

SOLICITATION, OFFER, AND AWARD			1. Caption			Page of Pages			
			CONSULTANT SERVICES, COMPUTING SYSTEMS/ NETWORKING			1	13		
2. Contract Number		3. Solicitation Number		4. Type of Solicitation		5. Date Issued		6. Type of Market	
		DCTO-2010-B-0057		<input checked="" type="checkbox"/> Sealed Bid (IFB) <input type="checkbox"/> Sealed Proposals (RFP) <input type="checkbox"/> Sole Source <input type="checkbox"/> Emergency		03/12/10		<input checked="" type="checkbox"/> Open <input type="checkbox"/> Set Aside <input type="checkbox"/> Open Market with Set-Aside <input type="checkbox"/> SBE Designated Category:	
7. Issued By:				8. Address Offer to:					
Office of Contracting and Procurement Information Technology Group 441 4th Street, NW, Suite 700 South Washington, DC 20001				Office of Contracting and Procurement Bid Room 441 4th Street, NW, Suite 703 South Washington, DC 20001 Attn: Kirk Benson					
NOTE: In sealed bid solicitations "offer" and offeror" means "bid" and "bidder"									
SOLICITATION									
9. Sealed offers in original and <u> 1 </u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at <u> 441 4th Street, NW, Suite 703S, Bid Room, Washington, DC </u> until <u> 10:00 a.m. </u> local time <u> March 19, 2010 </u> (Date)									
CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.									
10. For Information Contact	A. Name			B. Telephone			C. E-mail Address		
	KIRK BENSON			(Area Code)	(Number)	(Ext)	kirk.benson@dc.gov		
				202	724-4051				
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X	G	Contract Administration Data	10	na	M	Evaluation factors for award			
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OFFER									
12. In compliance with the above, the undersigned agrees, if this offer is accepted within <u> 120 </u> calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.									
13. Discount for Prompt Payment		10 Calendar days %		20 Calendar days %		30 Calendar days %		___ Calendar days %	
14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):			Amendment Number		Date		Amendment Number		Date
15A. Name and Address of Offeror					16. Name and Title of Person Authorized to Sign Offer/Contract				
15B. Telephone		15 C. Check if remittance address is different from above - Refer to Section G			17. Signature			18. Offer Date	
(Area Code)	(Number)	(Ext)							
AWARD (TO BE COMPLETED BY GOVERNMENT)									
19. Accepted as to Items Numbered			20. Amount		21. Accounting and Appropriation				
22. Name of Contracting Officer (Type or Print)				23. Signature of Contracting Officer (District of Columbia)				24. Award Date	
John P. Varghese									
 Government of the District of Columbia					Office of Contracting & Procurement				



DPW-Office of Information Technology Services

Fiscal Year 2010

Recycling/Haulers Application
Maintenance Support Agreement

STATEMENT OF WORK MAINTENANCE & DEVELOPMENT SUPPORT FOR DPW APPLICATIONS

Department of Public Works
Office of Information Technology Services

SECTION A. SOLICITATION

A.1 PURPOSE

The Department of Public Works seeks expert consultative services from the contractor in support of maintaining and developing integrated capabilities for DPW in-house software applications and its personnel. This project scope requires a technical disciplines and expertise in developing and maintaining web interfaces, database administration, system analysis, software design and development, technical project management. Design and develop ad-hoc reporting, help desk support with service tracking, implementation management, software and hardware support, documentation and user/system training.

A.1.1 BACKGROUND

The DPW Office of Information Technology Services requires operational and maintenance support and consultative assistance in support for the following in-house applications:

- A. Recycling/Haulers Application** - The Recycling/Haulers application is a Tracking Management System designed to assist in the process of effectively managing Commercial Recycling Plans and the Recycling Haulers contracted by the Department of Public Works Solid Waste Recycling Program. The systems architecture is a Web-based front end with a SQL Database developed in Microsoft Visual studio .NET 2003, Microsoft SQL Server, Microsoft Internet information server (IIS).

