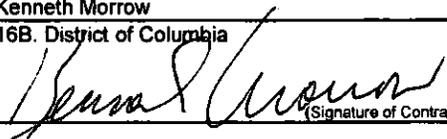


AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT			1. Contract Number	Page of Pages	
				1	1
2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption		
DCTO-2010-R-0036-001	January 19, 2010		Document Imaging Management System		
6. Issued by:		Code	7. Administered by (If other than line 6)		
Office of Contracting and Procurement Information Technology Group 441 4 th Street, N.W., Suite 700 South Washington, D.C. 20001			Department of Human Services Income Maintenance Administration 645 H Street, N.E., 5 th Floor Washington, D.C. 20002		
8. Name and Address of Contractor (No. street, city, county, state and zip code)		X	9A. Amendment of Solicitation No.		
TO ALL PROSPECTIVE OFFERORS			DCTO-2010-R-0036		
			9B. Dated (See Item 11)		
			January 8, 2010		
			10A. Modification of Contractor/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 one (1) copy 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 ACKNOWLEDGMENT 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 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): 27 DCMR, Chapter 36, Section 3601.2(b) 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 data etc.) set forth in item 14, pursuant to the authority of:					
C. This supplemental agreement is entered into pursuant to authority of: 27 DCMR 3601.2 Change Clause, 27 DCMR 2005.6(d) as amended					
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 one (1) copy to the issuing office.					
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)					
1. THE PROPOSAL SUBMISSION DUE DATE AND TIME IS HEREBY EXTENDED FROM: 2:00 PM LOCAL TIME, MONDAY, JANUARY 25, 2010, TO: 2:00 PM LOCAL TIME, MONDAY, FEBRUARY 8, 2010. 2. RESPONSES TO QUESTIONS OF CLARIFICATION ARE SET FORTH IN ATTACHMENT I: 3. THE DISTRICT WILL NOW ACCEPT QUESTIONS UNTIL JANUARY 26, 2010.					
Except as provided herein, all terms and conditions of the document is 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
					1-19-10
(Signature of person authorized to sign)				(Signature of Contracting Officer)	

VENDOR QUESTIONS - (DISTRICT'S RESPONSE IN BOLD PRINT)

Question 1

Section B.1.3 "A prospective contractor may choose to bid on both services (C.3A and C.3B) or on either one (C.3A only or C.3B)..." Does this mean that if the contractor bids on both areas, he could receive an award for only one of the areas (C.3A or C.3B).

Yes.

Question 2

Section B.1.3 states "A prospective Contractor may choose to bid on both services (C.3A and C.3B) or on either one (C.3A only or C.3B only), and then complete B.4.1 and/or B.4.2, as is appropriate."

Whereas section L.1.1 states "The District intends to award a single contract resulting from this solicitation to the responsible offeror(s) whose offer(s) conforming to the solicitation."

Also, section M.4A.1.2.1 states "the District intends to source all services and deliverables described herein from a single Contractor; therefore Offerors that can demonstrate in-house capability for all of the services described herein will receive a more favorable rating than Offerors that propose a multi-company approach."

The RFP does state that Section B has precedence over Sections L and M. Should we anticipate that District will accept a bid for C.3A ONLY?

Sections L.1.1 and M.4A.1.2.1 will be amended to reflect the District's intent.

Question 3

B.2.2. If a vendor bids (and wins) Phase I and Phase II of DIMS, are they eligible to contend for Phase III?

Yes.

Question 4

C.3A.1.1 Re the scanners already purchased -- Are they (only) for day-forward scanning use?

Yes.

Question 5

C.3A.1.1 and C.3A.5.1 Will OCTO provide both a production FileNet system and a 'pilot test' FileNet system?

Yes. Prospective vendors must specify in detail their requirements for the test system, including number of users, capacity needed, connectivity requirements and access parameters.

Question 6

C.3A.8.1. An individual may participate in multiple cases. Might a case represent multiple individuals?

Yes.

