

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number DCTO-2008-R-0128	Page of Pages 1
2. Amendment/Modification Number M0004	3. Effective Date 6/16//2008	4. Requisition/Purchase Request No.	5. Solicitation Caption Citizen Interaction & Relationship Mgmt	
6. Issued By: Office of Contracting and Procurement Information Technology Unit 441 4th Street, NW, Suite 930S Washington, DC 20001		Code	7. Administered By (If other than line 6)	
8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)			(X)	9A. Amendment of Solicitation No. DCTO-2008-R-0128
				9B. Dated (See Item 11) 5/2/2008
				10A. Modification of Contract/Order No.
				10B. Dated (See Item 13)
Code	Facility			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> 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 <input type="checkbox"/> is not, <input checked="" type="checkbox"/> 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 M0004 includes the following attachments to RFP: Hansen Workflow; Integration Points; DMV Script Development; and CIRM Presentation This information was previously added to the CIRM.dc.gov web site and has been available for several weeks; it is referenced in the Questions and Answer spreadsheet. This information is being added to the OCP Website merely as a configuration management item. ALL TERMS AND CONDITIONS REMAIN THE SAME.				
Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect				
15A. Name and Title of Signer (Type or print)			16A. Name of Contracting Officer 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 6/16/2008

Department of Motor Vehicles
Service Request Management
Problem Code Layout

Driver/Vehicle						
Driver's License/ID Card	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
		DL/ID - Dishonored Check		General Inquiry	If customer has proof from the bank their check did not bounce, refer them to 301 C St. NW to submit the proof. No Hanson entry required.	Site visit required.
	DMV01	DL/ID - Never Received	3 days	Service Request	Ask if the caller has moved. IF the caller HAS moved: site visit required to show proof of address. IF the caller HAS NOT moved: verify that the payment is reflected received. * What is your driver's license/ID/ or SSN? * When was the application/payment submitted? * How was the application/payment submitted? (by mail or online)	Service requests should only be taken if the caller has made a verified payment and still has not received the DL/ID. This includes Learner's Permits that have not been received.
	DMV02	DL/ID - Renewal Problems	3 days	Service Request	* What is your driver's license/ID/or SSN? * Why was your renewal application and payment sent back to you? * What letter did you receive from the DMV stating there was a problem?	Troubleshoot the problem to determine if there is user error or if there are any outstanding issues that need to be resolved before being able to register. SRs for Learner's Permit issues can be taken only if the requestor is UNDER 21 . If the issue is with making a payment online refer to DMV58.
		DL/ID - Suspension/Revocation		General Inquiry		Problem code being removed and consolidated with DMV08. Most issues require a site visit to resolve however if there is an issue that needs DMV attention use DMV08.
		DL/ID - Senior Packet				Service not provided.
		DL/ID - Error Correction				Site visit required.
	DMV06	DL/ID - Duplicate Requested	3 days		Ask if the caller has moved. IF the caller HAS moved: site visit required to show proof of address. IF the caller HAS NOT moved: verify that the payment is reflected received. * What is your driver's license/ID/ or SSN? * When was the application/payment submitted? * How was the application/payment submitted? (by mail or online)	Service requests should only be taken if the caller has made a verified payment and still has not received the DL/ID. This includes Learner's Permits that have not been received.
		DL/ID - Learner's Permit				Problem is consolidated in DMV01.

