

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. Contract Number	Page of Pages 1   1	
2. Amendment/Modification Number <b>A0003</b>		3. Effective Date <b>7/25/2008</b>		4. Requisition/Purchase Request No.	
5. Solicitation Caption <b>Automated Weigh Scale Ticketing System</b>		6. Issued By: Code _____ <b>Office of Contracting and Procurement Information Technology Group 441 - 4th Street, N.W., Suite 700 South Washington, DC 20001</b>			
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. <b>DCTO-2008-R-0202</b>		9B. Dated (See Item 11) <b>June 30, 2008</b>			
10A. Modification of Contract/Order No.		10B. Dated (See Item 13)			
Code	Facility		11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS		
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended. <input 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 <u>1</u> 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:					
D. Other (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input 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.)					
<b>PROPOSAL DUE DATE IS CHANGED FROM JULY 31, 2008 at 2:00 p.m. TO AUGUST 7, 2008 at 2:00 p.m.</b>  <b>CLARIFICATIONS, CHANGES AND CORRECTIONS TO THE SUBJECT SOLICITATION ARE SET FORTH ON ATTACHMENT B</b>					
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 <b>ANNIE R. WATKINS</b>		
15B. Name of Contractor		15C. Date Signed		16B. District of Columbia	
(Signature of person authorized to sign)				16C. Date Signed <b>7/25/08</b>	

## ATTACHMENT B

### QUESTIONS FROM PROSPECTIVE OFFERORS

1Q. We do not recommend a web based system for running scale houses. Will you consider non web based point of sale systems?

1A. **Yes.**

2Q. How many scales at Ft. Totten have RF readers?

2A. **None at present.**

3Q. How many scales at Benning Road have RF readers?

3A. **Two inbound.**

4Q. At Ft. Totten will each scale have a dedicated computer controlling the operation of that single lane? Please provide a diagram of computers linked to scales, showing how many scales are run by each computer including any additional hardware or peripherals controlled by that computer.

4A. **No, See attachment C – architecture standard.doc (appendix B & C). However you can propose a solution.**

5Q. At Benning Road will each scale have a dedicated computer controlling the operation of that single lane? Please provide a diagram of computers linked to scales, showing how many scales are run by each computer including any additional hardware or peripherals controlled by that computer.

5A. **No, See attachment – architecture standard.doc (appendix B & C). However you can propose a solution.**

6Q. How many additional RF readers are required?

6A. **Three or more.**

7Q. How many additional RF tags are required?

7A. **None.**

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- 8Q. At Ft. Totten how many receipt printers are needed?
- 8A. **Two automated inbound scales (1 printer each); tunnel with 3 automated outbound scales (1 printer each); Scale House with two scales (1 printer); 1 backup to be kept on site and available to plug in at any printer location (1 printer). Total printers = 7**
- 9Q. At Benning Road how many receipt printers are needed?
- 9A. **One fully automated inbound scale (1 printer); 1 manual/automated inbound scale (1 printer); tunnel with 3 automated outbound scales (1 printer each); backup to be kept on site and available to plug in at any printer location (1 printer). Total printers = 6.**
- 10Q. C.4.2 DPW shall assist the Contractor to develop a project plan. This assistance includes developing the schedule, deliverables, meetings, and required resources, and the project plan will be submitted using Microsoft Project.

Will the District accept any other document formats (e.g. Microsoft Excel)?

- 10A. **Yes**

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- 11Q. C.4.4 DPW shall be responsible for purchasing data servers, and provide application access to the network infrastructure.

Will the District provide remote access to their networking infrastructure, during the project and post-installation, for support or software update purposes?

- 11A. **Yes.**

- 12Q. If the District will provide remote access, will the District define how this will be accomplished (VPN, RDP, WebEx, etc.)?

- 12A. **VPN or RDP.**

- 13Q. C.6.3.1 The Contractor will establish separate development, test, and production environments.

Will these development, test, and production environments reside within the District's environment or the Contractor's environment?