Questions 7

Section M.6.1 If the prime contractor, who is not a DC-based business enterprise, subcontracts the minimum of 35% to a DC-based certified business enterprise, will the preference points still be awarded. If not, why?

No. Please refer to Section M.6.2.

Question 8

What would be the approximate number of pages per case file?

The District has not undertaken a study of this nature. However, the projected number of pages to be scanned is outlined in Section C.1B on page 8 of the RFP.

Question 9

a) What will be the percentage of bound volumes and loose documents?

Nearly 100% of the documents to be scanned are loose, with and without staples and retained in multi-sectional file folders.

b) Can the Contractor unbind the books for scanning purpose?

If any bound documents are found in the case folders, they may be unbound for purposes of scanning.

c) If the response to "b" is "yes", then can the Contractor use rubber bands and clips while returning the unbound documents?

Unbound documents may be returned with rubber bands and clips, if necessary.

Question 10

What would be the scanning specifications?

C.B.3 Requirements (Document Scanning)

a) Resolution (200 dpi, 300 dpi, etc)

200dpi

b) Output file format (JPEG, TIFF, PDF, etc)

Multipage TIFF with Group 4 Compression, with an export file compatible with IBM FileNet P8.

c) Bit (8-Bit, 24-Bit)

Monochrome (Black and White)

C.B.3.4 Scanning Implementation

d) Compressed/Uncompressed

Compressed using Group 4 compression.

Question 11

Please let us know the following:

a) The list of fields to be captured

The fields to be captured are Document Type and Document Date as listed in Section C.3B.4.3 on pages 19-20 of the RFP.

b) The average number of characters per field

See Section C.3B.4.3 on pages 19-20 of the RFP.

c) The fields to be indexed will be in printed/handwritten format

The fields to be indexed are in both printed and handwritten format.

d) If the indexed data is a combination of handwritten and printed format, please provide the percentage for the handwritten content.

Percentage of handwritten content is unknown.

e) Please let us know whether indexing needs to be performed at page level or file level.

Indexing must be performed at the document level.

Question 12

What would be the expected accuracy for indexing?

The expected accuracy for indexing is 99% and will be measured based on statistical sampling, Acceptance Test results, Pilot Test results and other Quality Assurance sampling.

Question 13

C.B.3 Requirements (Document Scanning)

Can you please let us know the pick up frequency?

a) One time pick-up, or

b) Multiple pick ups

C.B.3.1.8 - In case of multiple pick ups, please let us know the frequency?

The frequency of pick-up, which may be either one-time or multiple, will depend on the contractor's scanning and transportation capacity.

Question 14

Please let us know if the Contractor is required to collect material from a single location or from multiple locations?

The Contractor will be required to collect materials from multiple locations. The locations and volumes from each are described in detail in Appendix A, Document Management Assessment, page 83.

Question 15

Can you please provide us some sample images of the different types of source documents?

A sample of source documents will be provided. However, it will not be possible to provide examples of all document types. For instance, verification documents are specific to each case and vary in size, weight and legibility.

Question 16

Can the Contractor perform scanning from any one of the DHS's locations instead of an offsite location?

We do not believe most DHS locations have sufficient available space to accommodate the scanning operations. However, we would ask prospective bidders to propose what they believe to be the most cost-effective and efficient means of accomplishing the scanning task.

Question 17

If scanning has to be performed onsite/offsite, can the Contractor perform the post scanning activities from an offshore location?

No activities related to this procurement may be performed from an offshore location.

Question 18

How many pages are duplex?

There are very few duplex pages. For pricing purposes, assume none. This will be reevaluated once the contract is awarded.

Question 19

How many document pages per Record?

Each case file contains a number of individual Document Types, as described on pages 19-20 of the RFP.

Question 20

What is the average number of document types per record?

We do not have that information.

Question 21

What is the estimated number of staples per record?

We do not have that information. Please assume "medium" preparation for your pricing.

Question 22

How many sticky notes per record?

We do not have that information. Please assume "medium" preparation for your pricing.

Question 23

Will there be purging of some documents, due to duplicates?
No.