Recycling is an essential element of the District's comprehensive solid waste management program. By law, recycling is required in all commercial establishments and must be made available to all residents and tenants who live and work in the District of Columbia. Your business and resident tenants must be offered an effective recycling program that includes source separation. Source separation requires tenants to separate recyclables from trash before the waste hauler picks up the materials. Solid Waste Management Administration s does random inspection of commercial recycling programs and investigates all complaints. Violations of the District's recycling laws are subject to tickets and fines ranging from \$25 to \$1000. In doing so, the application allows you to:

Application Functionality:

- Standardize the address on Commercial Plan data entry screen.
- District Standard Address format, Street Number, Street Name, Street Type, Quadrant, City, State, and Zip.
- Standardize Hauler data Entry Screen as per District Standard
- Modify Existing Commercial Plan and Hauler Reports to accommodate Address format changes
- Modify commercial Plan search and hauler Search to accommodate address format change
- Standardize address format on Online application for Hauler and Commercial plans
- Application Performance Improvement
- Allows clients to file their commercial recycling plan online

- Company Information
 - Flag for type of hauler
 - Type of recycle materials
 - Dump Location
 - Company Registration Date and Registration Number
 - Federal Tax Id Number
 - Incorporation Information
 - Maintain Registration information on all company vehicles used for hauling
 - Fee Collection Data
- Run various ad hoc tonnage Reports
- Maintain approved Commercial Business Recycling Plans by:
 - Company/Business Information
 - Building Manger/Recycling coordinator
 - Type of Establishment
 - Haulers Information
 - Materials Recycled
 - Recycle Plan Information
 - Plan Approval Information
- Create ad hoc reporting capability
- Maintain missed Collection data
- Record delivered recycle bins information
- System administration – which allows you to setup user login id, update commercial establishment table and update recycling location table.

B. DPWSERVES 2000 Application – The DPWServes 2000 System is a Correspondence Tracking Management Application designed to assist in the process of effectively managing the correspondence workflow for the Department of Public Works, Office of the Director, Correspondence Unit. In addition, a Customer Service Compliance module was added to allow the staff to randomly conduct, track and report on customer service compliance for employees. The systems architecture is a Web-based front end with a SQL Database developed in Microsoft Visual studio .NET 2005, Microsoft SQL Server, Microsoft Internet information server (IIS), operating on a Windows 2005 server, networked over a Windows 2005 network. User desktops are running Windows XP.

Application Functionality:

- Search for duplicates at entry – by name, work order number, etc.
- Allow duplicate work requests to be TAGGED to existing request
- Data entry and reporting features from ONE screen (ease of use)
- Data ‘views’ are customized by individuals (view only data that is relevant to work flow)
- Work requests can be assigned to multiple personnel or administrations
- Interface with the citywide call center application (HANSEN)
 - Correspondence that requires DPW services is entered in SERVES, a flag is set to indicate that the request be entered into the HANSEN system
 - A work order is generated in HANSEN and the HANSEN work order number is sent back to DPWSERVES
 - When the request is closed in the HANSEN system, the closed date and resolution code is updated in SERVES.
- Referral Agency – feature allows you to respond to a request on the behalf of someone else and allows you to search the work order by that persons name and/or the person that put in the request
- Unlimited reporting capabilities via filter options on toolbox (does not require programming)
- Reports can be previewed, printed exported to Word, Excel or sent to an email destination
- Data-driven allowing management to define new categories as required without requiring programming.
- Performance based reports with ‘views’ for analyzing efficiencies

- Provides Overview of entire DPW work request operations through single screen
- Retrieval of service requests generated from the Mayor's Help Desk, and City-Wide Call Center – via designated Mayor or Hansen tracking numbers.
- FEATURES FOR Responding to Public ANC's, Council, Mayor:
 - 48 Hour Acknowledgement (postal mail or email options);
 - Completion of work – Survey results (postal mail or email options);
 - REFERRING AGENCY reports;
 - Multiple ways to retrieve a work request (by location, by work order #, by citizen name, by referring agency etc.) – making it easy to respond to follow-up requests.
- Allows correspondence to be scanned and attached to work request
- Provide the capability for the Office of the Director to manage employee voicemail compliance through the application and print various statistical reports.