- 13A. **District's environment.**

- 14Q. C.7.2 Deliverables: a) Provide wireless data communications between AWSTS devices and existing District RFID tags.

At this time could the District provide details (e.g. manufacturer, model) for the all of the RFID tags currently in use, or those which the District considers their standard, or already has agreements to purchase / utilize?

- 14A. **The District is using Amtech RFID tags (Model 5112) – 9.3” x 2,” Frequency 9xx MHz – “Beam Powered.” RFID tag information is noted in Task 7.**

- 15Q. 10.5 Provide a means for authorized administrators to modify rates that affect new transactions without altering prior transactions.

Is this process currently in place at District facilities?

At this time could the District provide detail in the form of an example narrative of how this process would work in production?

- 15A. **Yes. A recent example is a mandate by the City Council that required a rate change for certain material types. Increasing the rate on these material types did not affect any previous transaction. In other words, the new rates became effective at the time they were changed in the application, from that point forward. If the rate is changed from \$5 to \$7, for example, this change cannot affect previous transactions**

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**that were carried out prior to changing the rate to \$7. Transactions conducted prior to the change should still reflect the \$5 rate.**

16Q. At this time could the District provide requirements for by-product audit reporting?

**16A. At this time, no. We should have something shortly, as the system is be audited by our finance group. Feel free to propose something that you have found to be used industry-wide, or other.**

17Q. Does the District utilize any volume-based pricing structures?

**17A. No.**

18Q. Does the District utilize any retroactive pricing structures?

**18A. No.**

19Q. Does the District utilize any “put or pay” pricing structures?

**19A. No.**

20Q. 10.6 To correct aged transactions when required, provide a means to use a retired rate where the current environment is operating with a higher rate.

Is this process currently in place at District facilities? :

**20A. Yes**

21Q. At this time could the District provide detail in the form of an example narrative of how this process would work in production?

**21A. Yes. A prior transaction is targeted for correction. However, the transaction was conducted at a time when the rates were at their previous level (\$40 at ton, instead of the current price of \$50 at ton). A manual override allows an authorized administrator to change the rate, tonnage, fee, etc, to reflect the proper amount. Locate the transaction, and adjust what is needed using a “manual edit” function. The administrator can then tally the new figures and enter the total, or use the “recalculate” button to do so. Importantly, all of these changes need to be shown in the log for future reference. Further, a notes section built into every account allows for the administrator to make a notation about the changes made to the transaction.**

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22Q. 14.2 Designate a separate site code for this business center and tag each transaction with this designation.

**22A. Yes. But we would like to be able to quickly identify transactions made at this business center, which will be located on the greater Fort Totten site.**

23Q. Will the District consider proposals other than the defined format to distinguish transactions by site location?

**23A. Yes.**

24Q. 14.3.1 Buttons on the monitor that represent up to 10 different vehicles (standard pickup truck, heavy pickup truck, etc) to be determined by Administrator.

Will the District consider proposals other than buttons on the monitor (e.g. drop-down boxes) as acceptable solutions?

**24A. Yes. But that is our ideal. Users may not be computer literate, and your solution should be simple and as graphically-oriented as possible.**

25Q. 14.4 Provide fields to capture: driver's license number, state, and expiration date; vehicle description (color, type, make) using drop-down menus; vehicle license plate number; business license number; and notes as needed.

**25A. Yes. And referring to our answer to 14.3, ease of use, simplicity, and literacy are all key. Further, reliability is key. Are video and video devices more fragile?**

26Q. Will the District consider integrated video capture of each transaction, in lieu of capturing vehicle color, make & type?

**26A. Yes**

27Q. 15.2 Provide a mechanism for Administrators to target select vehicles, resulting in an alarm that alerts Scale Operators when the vehicle passes through an RFID lane.

At this time could the District provide detail in the form of an example narrative of how this process would work in production?