Question 23

Any color photos included?

Yes. They must be scanned at 200 dpi in JPEG format.

Question 24

Average number of pages are excessively bent/folded and torn?

The files are in fairly good shape. Please assume "medium" preparation for your pricing.

Question 25

In determining the date, is it the first date found on the document?

Each document type is different with regard to Document Date. A set of sample files will be available at the Pre-proposal Conference.

Question 26

What is the difference between Case Number versus Client ID Number?

A Case Number is unique to a case. A case may include a number of individuals, each of whom has a Client ID.

Question 27

What are the review and accuracy rates for this project?

See response to Question 5.

Question 28

What is the scan resolution rate (DPI)?

See response to Question 3.

Question 29

Is an insurance binder required to be submitted with the bid response?

No. Appropriate insurance will be required before contract award.

Question 30

Can the Contractor provide its own bar code separator sheets and sticky labels?

Possibly, but it was assumed that it would be more efficient and less costly if DHS provided this, using data within the current application. We are open to alternative approaches if they result in a more efficient and less costly result.

Question 31

What is the turnaround time (from request to access a document) for DHS requests of records while in the possession of the Contractor?

Twenty-four (24) hours.

Question 32

How long will the documents be retained after conversion?

Three (3) months.

Question 33

What are the re-preparation services required to return the records after conversion?

Case records should be returned in the same general condition and format (i.e. boxing, order, etc.) as received.

Question 34

Is there a requirement for destruction of all, some, and/or purged documents?

The Contractor is not required, nor permitted, to destroy or purge any documents. Please see Section C.3B.5.6 on page 21 of the RFP.

Question 35

Will there be a delay of the response date, since in section L.4 within the RFP, there must be at least ten days from questions submitted during the pre-bidder's meeting to the response date?

The proposal submission due date and time has been extended to 2:00pm local time, Monday, February 8, 2010.

Question 36

Any color documents that need to be scanned in color? If so, what percentage of pages are color?

The only color documents in most case records are photo identification cards. They do not have to be scanned in color.

Question 37

Are there any over-size documents? If so, what is the percentage of oversize documents?

See Appendix A of the RFP for a description of the size and types of documents.

Question 38

Are there any X-Rays? If so, what percentage of pages are X-Rays? What are the requirements for scanning X-Rays (i.e. higher DPI, Image Format, etc)?

No.

Question 39

Is each record contained in a single folder? What type of folder? Is there identifying index information printed/written on the folder?

A case record may consist of multiple folders which are generally multi-sectional. However, conversion will be at the document level within a case file.

Question 40

Is there a requirement for expediting a record to be scanned? If so, what is the frequency of these requests?

It may be necessary to expedite the scanning of a record within twenty-four (24) hours of the request. The percentage of such requests is unknown at this time.

Question 41

Will there be database tables provided to perform lookup/verification of data?
The set of Document Groups and Document Types is provided in the RFP on pages 19-20.

Question 42

Do barcodes exist on the records/documents? What percentage of documents contain barcodes? What data is contained in the barcodes?
Barcodes do not exist on the records/documents. However, a barcode cover sheet containing the Case Number will be provided for each case file.

Question 43

Does each document type have unique indexing requirements, or are index values (except Document Types) the same across the entire record?
Document Group, Document Type and Document Date are the only fields required.

Question 44

What is the Service Level Agreement (SLA) around Image Quality?
See response to Question 3.

Question 45

What is the SLA around Index Quality? Are there critical and non-critical fields that will be held to different SLAs? If there is a lookup table provided, will the vendor be held to the same SLAs on data returned from the lookup?
See response to Question 3. Different SLAs do not apply. See response to Question 41 above.

Question 46

What are the DC OCTO's plans to ensure Chain of Custody of boxes/records?
Chain of Custody processing is a major requirement but is not the responsibility of OCTO. It is the vendor's responsibility to ensure that each box is tracked from the time it is picked up until the records are returned, including during transportation and work in process.

Question 47

Is there a charge for the use of the conversion site space offered within the RFP?
No.