Department of Motor Vehicles
Service Request Management
Problem Code Layout

	DMV08	DL/ID - Reinstatement/Suspension/Revocations	3 days	Service Request	<ul style="list-style-type: none"> * What is your DL/SSN number? * Did you pay the outstanding tickets for DC/MD/VA etc...? (Unless suspension/revocation is for another problem such as points, DUI/DWI or child support) * Did you complete your suspension/revocation period? * Did you successfully complete an alcohol treatment program? (If applicable) * Did you contact the child support enforcement office? (If applicable) * Did you pay the reinstatement fee? * Did you receive your clearance letter? 	Use only if customer has issues that need to be addressed by the Driver Improvement Program.
		DL/ID - Out of State		General Inquiry		Troubleshoot the problem to determine if this is an emergency situation. Customers who are out of state and have not received their license need to be referred to DMV01. Refer emergency calls to 727-2200.
		DL/ID - CDL				Refer calls to CDL office.
	DMV11	DL/ID - Misc	3 days	Service Request	<ul style="list-style-type: none"> * What is your DL/ID/SSN? *What is the specific problem you are having? 	This code should only be used if the problem is related to DL/ID issues that do not fit any other category.
Driving Record	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
	DMV12	DR - Copy Requested	3 days	Service Request	<ul style="list-style-type: none"> * Do you reside in the DC Area? * Is this record for you or someone else? * What is your DL/ID/SSN? * Did you already submit payment and proof of name, DOB and SSN by mail? (if out of state) 	If the caller lives within 200 miles of DC they must do a site visit to request and receive a copy of the driving record. Only take requests for people living beyond 200 miles AND have a credit card OR have already made a payment and still have not received the driving record. IF the caller is requesting for someone else verify that all of the requirements have been met to satisfy the request.
	DMV13	DR - Dispute	3 days	Service Request	<ul style="list-style-type: none"> * What is your DL/ID/SSN? *What is the specific problem you are having? 	

Department of Motor Vehicles
Service Request Management
Problem Code Layout

	DMV14	DR - Bar-Exam No Record	5 days	Service Request	<p>* Have you ever had a DC license/ID card before? *</p> <p>* What is your SSN? *</p> <p>Would you like to obtain a record stating you have no record in DC? *</p> <p>What is your mailing address? *</p>	If the caller lives within 200 miles of DC they must do a site visit to request and receive a copy of the driving record. Only take requests for people living beyond 200 miles AND have a credit card OR have already made a payment and still have not received the driving record. IF the caller is requesting for someone else verify that all of the requirements have been met to satisfy the request.
Medical	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
		Med - Extension Request				Site visit required.
	DMV16	Med - Handicap Placcard	5 days	Service Request	<p>* What is your DL/ID/SSN? *</p> <p>When was the application submitted? *</p> <p>How was the application submitted? (fax, mail, in-person)</p>	Only use this for requests where the application has been submitted but the placcard has not arrived. Replacement placcards require police reports or CCN and a site visit. Applications for new placcards should be put under DMV63.
	DMV17	Med - Med/Eye Report	5 days	Service Request	<p>* What is your DL/ID/SSN? *</p> <p>When was the application submitted? *</p> <p>How was the application submitted? (fax, mail, in-person)</p>	This code should only be used for applications that have been submitted and not processed. If the caller is requesting a med/eye report use SR code DMV63 for forms and applications that need to be mailed.
		Med - Dispute Medical Restrictions		General Inquiry		If the caller checked a disorder in error, they must obtain a new medical report and have the doctor correct the error. Requesting the med/eye report must be done using DMV63.
Registration	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
	DMV19	Reg - Never Received Registration	5 days	Service Request	<p>* What is your tag number? *</p> <p>When did you submit the request? (Ensure 15 days have elapsed before submitting SR) *</p> <p>Did you request the registration by mail or online?</p>	Only take requests where payment can be verified in the system. This code can be used for vehicle and motorcycle registration. *** How are we going to handle requests where the payment is not verified? Customers must provide front and back copy of cancelled check.
		Reg - Never Received Tags		General Inquiry		Customers who have not received tags as part of a package with the car dealer must contact the dealer to determine the problem with receipt of tags.
		Reg - RPP		General Inquiry		Verify that the customer has paid for residential parking. Determine if they have received their registration sticker. Verify that the address is eligible for RPP. IF the address is eligible but not reflected in Destiny put in a SR under DMV60 to report the technical problem.

