlight - Damaged	S036	2 days	5 days	Agency
S05BR	Bulb replacement	S036	none	6 days	Agency
S05PC	Photo Cell replacement	S036	none	6 days	Agency
S05DB	Day Burner	S036	none	6 days	Agency
S05GR	Globe replacement	S036	none	6 days	Agency
S05BA	Ballast assembly	S036	none	6 days	Agency
S05DF	Defective Fixture	S036	2 days	30 days	Agency
S05NC	No current to light	S036	2 days	60 days	Agency
S05NP	New knockdown pole	S036	2 days	45 days	Agency
S05OP	Old knockdown pole	S036	2 days	180 days	Agency
TPLAT	T-Plate Repair	S036	none	none	Agency
***Street Repair (STR)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0466	**Utility Repair**	**SM02**	**10 days**	**none**	**CC**
S0406	**Street Repair**	**SM02**	**10 days**	**none**	**CC**
S0301	**Potholes**	**SM01**	**none**	**2 days**	**CC**
S0407	Street Repair - Temp	SM01	10 days	14 days	Agency
S0081	Curb & Gutter Repair	SM02	10 days	none	Agency
***Street/Alley Repaving (PAVE)**					
Problem Codes	**Descriptions**	**Responsibility**	**Imspection**	**Resolution**	**User**

S0018	Alley Repave	IPMA	10 days	none	Agency
PAVE	Street Repaving	IPMA	10 days	none	Agency
S0468	Utility Repair major	IPMA	10 days	60 days	Agency
S0364	Sidewalk New	IPMA	10 days	none	Agency
S0082	Curb & Gutter Repair Mahor	IPMA	10 days	30 Days	Agency
***Traffic Calming (TCALM)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
TCP	Traffic Calming Petition (Agency Only)	TPPA	none	none	Agency
TCS	Traffic Calming Study (Agency Only)	TPPA	none	none	Agency
***Traffic Signal (TS)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0436	**Traffic Signals - Maintenance**	**S036**	**1 day**	**none**	**CC**
S0437	Traffic Signal all out		none	2 hours	Agency
S0438	Traffic Signal head turned		none	2 hours	Agency
S0439	Traffic Signal red bulb replace		none	2 hours	Agency
S0440	Traffic Signal bulb replacement LED		none	1 day	Agency
S0435	Traffic Signal pedestrian out		none	1 day	Agency
S0434	Traffic Signal school flasher out		none	30 days	Agency
S0433	Traffic Signal timing investigation		1 day	30 days	Agency
S0496	No Current To Signal		none	1 day	Agency
S0497	Pedestrian Walk/Don't Walk Malfunftion		none	1 day	Agency
S0503	Traffic Signal Lane Controller		none	1 day	Agency
S0504	TS Magnetic Traffic Signal Devices Loop		none	none	Agency
S0505	Traffic Signals in flash		none	1 day	Agency
S0506	TS Damaged Pedestrian Push Button		none	1 day	Agency
S0507	Pole Down		none	1 day	Agency

S0508	Pole Leaning		none	1 day	Agency
S0509	TS Green Bulb Replacement		none	1 day	Agency
S0510	Traffic Signal Twisted Pedestrian		none	1 day	Agency
S0511	Traffic Signal Replace Lens and Visor		none	1 day	Agency
S0512	Traffic Signal Controller Down		none	1 day	Agency
S0513	Traffic Signal Malfuntioning		none	1 day	Agency
S0514	Traffic Signal Defective Cable		none	none	Agency
***Tree (TREE)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0457	**Tree Emergency**		**1 day**	**2 days**	**CC**
S0459	Tree removal		40 days	130 days	Agency
S0460	Tree trimming		40 days	130 days	Agency
S04TP	Tree planting		none	none	Agency
DPW					
***DPW Unscheduled Codes (DPW)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
GRAFF	**Graffiti Removal**	**S176**	**N/A**	**N/A**	**CC**
F3242	**Christmas Tree - Seasonal Only**	**SW01**	**N/A**	**N/A**	**CC**
S0366	**Signs - Illegal Dumping**	**S321**	**N/A**	**N/A**	**CC**
S0185	**Illegal Posters**	**SW03**	**N/A**	**5 days**	**CC**
HMPCM	**How's My Driving Compliment**	**DPW**	**N/A**	**7 days**	**CC**
HMDCP	**How's My Driving Complaint**	**DPW**	**N/A**	**7 days**	**CC**
***Abandoned Auto (AA)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0000	**Abandoned Auto**	**S331**	**10 days**	**none**	**CC**
S0001	Abandoned Auto (Public w/p)		10 days	13 days	Agency

***Abandoned Auto Private(AA2)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0003	Abandoned Auto (Private n/p)		10 days	45 days	Agency
***Alley Cleaning (AC)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0011	**Alley Cleaning**	**SW03**	**3 days**	**28 days**	**CC**
S0012	Alley Cleaning urgent		none	3 days	Agency
***Autumn Leaf Collection (ALC)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0196	**Leaf Collection**	**SW03**	**3 days**	**12 days**	**CC**
***Bulk Collection (BULK)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0031	**Bulk collection**	**SW01**	**none**	**none**	**CC**
S0032	Collection - Unscheduled Bulk	SW01	none	12 days	Agency
***Dead Animal (DA)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
11	**Dead Animal Pick-up**	**SW02**	**none**	**2 days**	**CC**
***Illegal Dumping (ID)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**