SECTION B. SUPPLIES OR SERVICES AND PRICE

B.1

The specific task required but not limited to are described below. All work in this area will be under the direction of the OITS Application Manager. The Contractor shall perform the following tasks in the execution of this work:

- The District will provide onsite workspace, telephone, e-mail and network access for Contractor staff as deemed necessary.
- DPW will assist the Contractor with developing a project plan. This includes developing the schedule, deliverables, meetings, and required resources.
- DPW will assist the Contractor with organizing specific information such as user roles, relevant codes and laws, and relevant business rules and processes.
- DPW and OCTO/Server Ops will work with the Contractor to install the software application upgrades.
- DPW and OCTO will advise the Contractor on policies regarding information security.
- DPW will be responsible for supporting the Contractor throughout every step of the software and hardware implementation and modification process.
- DPW will assemble an acceptance-testing group.
- DPW will provide an equipped training room and, when necessary, assemble training participants given sufficient notice of equipment and other requirements.
- DPW is responsible for operating and maintaining the system.
- DPW will ensure proper personnel are available for system deployment, as specified by the Contractor and agreed upon with DPW.
- The Contractor will ensure all software used and solutions deployed comply with the existing [OCTO District Technology Standards](#) and [DPW Technical Architecture](#).
- All software developed and implemented under this contract for DPW/Office of Information Technology Services is the property of the District of Columbia.
- DPW will assemble an acceptance testing group for acceptance and approval of all software upgrades

B.2 PRICE SCHEDULE

Table 1. PRICE SCHEDULE

Contract Line Item No. (CLIN)	Model	Description	Est. Labor Hours (ceiling)	X hourly rate	Total Price
001	DPWServes 2000	Software maintenance agreement for DPW Serves and Recycling application	1328	\$ _____	\$ _____
Total					\$ _____

SECTION C. SPECIFICATIONS/ WORK STATEMENT

Contractor shall provide a range of technical and functional support to DPW to address issues relates to the system’s operations, setup, hardware, software, and network access. The Contractor shall primarily provide a level of support that is not routinely handled by Managed Services (Help Desk) or OITS as specified in an approved statement of work or via Help Desk ticket request.

C.1 Software Modification/Interface Support will be provided on a as needed basis:

C.1.1 Contractor shall prepare for and attend planning and status meetings throughout the contract period to review maintenance requirements, help set priorities for service delivery and schedules and to present results of on-going work.

C.1.2 The application owner staff shall provide a detailed prioritized maintenance task list and/or application enhancement document with a priority level of High, Medium, Low assigned to each task. Items to be included but not limited to in the task list are:

- A. Development of new data fields and data screens in the existing applications based on hanging business procedures.
 - a. Expanded operational and reporting capabilities.
 - b. Modify existing applications to allow application users to import and export data to and from related systems.
 - c. Work with DPW representatives on interface to Citywide Call Center System (Motorola).
 - d. Provide multiple ways to retrieve a work request (by location, by work order #, by citizen name, by referring agency etc.) – making it easy to respond to follow-up requests.
 - e. Create administrator performance reports to provide totals for service request by various date ranges.
 - f. Provide capability to merge duplicate request entries.
 - g. New reporting style to tabulate based on the person entering the request.
 - h. Provide multiple data search capabilities.
 - i. Filter date requests by Wards.
 - j. Develop an automated application optimization process for admin users.
 - k. Incorporate the use of the District MARS system for District standard address format, Street Number, Street Name, Street Type, Quadrant, City, State, and Zip
 - l. Application Performance Improvement

C.1.3 Contractor shall analyze the request to determine estimated time and cost to complete the task. Contractor shall prepare a proposed action plan that present specific tasks and priorities to the OITS Application Manager and the application owners for review and approval.

C.1.4 Approvals shall be based on priority level and available funding. Upon approval, Contractor shall complete the work request.

C.1.5 The changes shall be loaded and tested in the DPW/OITS test server environment. The users shall be given a specified testing period to test all modifications for functionality and approval. Upon acceptance, Contractor shall work with Management Services using DPW's change management procedures to install the application in production.

C.1.6 Contractor shall be required to update all existing user, system & technical documentation to reflect all modifications upgrades. Where applicable, the Contractor may be required to create new documentation. All documentation must be in an acceptable format and must be posted to the DPW Intranet and Microsoft Outlook Public Folders.

C.1.7 Contractor shall update the DPW Intranet application site with new application Hyperlinks for user access.

C.1.8 Contractor shall provide onsite training with individual users or user groups. The Contractor shall prepare functionality and acceptance testing material for user acceptance; conduct organized work sessions at DPW offices to facilitate effective system operations and use.

C.2 Operational & Maintenance Support will be provided on an as needed basis to include:

C.2.1 The Contractor shall primarily provide Tier 3 support– configuration and error issues that are not routinely handled by Managed Services (Help Desk) or OITS. Managed Services provide Tier 1 support (basic workstation hardware, software configuration and network login issues) and OITS provides Tier 2 support (overall server, network, and database backup needs).