Department of Motor Vehicles
Service Request Management
Problem Code Layout

	DMV22	Reg - Personalized Tags	3 days	Service Request	* What is the personalized tag numer/name that you requested? * When did you order the personalized tags? * Did you receive your pick-up notice?	Only take request if the order date is over 8 weeks. Verify the customers address to ensure tags are listed to the correct destination.
		Reg - Historic Tags		General Inquiry		Historic tags can only be issued for vehicles 25 yers or older. Vehicles must be taken to the inspection station for a one time inspection to be classified historic. Advise customers that vehicles displaying historic tags can only be driven on weekends, holidays and special events.
		Reg - Surrendered Tags		General Inquiry		If a customer requests asistance with a surrendered tag put in a SR under DMV69.
		Reg - Motorcycle		General Inquiry		Use DMV19 for motorcycle registration issues.
		Reg - Inpection Expired		General Inquiry		Site visit required. Direct customers to the Inspection Station.
	DMV27	Red - ROSA Exemption		Service Request	* What is the ticket number/tag number?	Verify that customers have requested ROSA exemption. Advise customers that they can adjudicate or pay tickets. Only take a request IF customer has proof of ROSA exepmtion.
		Reg - Temp Tags				Site visit required.
Reinstatement	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
	DMV29	Reins - Fee Payment	3 days	Service Request	* What is your DL/ID/SSN? * When did you mail your reinstatement fee? * What address did you mail it to? * Has the check cleared/money order been traced? * Have you received your clearance letter?	Proof of payment required either in person or by mail. Only use if payment is reflected as cleared and caller has not received clearance letter.
		Reins - Record Error				
Title	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
	DMV31	Title - Lein Holder Request	5 days	Service Request	* What is the VIN number of the vehicle? (if the title info is not in the system, ask if there is a tracking number or location of where it was signed for, and by whom) * What is the company name of the lein holder? * What address do you want the title returned to?	Put the return address and contat information in the Primary Caller tab.

Department of Motor Vehicles
Service Request Management
Problem Code Layout

	DMV32	Title - Duplicate Request	5 days	Service Request	* What is the VIN/Title number?	An application is required to request a duplicate or correct an error - use DMV63. If the Lein Holder has an error correction advise that they need to submit a letter within 60 days to the DMV. For requests that have already been submitted verify that the mailing address is correct. Only submit a SR when payment is verified and 15 days since the request have elapsed since the payment cleared.
		Title - Error Correction				
	DMV34	Title - Lein Release	5 days	Service Request	* What is your address? (if the address in the system is not correct caller must show proof of residency) * What is your tracking information?	Only submit a SR if customer has submitted the paperwork to DMV and has not received the title within 15 days. Site visit required for original request. Advise customer to bring in lein release paperwork to a Service Center.
	DMV35	Title - Original Request	5 days	Service Request	* What is your address? (if the address in the system is not correct caller must show proof of residency)	Only submit a SR if customer has submitted the paperwork to DMV and has not received the title within 15 days.
		Title - Out of State				Consolidate with DMV34.
Insurance	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
	DMV37	Ins - Lapse in Coverage	5 days	Service Request	* What is the tag number of the vehicle? * What is the make/model of the vehicle? * Do you have coverage now? * Did you or your insurance company submit proof of coverage?	
Supervisor	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
	DMV38	Super - D/V Svcs Supervisor Attn Req	1 day	Service Request	* What is the specific issue you are having? * What is your Tag/ID/DL/SSN?	If the customer is requesting to speak to a supervisor for a problem that requires a service request, put the request in using the appropriate code and hit the "Customer Contact Requested" check box on the Info tab. Only use this code for complaints against Service Center employees or services that are not otherwise captured in a service request.
Other	Problem Code	Problem Description	Response Time	Request Type	Script	Remarks
	DMV63	Send Forms, Applications, Manuals	3 days	Service Request	* What form/application/manual are you requesting? * What is the mailing address?	
	DMV64	Receipt - DV	3 days	Service Request	* What kind of receipt are you requesting? * What is your mailing address?	

Department of Motor Vehicles
 Service Request Management
 Problem Code Layout

	Reg - Dishonored Check		General Inquiry	If customer has proof from the bank their check did not bounce, refer them to 301 C St. NW to submit the proof. No Hanson entry required.	Site visit required.
	Title - Salvaged Title Inquiry (Auto Squad)		General Inquiry		Refer callers to the Auto Squad.
DMV69	MISC - DV	7 days	Service Request	* What is your DL/ID/SSN/Tag number? * What is the specific issue you are having?	ONLY use this code for requests that fit no other category. If there is a question about what would go in this code consult a supervisor.