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**27A. Yes. Managers predetermine a vehicle (s), and account with X vehicles, or a class of vehicles (already identified in the application as a front end loader, for example). An authorized user enters the system and targets the appropriate vehicles. Later, one of the targeted vehicles passes through an RFID reader. The system sets of an alarm (bell, other) at the Scale Operators station (at this time, a text box popup explaining the action for the Scale Operator to take would be ideal). The Scale Operator radios their supervisor, and the appropriate action is taken.**

28Q. At this time could the District include in its explanation what event must happen to trigger an alarm? (e.g. when a peak / pre-defined weight is sensed by the scale, when the scale returns to "0" after a peak is recognized, if a vehicle proceeds over the scale without stopping?)

**29A. Existing events that we want to trigger an alarm would be: one of our own packers that is overloaded (the system would determine this because the RFID knows the truck and account, and the system knows the scale weight); a contractor account that is suspected, or had a record of abusing material types; running through the scale without stopping, and others.**

30Q. At this time could the District include in its explanation how the alarm is turned off?

**30A. The alarm could be manually turned off by the Scale Operator, or, it could turn off automatically after 30 to 60 seconds.**

31Q. 15.3 Provide a mechanism for Administrators to select a target net weight and a mix of accounts, vehicle types, or specific vehicles. Alert the Scale Operators when the target net weight selected is exceeded by an account(s), vehicle type(s), and/or specific vehicle(s) that passes through an RFID lane.

At this time could the District provide detail in the form of an example narrative of how this process would work in production?

**31A. See 15.2.**

32Q. 16.1 Automate a method to reweigh every inbound vehicle on a schedule determined by an authorized administrative user. This automated mechanism will stagger the times that new tare weights are taken in order to avoid scale house and processing bottlenecks.

Is the re-tare (reweigh) process currently in place at District facilities?

**32A. We currently have no automated reweigh in place.**

33Q. If so, will the District be open to recommendations surrounding the re-tare process?

**33A. Yes. However, the method we have described in Appendix A is similar to what is common in the industry.**

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34Q. Will the District find acceptable the ability to postpone a scheduled re-tare process (e.g. during a busy period), provided that a message displays in the proposed system that will continue to display each time that particular vehicle approaches the gatehouse until that specific vehicle is re-tared?

**34A. We are looking for an automated solution. Prompting Scale Operators, by message, to reweigh has not been effective for us. However, postponing a reweigh is acceptable if the truck can be put back on an automated reweigh schedule. Proposing an alternate but automated solution is perfectly acceptable.**

35Q. 16.2.2 Upon the vehicle's next (second) scale transaction, capture the vehicle's tare weight and store the record. Use the original tare weight for the current transaction and its associated receipt. In reweighing the tare weight this second time, display a message to the scale operator to ensure that the driver remains in the vehicle as it is weighed.

Will the District consider alternate methods of notifying the Scale Operator and vehicle Driver that the Driver should remain in the vehicle as it is weighed?

**35A. Yes. What we are looking for is a directive to the Scale Operator that is consistent, and to reasonably eliminate variables (consistently) in the re-tare process.**

36Q. 17.5 Users with the appropriate security permissions must be able to modify essential transaction elements.

At this time could the District provide examples of audit requirements for reporting on transaction modifications?

**36A. This is controlled by user rights. Administrator-level staff (very limited in number) are permitted full access to make changes. We are looking for a very refined permissions approach where we can empower users with what they need to carry out their work, but nothing more.**

37Q. 17.6 The automated process must interface with loading grapplers and electronic signaling systems on an overhead floor, and with traffic lights and electronic readouts ("scoreboards") at the driver level. These electronic interactions provide directions to begin loading, proceeding and stopping in the tunnel for the loading process, and others.

At this time could the District provide brands and models of all equipment to be interfaced to the proposed system?

**37A. We won't be able to provide this information within the short timeframe allotted to respond to these questions, but it is easily available otherwise.**

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38Q. At this time could the district provide a map or topographic plan of the facilities that includes distances between the gatehouses and administrative buildings, conduits for cabling?

38A. **See attachment – architecture standard.doc (appendix B & C).**

39Q. 17.8 During the vehicle loading process, the inbound scale operator must be prompted to provide the proper vehicle destination and billing account prior to the conclusion of the outbound transaction. Inbound scale operator?

