

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number	Page of Pages
2. Amendment/Modification Number DCTO-2010-R-0006-A02	3. Effective Date 12/11/2009	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		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	
			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 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.)				
See attached Questions & Answers Attachment C.				
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)			12-11-09	
		(Signature of Contracting Officer)		

ATTACHMENT C – QUESTIONS AND ANSWERS

RFP NO. DCTO-2010-R-0006

The purpose of this Amendment is to answer questions.

- 1. Question: C.3.1.2 Upgrade plan for LAN in coordination with OCTO WAN plan and applicable IRS regulations. Which IRS regulation?**

Answer: Agency will provide IRS guidelines after award. CSSD has a IRS compliance officer whom oversees this effort.

- 2. Question: Section C.3.1.6 Disaster recovery support: Is there a current disaster recovery plan?**
a. If so, will that be shared with the awardees?

Answer: There is a current disaster recovery plan. It will be provided to the awardee upon start for security reasons.

- 3. Question: Section C.3.1.9 Desktop Support: IT ServUs is listed throughout the RFP can you share the current service level agreement or contract with us so that we may understand their of service in comparison to the expectation of our services:**

Answer: IT Servus provides Tier 1 level support to CSSD only. All levels are provided by the awardees' staff as they are on-site support.

- 4. Question: Section C.3.1.10 Data imaging: What is DCCSES? Can you be specific or give examples of the 'other data imaging related tasks'?**

Answer: DCCSES stands for District of Columbia Child Support Enforcement System. It is our primary case management system.

5. Question: Can you share your current inventory of hardware (to include servers), software, copiers, printers and fax machines so that we may have idea of the time that will go into detailing the monthly inventory reports?

Answer: No, the awardee staff is hourly and task driven. Therefore, each staff person works under the direction of a unit manager and task are assigned to them as required. However, the inventory database is to be maintain by the vendor (the full inventory is already current as of 12/09).