Citizen Interaction & Relationship Management

Pre-Proposal Conference

May 9, 2008



- Background
- Major Issues
- Objective
- Current Configuration
- Stakeholders
- Value Proposition
- Timeline
- Questions



Background

- The District has recently consolidated all of its 311 operations into a single point of contact for all government provided services
- The new call center has required merging of several District call centers into one and integrating the resources, data, and processes that each call-center handles.
- Multiple agencies have expressed the need for a diverse set of citizen management capabilities



Major Issues

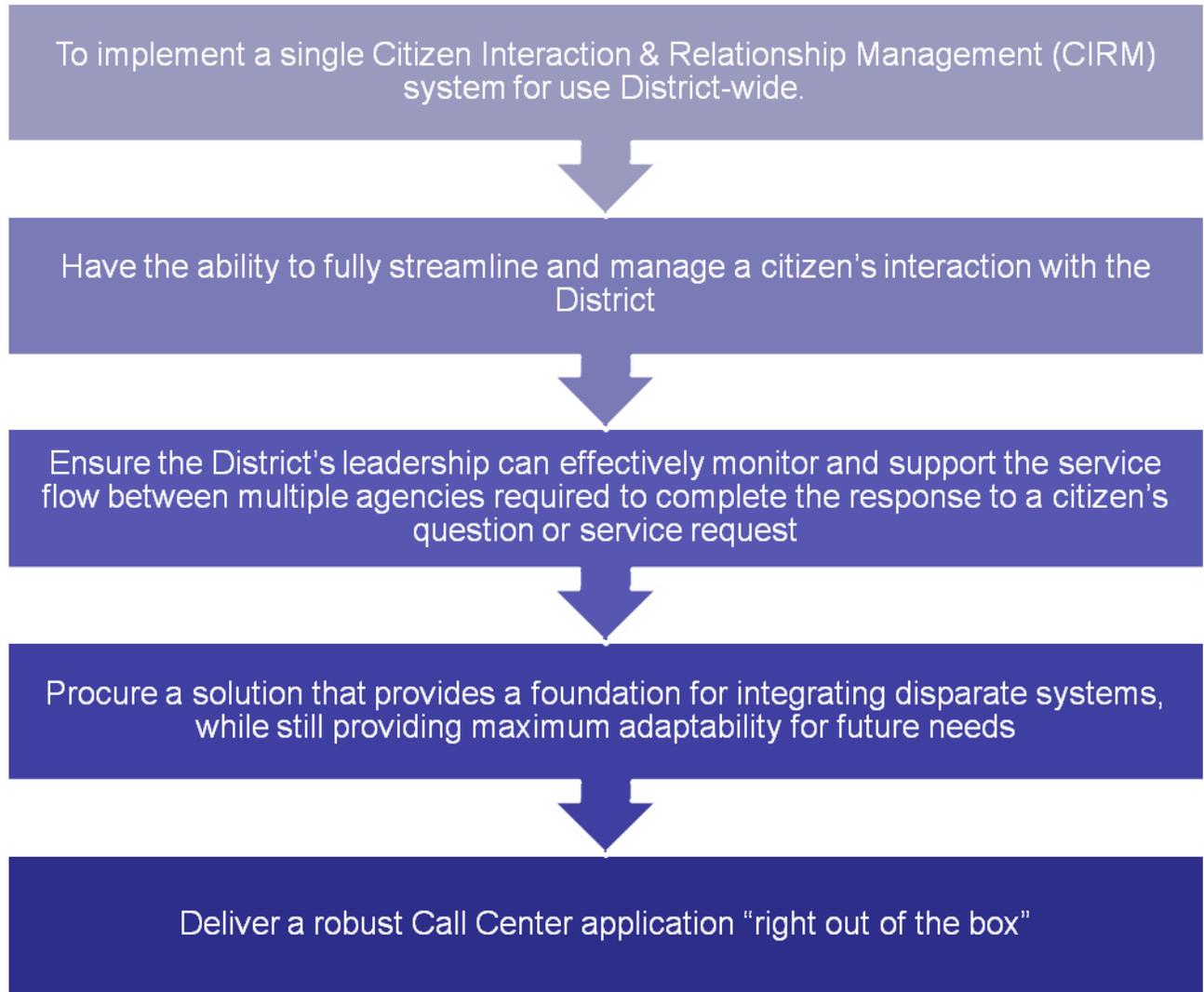
The inability to specify and track call flows and call scripting