39A. **Yes the scale operator(s).**

40Q. Will the District consider proposals for involving operators on the floor in the process, if a substantial level of automation can be provided, so that the outbound transaction is expedited?

40A. **Perhaps. Staffing challenges and the physical distance between operational centers on each site (very large campuses) have prohibited the stationing of skilled personnel in the outbound tunnel, considering that outbound carriers arrive irregularly. Further, outbound tunnel staff are unskilled workers whose grasp of computers and automation is negligible (not to mention the permission issues). Thus, our goal is to have outbound contract drivers process their own transaction as completely as possible.**

41Q. 17.10 The system shall operate and meet service levels in this environment.

At this time could the District provide definition / metrics for expected service levels?

41A. **99.99% System availability**

42Q. 18.1 To allow authorized users to modify the text, layout, and other elements of the receipt.

How often is this process expected to be conducted?

42A. **Infrequently (once a year).**

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43Q. 18.3 To determine the number of receipts to print per each account.

Will a “reprint” option satisfy this requirement?

**43A. No. What we require is, by account, the ability to determine how many receipts “kick out” of the printer based on the requirement with the account. For example, the District government’s trucks only need one receipt. Other accounts need 2, or, on outbound contract accounts, they need 3 receipts. We need the ability to select, by account, how many receipts are printed when the transaction is completed. This flexibility also limits printer paper costs, across nearly 15 printers.**

44Q. 20.5 “Canned” reports shall include reports to calculate daily, weekly, monthly and annual statistics (existing canned reports available upon request). Canned reports must also include an “audit” package that can be sorted by date/time/user/site/other:

Do District personnel have visibility into transaction payments after the transactions are completed?

**44A. Yes, but access to read or read/write is governed by user rights and permissions.**

45Q. At this time could the District define who will be using these reports?

**45A. Site management, administrators, and infrequently, finance staff.**

46Q. Will the District accept reports available on-line from the Credit / Debit Card processor, in lieu of “system” reports?

**46A. Yes. There should be no charge, though. And, we were not pleased to recently learn that our present processor cannot provide online visibility for our transactions that exceed 6 months in age. This is unacceptable. We require online visibility for all of our records, or similar.**

47Q. 23. Error Recovery - The system shall provide an error recovery procedure that preserves data that had previously been entered into the system.

At this time could the District provide detail in the form of an example narrative of how this process would work in production?

**47A. If an operator is processing a transaction and the power goes off before he prints the ticket, the system should be able to retrieve and print the transaction(s) when the power returns.**

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- 48Q. 26.2 Functions to display real time activity. Functions to include, but are not limited to: all activity on a single account at one site; enterprise-wide tonnage by material type; a live security cam feed from the Fort Totten inbound scales; all transactions conducted by Scale Operator #14; and all outbound activity.

At this time could the District provide detail in the form of an example narrative of how this process would work in production?

- 48A. **Yes. High-level users could assemble (with operational elements of their choice) a desktop that resembles a “dashboard” that resembles a car dashboard, where a variety of vehicle operational elements are displayed in real time. These elements provide the driver (Administrator) a means to monitor fuel, speed, engine temperature, and other conditions, in real time, so that the driver can make adjustments, or other, if needed. As Administrator could assemble specific elements of production on their desktop that are of concern for the day. For example, at Fort Totten: a rolling total of transactions; a rolling total of bulk material tonnage; the number of times a particular truck used the site, etc.**

**Apple and Google have dashboards that can be constructed by the user. Same concept.**

- 49Q. 27.2 Invoicing must be conducted externally to the accounts receivable module. When invoicing is complete, staff must have the ability to transfer the completed invoice to the accounts receivable module (for tracking purposes).

Will the District accept invoicing and accounts receivable functionality in the same module as long as appropriate user-level security, by function, is provided in the proposed application?

- 49A. **Yes.**

- 50Q. do you want multiple real time users for other than weighing and ticketing duties besides reporting?