S0181	**Illegal Dumping**	**SW02**	**5 days**	**48 days**	**CC**
***Litter Cans (LC)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0217	**Liter Can**	**SW03**	**5 days**	**none**	**CC**
S0221	Litter can service		none	2 days	Agency
S0216	Litter can installation/removal		10 days	270 days	Agency
S0218	Litter can repair		4 days	7 days	Agency
***Parking (PARK)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0261	**Parking Enforcement**	**S351**	**none**	**3 days**	**CC**
RPP	**Residential Parking Permit**	**S351**	**none**	**2 days**	**CC**
S0341	ROSA	S351	none	none	Agency
***Recycling Bin (BIN)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0316	**Recycling Bin**	**SW02**	**7 days**	**10 days**	**CC**
***Recycling Requested (RM)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0321	**Recycling Collection**	**SW02**	**none**	**2 days**	**CC**
S0322	Recycling - Information Only		none	none	Agency
S0323	Recycling - Commercial Only		none	none	Agency
***Sanitation Enforcement (SE)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**

S0346	**Sanitation Enforcement**	**SW02**	**5 days**	**none**	**CC**
S0471	**Vacant Lot**		**none**	**none**	**CC**
S0146	**Eviction**		**none**	**none**	**CC**
***Street Cleaning (STC)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0391	**Street Cleaning**	**SW03**	**2 days**	**none**	**CC**
S0392	Street Cleaning sweeper		none	2 days	Agency
S0393	Street Cleaning manual		2 days	28 days	Agency
***Supercan (SUPER)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0421	**Supercans**	**SW02**	**5 days**	**none**	**CC**
S0422	Supercan delivery		none	10 days	Agency
S0423	Supercan repairs		none	3 days	Agency
S0451	Trash Container		none	10 days	Agency
***Trash Collection Requested (TCM)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0441	**Trash Collection**	**SW02**	**none**	**1 day**	**CC**
***Yard Waste (YW)**					
Problem Codes	**Descriptions**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0476	**Yard Waste Collection**	**SW02**	**none**	**5 days**	**CC**
DOH					

Department of Health (DOH)					
New Code	**Description**	**Responsibility**	**Inspection**	**Resolution**	**User**
S0311	**Rats (Vector Control)**	**SW02**	**15 days**	**35 days**	**CC**
S0312	Rats (Serious Problem)		15 days	175 days	Agency
S0313	Rats (Chronic Problem)		15 days	255 days	Agency

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PRE-PROPOSAL CONFERENCE

CIRM - DCTO-2008-R-0128

Date: MAY 9, 2008

	NAME	PHONE	COMPANY
1	Steve Isler	727.460.8369	LAGAN, INC.
2	Samantha Baderschneider	703.408.6200	Paradyme Management Inc.
3	Joe Bradley	5083093009	Accela
4	Ira Grossman	3017046432	Winbourne & Costas Inc.
5	PAUL MALEBRANCHE	202-442-3223	DHS
6	Leon Jackson	202-741-5384	DDOT
7	DAVID WALSH	571-216-4138	MICROSOFT
8	DAN CLARK	862-266-3374	MICROSOFT
9	Joseph Cromer	540-322-8864	Infor / Hansen
10	Kelly Putnam	443-514-1214	Accentium
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PRE-PROPOSAL CONFERENCE

CIRM - DCTO-2008-R-0128

Date: MAY 9, 2008

	NAME	PHONE	COMPANY
1	David Koehler	202 698-2448	Dept. Public Works
2	RANDAL PINKETT	973-622-6900 x121	BCT PARTNERS
3	Mohammad Tariq	202-558-3531	Peak Technology Solutions
4	Sushil Bansal	(202) 641-7888	AITC
5	Roger Richmond	2) 262-5286	TDC
6	Andrew Fox	571-212-2662	Timmons Group/Azteca
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PRE-PROPOSAL CONFERENCE

CIRM - DCTO-2008-R-0128

Date: MAY 9, 2008

	NAME	PHONE	COMPANY
1	Sheila Kates	(703)862-2023	Digital Gap Solutions
2	Dan Parkins	(240)604-6570	Digital Gap Solutions
3	DEREK SHARP	(805)906-1948	THOMPSON, COBB, BAZILIO & ASSOCIATES
4	Mel Parrot	703-516-9220	Public Works Solutions
5	Edouardo Etienne	703-516-9220	Public Works Solutions
6	Rhoda Veney	2/727-0121	OCP
7	ANNIE WATKINS	2/727-5704	annie.watkins@dc.gov
8	Doug Porta	410-218-6300	Salesforce.com
9	Brian Montgomery	571-338-1058	" "
10	James Woodyard	(202)234-9400	TDC
11	J Keicha Mill	(202)234-9400	TDC
12	LACEY WILSON	(202)778-3410	TCBA
13	Josephine Simmons	6956277	DCPS
14	Christina Basabe	(202)380-5678	Sierra Systems
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PRE-PROPOSAL CONFERENCE

CIRM - DCTO-2008-R-0128

Date: MAY 9, 2008

	NAME	PHONE	COMPANY
1	GUS VITEON	442 8367	DC - DCRA
2	BOB NATHAN nathan@dnscorp.com	(202) 409-6586	DATANET SYSTEMS CORP
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