A lack of a standard integration channel (e.g. Web Services, integration tool kits)

No facilities to expand functionality or integration



Objective

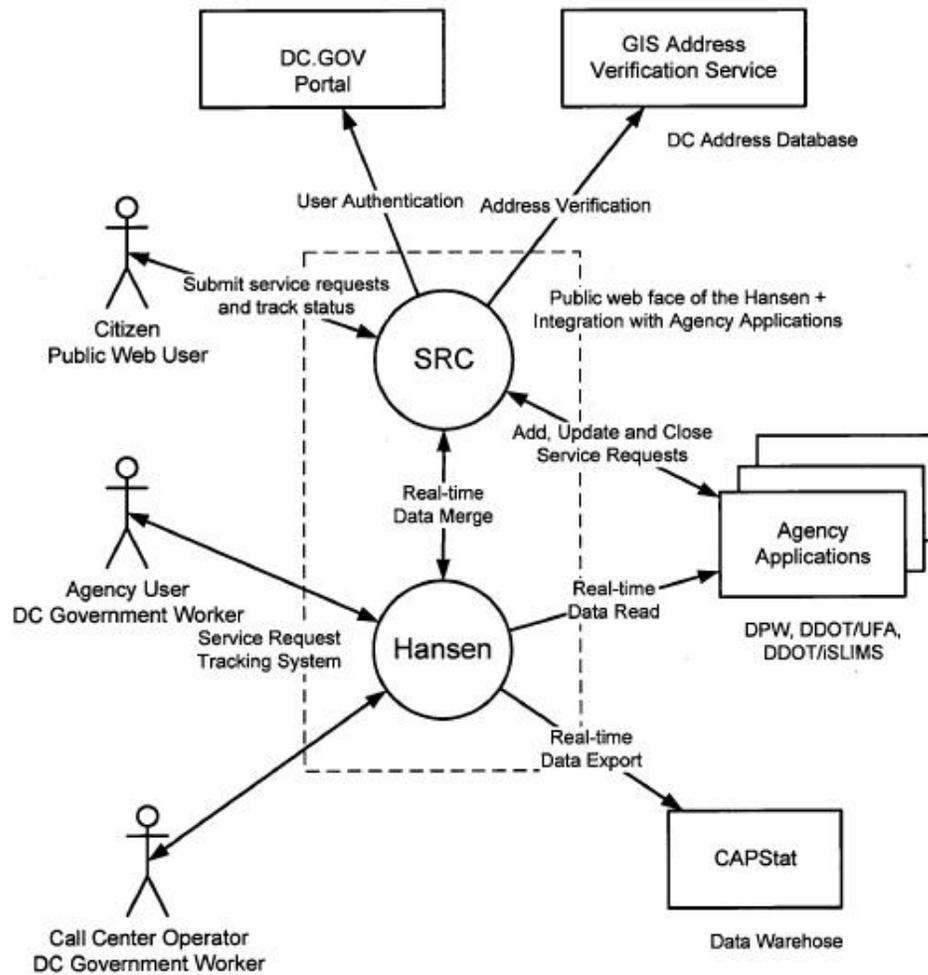


Current Configuration

Application	Agency
Vipers	DCRA
SERVES (ServTrak)	DPW
Bulk Trash (Route Smart)	DPW
UFA (CityWorks)	DDOT
ISLIMS	DDOT
DCStat (Mobile View)	OCTO
SRC	District developed web-front-end that also provides the integration between Hansen and the other systems



Current Configuration (cont.)