- 50A. **No.**

- 51Q. Is there a system in place presently for taking digital photos or movies of the sites? If so who is the contractor attached to that project?

- 51A. **No.**

- 52Q. You ask to customize the application to meet the District's specific goals in section C3.4-b however that is contradicted in section C.14 under Deliverable Requirements where you require "standard off the shelf software"

- 52A. **There is no COTS that will have all the requirements already, that is why we want you to customize your application to meet the Districts goals.**

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53Q. are the pieces of the system negotiable? For example if a prospective offeror can meet the scope or goal of the system need but does not meet the system description for that SPECIFIC deliverable does this mean that our solution is unacceptable, or just graded off.

**53A. The proposal will be considered Nonresponsive.**

54Q. C.3.2 - "(1) a single, centralized database that can process data from all users in real time" - With the proposed system there would be a database at each site and a database at the main office for our central Management Reporting System. This allows for network failure and the sites to still operate autonomously until the connection to the central database is re established and data can be passed once again bi directionally.

**54A. We want a single centralized database.**

55Q. C.3.3-a) A system that successfully interfaces with internal and external systems. Please detail what systems internal and external and the typical connection and the data being shared or stored besides Credit Card processing?

**55A. At this point credit card would be the only external system. Internal system would be the account receivable module which is part of AWSTS COTS. The account receivable module should be built into the AWSTS system.**

56Q. C.3.3 - "b) Adherence to District architecture guidelines, standards and policies." - Can there be a summary discussion of this requirement from the District, we are unsure as to the complete meaning of this statement although we have read the document regarding the DPW Architectural Standards

**56A. The District has already conducted a Pre-Bidders Conference. Please See attachment -architecture standard.doc**

57Q. C.3.4 - "c) Customize the application to meet the District's specific requirements." - This is in direct conflict with C.14 as described above

**57A. See answer above.**

58Q. C.4.7 - "...The vendor will be responsible for data extraction and conversion." - Data can be converted IF it is in a commonly agreeable format

**58A. We use SQL Server.**

59Q. C.3.6.1 Deliverables Please detail all external interfaces besides Credit Card Processing?

**59A. None.**

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60Q. C.10.4 - "b) Documentation for software "bug fixes," maintenance, and enhancements." Our company is constantly improving and upgrading its software applications, in some cases changes and other routine maintenance is provided for specific companies and not the whole of the client base. Due to this documentation is done as specific sign off for each job

**60A. No problem if documentation is up to date.**

61Q. C.12.2 - "a)12.1.1 The AWSTS system shall interface with a third-party credit card approval and payment system that services the District." - Presently our solution uses PC Charge and would request that the District do so also.

**61A. You can propose a solution.**

62Q. C.12.2 - "e)12.2 Provide a professional, qualified Customer Support Team to provide telephone support from 4am - 6pm (Eastern Standard Time)" - The Systems Support group can offer a 24X7 coverage for the sites. However this would be for emergencies concerning the weighing and ticketing system and not for training etc.

**62A. That is fine.**

63Q. C.21.2 - "g)12.4 Provide a fully-tested maintenance release every 90 days." - Presently our company provides new releases annually based on changes that are made globally.

**63A. You can propose a solution.**

64Q. C.12.2 - "i)12.6 Web access to the system's Customer Support Knowledge Base." - Please explain Customer Support Knowledge Base and what you intend to gather from the "system"? Presently there is no such system as mentioned, however on line support and system support can be provided through the annual Software Support Agreement (SSA).

**64A. Customer support knowledge base would be where you store problems and solutions encountered in the past. For example a printing problem with the application and its resolution. You can propose a solution.**

65Q. C.12.2 - "k)12.8 Regular e-mail distribution of system service news." - There will be a quarterly Newsletter concerning the Software Support clients established in the 4th quarter of 2008.