C.2.2 In the event 3rd tier support is required, a helpdesk work order ticket with as much detail as possible describing the problem or issue will be created in the Remedy Helpdesk Support System. Contractor shall be notified by email and/or contacted at the business number and/or by cellular number that a work order for support has been created.

C.2.3 The Contractor shall provide on-call services to facilitate user needs and effective system operations. The Contractor shall be required to respond to the service ticket within 8 hours or 1 business day from the time the call is placed or the email is sent.

C.2.4 Contractor shall analyze the request to determine an estimated time and cost to complete the task. Contractor shall send the analysis to the OITS Application Manager and/or the application owners for review and approval. Upon approval, Contractor shall complete the work order ticket within the approved timetable and cost.

C.2.5 If an application change were required, the changes will be loaded and tested in the OITS test environment. The users will be given a specified testing period (per the Statement of Work) to test all modifications for functionality and approval.

C.2.6 Upon acceptance, Contractor shall work with Managed Services using DPW's change management procedures to install the application in production. Contractor shall create and provide upgraded user's client to OITS/Managed Services for client distribution.

C.2.7 At the completion of each service call, Contractor shall provide a detailed explanation of the resolution via Email to OITS Application Manager to update the Helpdesk Remedy System and close the ticket.

SECTION D. PACKAGING AND MARKING

N/A

SECTION E. INSPECTION AND ACCEPTANCE

E.1 Contractor shall follow the procedures and rules of the Government of the District of Columbia, and additional procedures that the District representative may direct from time to time.

E.2 During performance of work and/or at completion of work, Contractor shall provide orderly hand-over of work products and deliverables to designated District representative. The designated District representative will sign off promptly (within 5 working days), on deliverables provided by Contractor.

E.3 Deliverables may be assigned throughout the project with timelines. The deliverables and timelines will be negotiated and agreed upon between DPW and Contractor.

E.4 The District agrees to implement work produced and delivered by the contractor on a timely basis (within 5 working days).

E.5 In the event that DPW is unable to complete testing of deliverables within the testing period specified, DPW will request in writing from Contractor, (prior to the expiration of the testing period) an extension of the testing period. The extension can be for, up to and including 5 business days any discrepancies that the District finds in work delivered by Contractor -- must be made in writing to Contractor within 7 working days of delivery.

E.6 The Application Owners along with OITS will determine how their FY2010 IT funding will be distributed for support services.

E.7 All software application development and modifications completed under this contract are the sole property of the District of Columbia, DPW/Office of Information Technology Services.

E.8 All system, database and application usernames and passwords created by the contractor to maintain the in-house systems must be turned over to the OITS Project Manager in acceptable document format...i.e (Microsoft Word, PDF document, Notepad, HTML).

E.9 DPW, at its discretion may change the distribution of funding among the applications during the Fiscal year 2010 – 2013.

E.10 Evaluation of option years shall not obligate the District to exercise them. The District's requirements may change during the option years. Award will be determined at the time each option year is exercise. Completion and quality of deliverables will help determine the annual renewal process.

E.11 **CONFIDENTIALITY OF INFORMATION** - All information obtained by the Contractor relating to any employee, customer or other contractors of the District shall be kept in absolute confidence. No information shall be used by the Contractor in connection with any other matters, nor shall any such information be disclosed to any other person, firm, or corporation, in accordance with the District and Federal laws governing the confidentiality of records.

E.12 **RIGHTS IN DATA** – The District shall have ownership rights to the software application developed for the District under this contract, all data, including all data, database and database structure, computer software

and all accompanying documentation, manuals and instructional materials described in this agreement as part of this contract, which the parties shall agree and will furnish as a minimum:

- DATA - means recorded information, regardless of form or the media on which it may be recorded.
- Technical Data - means recorded information and/or specifications regardless of form or characteristic, of a scientific or technical nature. Information used to define a design or process or to procure, produce, support, maintain, or operate material.
- Computer Software - means computer programs, which are a series of instructions or statements in a form acceptable to a computer, designed to cause the computer to execute an operation or operations. They include operating systems, assemblers, compilers, interpreters, data management systems, utility programs, sort merge programs, and automated data processing equipment maintenance diagnostic programs, as well as applications programs.
- Computer Database - means a collection of data in a form capable of being processed and operated on by a computer.