Stakeholders

Several District agencies will be direct CIRM application stakeholders and have expressed various requirements for such a system. These stakeholder agencies include, but are not limited to:

Executive Office
of the Mayor/City
Administrator
(EOM/OCA)

Office of Unified
Communications
(OUC)

District
Department of
Transportation
(DDOT)

Department of
Consumer and
Regulatory Affairs
(DCRA)

Department of
Public Works
(DPW)

Department of
Employment
Services (DOES)

District of
Columbia Public
Schools (DCPS)



Value Proposition

Immediate implementation of the call center application that meets the needs of the new consolidated call center while providing the ability to adapt and grow with the call center's expanding role

Platform that coexists with legacy systems versus requiring the systems to be replaced

Capability to track and manage the resolution of a citizen's request across District agencies

An application suite that meets that goes beyond current needs



Timeline (approximate)

Tasks	Months												
	May	June	July	August	September	October							
Pre-Bid Conference													
Bid Opening													
Initial Evaluation													
Pilot													
Final Evaluation													
CIRM Implementation													



Questions

- Questions must be submitted in writing or online at cirm.dc.gov
- Questions due by May 16th
- Official answers will be posted online at cirm.dc.gov



SRC Integration with Legacy Applications

INTEGRATION POINTS								
Application	ISLIMS	MAR (Master Address Repository)	Citywide Data Warehouse (CAPSTAT)	CapStat/Mobile View	RouteSmart	Cityworks	DPWSERVES	Hansen
Agency/Department	DDOT	OCTO	Citywide DW	Citywide DW	DPW	DDOT	DPW	EOM/OUK
Application Name	ISLIMS	MAR	Citywide Data Warehouse	MobileView	Bulk Trash	UFA-Cityworks	DPWSERVES	Hansen
Application Vendor	Cycon Publishing, Inc	OCTO	OCTO	OCTO	RouteSmart Tech. Inc	Azteca systems, Inc	DPW	Hansen Information Technologies
Application Business Function	Work management and performance tracking	Address/location verification	Reporting and performance tracking	Provides quick and easy access to information for DC employees working "in the field"	Collects bulk trash service requests and builds routes for trash trucks	Tracks requests for tree services such as fallen trees or limbs	Managing citywide works on different kinds of plants	District-wide call center application
Application Operating System	Windows 200x	Windows 200x	Windows 200x	Windows 200x	Windows 200x	Windows 200x	Windows 200x	Windows Server 2003
Application Database	MS SQL	MS SQL	ORACLE	MS SQL	MS SQL	Oracle	MS SQL	MS SQL
Current synchronization approach	SRC Web Services	MAR Web Services	DB Replication	SRC Web Services	SRC Web Services	SRC Web Services	SRC Web Services	SeeBeyond Replication
Integration bidirectional or one way?	The application connects to SRC Web Services. SRC works only as a server it never acts as client to the application.	SRC connects to MAR web services. SRC acts as a client to the application. SRC never acts as a server.	The application connects to SRC Web Services. SRC works only as a server it never acts as client to the application.	The application connects to SRC Web Services. SRC works only as a server it never acts as client to the application.	The application connects to SRC Web Services. SRC works only as a server it never acts as client to the application.	The application connects to SRC Web Services. SRC works only as a server it never acts as client to the application. Application can query for service requests and close a service request.	The application connects to SRC Web Services. SRC works only as a server it never acts as client to the application.	Two way

SRC Integration with Legacy Applications

Web services supported	Yes	Yes	No	Yes	Yes	Yes	Yes	No
Specific functions the interface should accomplish	SRC Web Services are not totally described by WSDL, specific XML should be passed as parameter	All addresses must be check against the MAR which contains all valid District addresses	Provide service request and closure information	SRC Web Services are not totally described by WSDL, specific XML should be passed as parameter	SRC Web Services are not totally described by WSDL, specific XML should be passed as parameter	SRC Web Services are not totally described by WSDL, specific XML should be passed as parameter		Create service requests or work orders in legacy systems and close service requests in the call center application
Approximate number of data objects to be integrated	5 Web Service methods	From 2 to 26 web service methods	1 table / 54 columns	12 web service methods	8 web service methods	12 web service methods	3-5 web service methods	Implement two ways replication
Approximate volume of data per day	around 500 requests	More than 1000 requests a day	More than 1000 requests a day		Approximately 600 requests a day	around 500 requests a day	Currently less than 10 - expected to increase to about 100 requests a day	Average 1600 per day

SRC Integration with Legacy Applications

SRC Integration with Legacy Applications

Hansen Workflow