**65A. That is fine.**

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66Q. C.12.2 - "m)12.10 The Contractor shall provide support for AWSTS issues that cannot be resolved by 1st and 2nd tier HelpDesk support (within 4 business hours from the time the call was placed to Customer Support)." -As the present Software Support System is set up a local field service representative can be on site within 4 hours. However a certified Consultative Systems technician can be there within 24 hours ASSUMING all telephone and other efforts are exhausted in trying to repair the system.

**66A. You can propose a solution.**

67Q. Please describe the optical fiber connectivity between the two sites.

**68A. You can propose a solution.**

68Q. Web-Enabled Application – Provide a web-enabled application package operated from the District Intranet via a standard web browser. Is this a requirement and is it in addition to the Single database mentioned below?

**68A. Yes. However you can propose a solution.**

69Q. Single Database – They say they want one database but then they conflict that later in the section? Our company can provide a single database for the system however for real time use and for giving the ability of the system for each site to operate during a network failure we suggest that each site be enabled with a database to operate independently and they report "up" to the central system when communication are engaged again.

**69A. You can propose a solution.**

70Q. Customer Account Management – Provide a numbering convention to create system-generated unique account numbers that is inclusive of existing accounts. - Our company does not generate customer codes, however we do allow for the system to be populated with client based customer codes.

**70A. You can propose a solution.**

71Q. Notes Log – Provide a log for users and administrators to manually document and reference irregular system-wide activities (that could include, for example, systemic rate increases, the creation of a new material type, and others). – our company provides for a notes fields on each table.

**71A. That is fine.**

72Q. Transaction Numbering – Provide a system generated, unique transaction number for each inbound and outbound transaction. - Presently our company does not provide this kind of ticket number generation, rather a consecutive number string for each site based upon the client request as to where to start numbering.

**72A. You can propose a solution.**

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73Q. 10.6 To correct aged transactions when required, provide a means to use a retired rate where the current environment is operating with a higher rate. Presently through the accounting system this is possible but in a different systems than the ticketing system

**73A. You can propose a solution.**

74Q. Account-Based Credit Card Processing – Provide “card on file” credit card processing for vehicles/accounts that have been designated with this billing classification. – Our company does not provide for credit card number or other identification requirements in order to limit liability and to ensure security. However we would be open to discussion on any plans that the District would recommend.

**74A. You can propose a solution.**

75Q. 14 - Remote Credit Card Processing. There are many questions in this section the main one is describe "remote credit card processing"? Does this mean a remote manned location or through a kiosk? Please explain?

**75A. This would be a manned operation.**

76Q. 14.3 Does 14.3.1 through 14.3.6 mean that you are using "touch screen" technology at the site scalehouse? What if the CC connection goes down, is there a back up plan to allow the client to dump anyway and pay later? Is there anyway to prevent the client from crossing the scale if the system for the CC is down?

**76A. This could be touch screen, but we were envisioning boxes, or what appear to be “buttons/icons” on the screen that the user can click on.**

77Q. 14.5 "attach digital photos to the transaction". This is not mentioned anywhere else in the background or in the deliverables as far as we can tell. Is there a video system in place already? If so who is that company and contractor? Or will our company be the contractor to control the system, is it a sub to our company, how do you reconcile the tickets and the photos, are there added extra database space to include all records combined and if so for how long?

**77A. At present, there is no Remote Credit Card Processing underway. However, we are establishing a dumping center that would require what we have described. Thus, we have no video system. Please propose a solution based on our requirements.**

78Q. 15.2 & 15.3 - Presently our company weighing and ticketing software does provide for alarms for overweight, out of date tare or retire, etc. There would have to be some sort of capabilities or arm to stop the vehicle, is that provided already or would our company provide that too? What would be the criteria to stop a vehicle besides over weight, etc?

**78A. At present, our requirement is to simply alert the scale operator for violations of weight. On other occasions, we may want to target all vehicles from an account, or a single truck, etc.**

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79Q. 16 – Our company has Tare Averaging which the system can be set to for different trucks by the Administrator of the system, the amount of times weighed/weights used to average is up to the client. Does the tare averaging system need to be EXACTLY as described.

