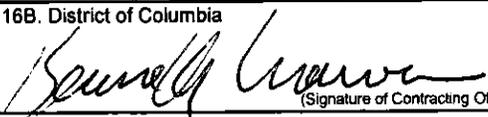


AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number	Page of Pages
2. Amendment/Modification Number DCTO-2010-R-0006-A01	3. Effective Date 12/9/2009	4. Requisition/Purchase Request No.	5. Solicitation Caption IT Desktop Support and Maintenance	
6. Issued By: Office of Contracting and Procurement Information Technology Group 441 4th Street NW, Suite 971N 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-2010-R-0006	9B. Dated (See Item 11) 16-Nov-09
Code			10A. Modification of Contract/Order No.	
Facility			10B. Dated (See Item 13)	
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 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 <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 checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.				
14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)				
DELETE: Paragraph J.2 the address www.ocp.in.dc.gov				
INSERT: In Paragraph J.2 the address http://ocp.dc.gov/ocp/site/default.asp				
DELETE: Under Section M.3.1, Technical Criteria, Paragraphs M.3.1.1, M.3.1.2, M.3.1.3, M.3.1.4, M.3.1.5 and Section M.3.2 Price Criteria in its entirety.				
INSERT: Revised Section M.3.1 and Section M.3.2 Attachment B.				
See attached Questions & Answers Attachment A.				
THE DATE AND TIME FOR RECEIVING PROPOSALS REMAINS THE SAME DECEMBER 16, 2009, 2:00 p.m.				
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 Kenneth Morrow	
15B. Name of Contractor		15C. Date Signed	16B. District of Columbia	16C. Date Signed
(Signature of person authorized to sign)				12-9-09
			(Signature of Contracting Officer)	

ATTACHMENT A – QUESTIONS AND ANSWERS

RFP NO. DCTO-2010-R-0006

The purpose of this Amendment is to answers questions.

- 1. Question: The requirements and summary refer to LAN/WAN administration and network diagrams, but the evaluation criteria is focused on scanning.**

What scanning equipment and software will be used? Is this the preferred equipment?

Answer: Yes, Cannon Scanners are currently in place however, the candidate should be familiar with the operation of any general high speed scanner and scanning software such as Paperport, PageSoft, etc.

What is the volume needing to be scanned within 18 months?

Answer: Approx 1 million pages scans per year.

- 2. Question: Out of what system are reports needed?**

Answer: DCCSES, EMPIR, TIS, UBS and any other CSSD application as required. But most reports are generated from Universe, SQL or Crystal Reports.

- 3. Question: What is the reporting software being used?**

Answer: Crystal Reports, Universe, SQL.

- 4. Question: What is the current network platform, which is going to be migrated to Windows 2003?**

Answer: Current server platform is NT 4.0.

- 5. Question: Is this a new of an existing requirement?**

Answer: It's a new soliciatation providing existing services.

- 6. Question: If it is an existing requirement, who is the incumbent performing the work?**

Answer: Obverse, Inc.

7. Question: How long have they been providing this service?

Answer: 4 Years.

8. Question: Is OCTO/OCP planning to hold a pre-proposal conference?

Answer: No.

9. Question: Do you plan on providing a description of the labor categories and any experience and educational requirements?

Answer: No.

10. Question: Do you have existing Remedy Software? (page 6)

Answer: Yes.

11. Question: Would you like these services to be performed on-site (OAG) or off-site (vendor site)?

Answer: All services provided and staff must reside on-site.

12. Question: L.20 Key Personnel-Section L.20.1 states that the Senior Systems Analyst is the only key personnel but Section L.20.3 & L.20.4 reference a Project Manager and a Senior Manager. Do we need to include resumes for these two positions in addition to the key personnel position?

Answer: The only key personnel is the Senior System Analyst. Delete: L.20.3 Project Manager and L.20.4 Senior Manager. No resumes are required for the Project Manager or Senior Manager.

12. Question: Is there an equipment list?

Answer: No.

13. Question: The chart in Section F.2 implies there will be an inventory of assets including assignments and locations required on the 5th business day of each month. Is there anticipation that assets will increase or decrease on a monthly basis? And what would be the reason for such increases and decreases?

Answer: Our inventory is maintained in a custom web-based application and includes the location of the equipment which changes periodically based on new staff or staff moves.

14. Question: Is the recommendation of a COTS Document Management System also being requested?

Answer: No.

15. Question: Does the data that is going to be scanned reside elsewhere, such as another server, disc, folder?

Answer: It resides on a local server within our network.

16. Question: Is this data intended for internal use only, external or both?

Answer: Both, CSSD serves internal and external customers.

17. Question: Is the ability to query the data required?

Answer: Yes, therefore scanned data should include metadata.

18. Question: If so, what is the level of query's to be done; small amount, medium to heavy, heavy amount of querying?

Answer: Regarding scanned data, there are queries done against this data by more than 300 users daily.

19. Question: Does CSSD have approved policies in the following areas?

- a. Security/Password management**
- b. Secure core configuration for all desktops and laptops.**

Answer: Yes for both A&B.

20. Question: Is Remedy software fully deployed and operational?

Answer: Yes, Remedy software is already deployed via IT Servus (OCTO).

21. Question: How many number of users in CSSD will be supported by IT Desktop support/Help Desk staff?

Answer: Approx. 300 users.

- 22. Question: May we know current help desk call metrics such as:**
- a. How many number of help desk calls per day/week/month**
 - b. What was the peak per day/week/month during any event or incident or major rollout?**

Answer: a) 50-75/week
b) Wednesday is the peak day.

- 23. Question: Can you specify actual version/patch level for the following:**
- a. Network**
 - b. Security**
 - c. Server**

Answer: Network is NT 4.0, desktops are XP, McAfee Virus Scan Enterprise 8.5 0i

- 24. Question: With reference to section 3.1.16 of the solicitation**
- a. May we know the technology used for the following:**
 - i. Patching**
 - ii. Anti Virus**
 - iii. Instrusion detection**
 - iv. Backups**
 - v. Log file Management**
 - vi. Data management/records management**

Answer: These are general tasks to be accomplished and the specific software can vary over the life of the contract.

- 25. Question: With reference to section 3.1.12 of the solicitation**
- What is the anticipated development/programming support?**
 - Is this pure maintenance role or any major enhancements/upgrades planned?**

Answer: Both, the developer will support existing applications as well as work on new development initiatives.

ATTACHMENT B

M.3.1 TECHNICAL CRITERIA (90 Points)

M.3.1.1 SPECIALIZED EXPERIENCE (40 Points)

Familiarity or Experience with Child Support Enforcement Systems Guidelines / Regulations.

M.3.1.2 TECHNICAL KNOWLEDGE AND EXPERIENCE (30 Points)

Technical knowledge and Experience.

M.3.1.3 SKILLS (20 Points)

Technical Background and Management.

M.3.2 PRICE CRITERIA (10 Points)

The price evaluation will be objective. The offeror with the lowest price will receive the maximum price points. All other proposals will receive a proportionately lower total score. The following formula will be used to determine each offeror's evaluated price score:

Lowest price proposal x (10 Points) weight = evaluated price score price of proposal being evaluated

PREFERENCE (12 Points)

Local Business Enterprise - 4 Points

Disadvantaged Business Enterprise – 3 Points

Resident Business Ownership – 3 Points

Enterprise Zone – 2 Points

MAXIMUM TOTAL POINTS (112 Points)