E.13 KEY STAFFING TECHNICAL REQUIREMENTS

E.13.1 Contractor shall provide a resume of key personnel requested to perform required services

E.13.2 Key System Programmer must have at least 5 years of SQL database administration experience

E.13.3 Key System Programmer must have at least 5 years of visual basic software development experience of SQL based applications, and 3 years of s Microsoft Visual studio .NET software design and development experience.

E.13.4 Key System Programmer must have at least 5 years experience in designing and developing Case Management, Correspondence and Work Order Tracking Systems.

E.13.5 Key System Programmer must have at least 5 years experience in Microsoft Internet information server (IIS), XML, SOAP, .NET Web services

E.13.6 Optional: Key System Programmer has knowledge of the Mayor's Citywide Call Center (Hansen) database to support DPW's interface to the existing Hansen system.

E.14 COST PROPOSAL

E.14.1 Cost of labor detailed by discipline and hours and by activity (i.e., project task). The requirements shall be performed on a labor hour basis. The workday is considered to be 8 hours and not to exceed 12 hours per day. The contractor shall bill no more than 12 hours a day unless pre-approved by the Deputy CTO to work more than 12 hours a day.

E.14.2 This support contract will be conducted on a on a time and material basis including all professional fees and other expenses. These services will be provided over a period from date if award to the end of the fiscal year September 30, 2010 with the option to renew at the beginning of each fiscal year depending upon the availability of budget authority.

E.14.3 The Contractor shall provide a time and materials cost proposal with fixed labor rates for the support listed in paragraphs 3 and 4 above.

E.14.4 Project activities identified in section 2.0 will be performed when and/or as deemed appropriate by Department of Public Works OITS. The DPW OITS Application Manager, or member of the OITS team, will contact Contractor to initiate any work.

E.14.5 All services are billed based on time used to supply services. ALL technical support including on-call services, weekdays, after hours, and extended weekend / holiday support - as well as any system analysis, programming or implementation services, and transportation time for any on-site activities; provided services are either onsite at DPW or off-site (Contractor) - will be billed at the defined rate(s).

E.15 PERIOD OF PERFORMANCE

E.15.1 The period of performance is from the date awarded through September 30, 2010 with a three (3) one-year options for a total of 4 years. Each option year will begin from the award date through the end of said fiscal year. The option years will not exceed the specified contract rate stated in section 6.1 for each fiscal year option.

E.15.2 GENERAL TERMS

ROLE	Qty	Total Hours	Per Hour	Total Dollar Amount
Base Year 2010				
Option Year 1 2011				
Option Year 2 2012				
Option Year 3 2013				

- o Work must be performed on District premises unless specifically authorized
- o Person is billable a maximum of 12 hours a day and 44 hours a week unless an authorized exception has been approved by the Deputy CTO.
- o Specific prior authorization may be approved for out-of-town travel associated with approved activities.

SECTION F: DELIVERIES OF PERFORMAMCE

TERM OF CONTRACT

F.1 The term of this contract will be from date of award up to 1920 hours of service. The base period, covering the initial award is 960.

F.2
Option to Extend the Term of the Contract
(OPTION under Section: Period of Performance)

F.2.1 The District may extend the term of this contract for a period of one year, or successive fractions thereof, by giving written notice to the Contractor before the expiration of the contract; provided that the District shall give the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contracting Officer may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contractor prior to expiration of the contract.

F.2.2 If the District exercises this option, the extended contract shall be considered to include this option provision. The price for the option period shall be as specified in the contract under Section:

Period of Performance. The total duration of this contract, including the exercise of any options under this clause, shall not exceed 1920 hrs.

F.2.3 In compliance with the above terms and conditions of this purchase order, the contractor agrees that if this offer is accepted within _____ days of the date of receipt of offers specified herein, to furnish any or all services which prices have been offered; and, at the price set opposite each item, and delivered at the designated points within the time specified herein.