**79A. No, but preferable.**

80Q. 17- In this instance we are assuming that there would be some sort of unattended device at the outbound lane(s), Yes which there is no description of previously in the deliverables concerning the hardware or the software of the system. Our company if supplying this unit would need to know components, cabinet type, electrical specifications, hazardous location status, etc. Presently it looks as if there are only RFID antennas and /or Proxima readers and intercoms to talk to the scalehouse operator. Is there ever a need for totally unattended devices where the driver identifies themselves and inputs necessary information?

**80A. Yes. As stated, please propose a solution based on the requirements listed in #17.**

81Q. 18 - Receipts Normally tickets, BOLs and other printed materials are designed in conjunction with our company at no charge. If there is a need for there to be numerous changes by client employees it is suggested that the client have employees in such a position: to purchase Crystal Report Writer and learn how to use Crystal Report Writer to accommodate these changes. Our company is not responsible for the results to reports, tickets, receipts etc. or of any changes made without our company's knowledge.

**81A. There should be no changes except through your company.**

82Q. 19. - Printing Stations Normally if our company provided printers it mandates that the paper and other renewable come through the our company's Purchasing system too. If that is not allowed the printers will not be covered under warranty or the System Support Agreement (SSA).

**82A You can propose a solution.**

83Q. 20 - Reporting Once again to be able to allow the client to produce "Ad Hoc reports into Canned Reports" it would be necessary for the client to buy Crystal Report Writer and train its employees how to use. Our company provides on board Crystal Reports in ad hoc, canned and customized versions but none allow for conversion by client to a standard report unless Crystal Report Writer is allowable too.

**83A. There should be no changes except through your company.**

84Q. 23 - Error Recovery Please explain the extent of the error recovery program

**84A. If an operator is processing a transaction and the power goes off before he prints the ticket. The system should be able to retrieve and print the transaction(s) when the power is back.**

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85Q. 25 - Remote Viewing Presently there are no remote viewing capabilities unless the user is on the network or has a user license for the system. However reports can be built and reproduced and sent via email or posted on the web through other services that would accomplish this goal

**85A. You can propose a solution.**

86Q. 30 - "The AWSTS must store and maintain all transactional and billing data for 10 years How is this data going to be stored. The impression is that if all of this is contained on one database their would be significant "crippling" of the system.

**86A. The data can be archived after some time (less than 10 years), you can propose a solution.**

87Q. a) The system shall provide an average system response time at each workstation of 3.0 seconds with the lowest at 5 seconds. - This is wholly dependant on network traffic and database size. Also the District has not defined what part of the system has to maintain this level of response

**87A. This is referring to the system's response time when the network traffic is not an issue.**

88Q. b) The contractor shall supply HelpDesk scripts Our company does not utilize scripts for clients since it has a tier one level telephone support group in place already

**88A. Usually tier one and two are handled by us (the district) and tier three should be handled by your company. Your company will train us to handle tier one and two problems.**

89Q. "The Contractor will train the designated OITS Application Manager to serve as the System Administrator at no cost to DPW." - This will be included as a special part of the training done on site at time of implementation, any additional personnel after the initial time period will be charged a daily rate for on site training and an hourly fee for WEBEX training.

**89A. That is fine.**

90Q. Will the integration pricing be considered separately from the network pricing? Or would it be part of the one pricing for a turnkey solution?

**90A. This procurement is a single award.**

91Q. Would you consider a 'discovery phase' based on which we can determine the scope and provide a 'Firm Fixed Price' proposal?

**91A. Yes. Discovery Phase pricing must be fixed in the proposal.**

92Q. In Section C.11 Professional Services, you have asked for daily labor rates, how does this match with requirements for 'Firm Fixed Price' proposal?

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- 92A. As described in Section C.11.2, the District may wish to engage the winning vendor in additional, related work on a per-project basis (see response to Question 77). Labor rates will assist the District in determining the most cost-competitive vendor for such work, as well as in the event that out-of-scope work needs to occur as part of this RFP.**

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93Q. Page 1 states in Block 9 that DC OCTO's requirement is for an original and six (6) copies. Page 45, paragraph L.2.1 states one original and four (4) copies for vendor's submission. Please clarify. We acknowledge that you also require an electronic copy as stated on page 50, paragraph L.13.