F.3 ADVISORY AND ASSISTANCE SERVICES

F.3.1 The contract is a “non-personal services contract”. It is therefore, understood and agreed that the contractor and/or the contractor’s employees: (1) shall perform the services specified herein as independent contractors, not as employees of the government. (2) Contractor shall be responsible for their own management and administration of the work required to bear sole responsibility for complying with all technical, schedule, financial requirements or constraints attendant to the performance of this contract. (3) Contractor shall be free from supervision or control by any government employee with respect to the manner or method of performance of the service specified. (4) Contractor shall, pursuant to the government’s right and obligation to inspect, accept or reject work, comply with such general direction of the Project Manager, or the duly authorized representative of the Project Manager as is necessary to ensure accomplishment of the contract objectives.

F.4 HIRING CLAUSE

F.4.1 By accepting this order or contract the vendor agrees, that the District, at its discretion, after completion of this order or contract period, may hire an individual who is performing services as a result of this order or contract, without restriction, penalties or fees.

SECTION G. ADMINISTRATION OF THE CONTRACT

G.1 The Contracting Officer's Technical Representative (COTR) is responsible for deciding all technical matters pertaining to the contract. All invoices shall be submitted for certification to the COTR. The COTR shall not render final decisions on Contractor employees, modify the terms and conditions of the contract, issue preliminary termination notices (show cause letters or cure notices), or terminate the contract. All such matters are under the authority of the Contracting Officer.

G.2 Contracting Officer
Kenneth Morrow
441 4th Street, NW, Suite 700S
Washington, DC 20001
(202) 724-3959

G.3 Refer all questions regarding this solicitation to:

Contracting officer’s Technical Representative:
Sylvia Williams, Primary
DPW/OITS
2000 – 14th Street, NW, 5th Floor
Washington, DC 20001
202-671-0099

G.4 PAYMENT

G.4.1 Contractor shall invoice on a monthly basis, one month in arrears. Invoices shall be provided to:

Office of the Chief Financial Office
2000 14th Street, NW, 6th floor
Washington, DC 2009
ATTN: Accounting Office

G.4.2 Payment of invoices is to be made within 30 days of receipt of invoice.

G.5 PAYMENT PROCEDURES

G.5.1 To constitute a proper invoice, the Contractor shall submit the following information:

G.5.2 Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the mailing or transmittal as possible.);

G.5.3 Contract number and Encumbrance Code (PO Number), assignment of an invoice number by the contractor is also recommended;

G.5.4 Description, price, quantity, dates and the percent (%) of work actually performed;

G.5.5 The original and two (2) copies of invoices for cost reimbursable expenses;

G.5.6 Other supporting documentation or information, as required by the Contracting Officer;

G.5.7 Name, title, telephone number and complete mailing address of the responsible official to whom payment

is to be sent;

G.5.8 Name, title, phone number of person preparing the invoice;

Appendix

- I. DPW Technical Architecture - [DPW Technical Architecture](#).
- II. OCTO Technical Standards at a Glance - [OCTO District Technology Standards](#)
- III. Application Enhancements

FY10 Application Enhancements

General:

- Develop and Update Project Plans, User Guide and System administration documents for Recycle/Haulers and Serves Applications.
- Update Disaster recovery plan as needed.
- All system enhancements will be developed by the priority level, cost and available funding.

Database Maintenance:

- Database Backups verification.
- SQL Query Optimization for performance of the application.
- Database updates and patches

Recycling/Haulers Application Support / Maintenance

- Maintain intranet and internet versions of recycle application
- Provide on call support to help recycle staff with system access, usability and any other issues.
- Review application enhancement request with application stakeholders developed by priority level.
- Modify Existing Commercial Plan and Hauler Reports to accommodate Address format changes
- Modify commercial Plan search and hauler Search to accommodate address format change
- Enhance survey module to ABRA form for commercial business.
- Enhance survey module to educate residents and commercial business.
- Generate management reports based on recycle staff on a as needed basis
- Software updates that may include enhancements and improvements to the existing functionality of the Software, as well as error corrections to standard Software.
- Making sure that Application is up and running and available to users for core business hours.
- Coordinate with OCTO to prepare and implement Disaster recovery plans for database and application.
- Update software documentation as needed.
- Application server upgrades, updates and Patches.
- Coordinate with OCTO for implementation of updates to recycle internet application.
- Provide training to recycle staff when needed.

Serves Correspondence Tracking System – DPW has migrated to the use of the new citywide call center application (Motorola), however, DPW will continue to use Serves Correspondence Tacking System for reference.

- System Support
 - The Contractor shall ensure the system is up and running with the ability to extract data and run necessary reports.
 - The Contractor shall develop management and analytical reports for application users on an as needed basis.