**93A. Please see response to Question 81.**

94Q. Please clarify which wording you would prefer vendors to use to mark pages with the restrictive legend language.

**94A. Please refer to Section I.5.7.**

95Q. What are the "upward" communication requirements for the PM (e.g.: executive sponsor, steering committee, etc.)

**95A. The winning vendor will be expected to communicate project status in a number of forums, including but not limited to one-on-one meetings with executives, technical team meetings, architectural review board meetings and stakeholder briefings.**

96Q. What is the management style of the CTO? For example, does the CTO have a formal methodology with explicit documentation rules that must be followed?

**96A. The District does not consider answering this question to be necessary for creating a proposal. Vendors shall describe their project management approach in detail so that the District can determine the best candidate.**

97Q. Project Management Tools -- Any specific PM tools experience required (e.g. MS Project)? If so, what level?

**97A. Vendors shall describe their project management approach in detail so that the District can determine the best candidate.**

98Q. Is this SAN project budgeted for 2008?

**98A. Yes.**

99Q. Does DC Government have a preference for financing? Capital Expenditure or Operational Expenditure Model.

**99A. OCP believes this is not relevant.**

100Q. Will this SAN equipment be located in a DC Government facility or a third party vendor's facility?

**100A. The District seeks innovative solutions to its storage needs across the enterprise. Vendors are highly encouraged to propose alternatives to government-owned and/or government-operated infrastructure.**

101Q. Since this RFP does not specify it, will migration and potential co-location or hosting costs (temporary or long term) need to be specified as part of the RFP response.

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**101A. The District seeks innovative solutions to its storage needs across the enterprise. If the vendor's proposal includes a managed solution, then pricing for temporary and long-term management services and/or leasing costs would be needed in order to evaluate it properly.**

102Q. Since Vivek Kundra suggested proposing a creative solution, will migration and co-location costs be considered independent of SAN equipment and professional services costs?

**102A. All costs must be included in the proposal and will be evaluated together.**

103Q. Would like to request an extension of the Due date, please consider a 2 week extension after all the questions have been answered and posted.

**103A. Please see response to Question 87, above.**

104Q. Of the initial 225TB of usable storage, how much will be allocated to Tier 1, Tier 2, and Tier 3?

**104A. Please see Chart 1a at the end of this Amendment.**

105Q. Does the 225TB of usable storage at ODC1 and ODC2 include both the local and remote storage requirements for local and remote replication?

**105A. Please see Chart 1a at the end of this Amendment.**

106Q. How much data will be migrated from Tier1 to Tier2 and from Tier2 to Tier3 and how is this data to be migrated?

**106A. The District does not consider answering this question to be necessary for creating a proposal.**

107Q. Will the requirements outlined in "Hiring of District Residents as Apprentices and Trainees" remain in the resultant contract? Taken from Item 4, pg 30 - 31, paragraph H1 & H5.

**107A. All sections of this solicitation are for this contract award.**

108Q. Will a copy of the "Inspection of Services of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated March 2007" be provided?

**108A. Yes.**

109Q. Since it is OCTO's intention to have a fair and open bidding process, will the list of attendees at the Vendor's conference be published? Some people came after the introductions occurred at the Vendor's conference.

**109A. Yes. The attendee list will be published on the Consolidated Storage Initiative Procurement site located at:  
<http://sites.google.com/a/dc.gov/consolidated-storage>**

110Q. Please explain the statement under partial payments which states, "The amount due on the deliveries warrants it". Taken from page 26, G 4.1 (a).

**110A. Please see item #12 of this Amendment which removes Section G.4.1.**

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111Q. With the assumption of 225TB for each site, will 112.5 TB be used for mirroring of production data?

**111A. Please see Chart 1a at the end of this Amendment.**