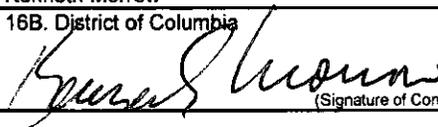


<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>			1. Contract Number		Page of Pages		
					1 1		
2. Amendment/Modification Number		3. Effective Date		4. Requisition/Purchase Request No.		5. Solicitation Caption	
DCTO-2010-R-0036-004		February 3, 2010				Document Imaging Management System	
6. Issued by:			Code		7. Administered by (If other than line 6)		
Office of Contracting and Procurement Information Technology Group 441 4 <sup>th</sup> Street, N.W., Suite 700 South Washington, D.C. 20001					Department of Human Services Income Maintenance Administration 645 H Street, N.E., 5 <sup>th</sup> Floor Washington, D.C. 20002		
8. Name and Address of Contractor (No. street, city, county, state and zip code)				9A. Amendment of Solicitation No.		9B. Dated (See Item 11)	
TO ALL PROSPECTIVE OFFERORS				X		DCTO-2010-R-0036	
						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 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 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 CONTRACTORS/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)							
<b>E. IMPORTANT:</b> 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.)							
<b>RESPONSES TO QUESTIONS OF CLARIFICATION ARE SET FORTH IN ATTACHMENT I:</b>							
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	
(Signature of person authorized to sign)						2-3-10	
				(Signature of Contracting Officer)			

Amendment No. 004 – Attachment I

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<p>1. On page 20, the solicitation states that the contractor will provide the boxes for transporting the documents. During the Bidders Conference, it was stated that the agency would provide the boxes. Please clarify.</p>	<p>The Contractor shall supply the boxes.</p>
<p>2. Please provide detail around your intent to provide a document manifest before releasing the document. Please describe how you intend to see this manifest fit inside the project WIP tracking.</p>	<p>The Offeror is requested to provide its tracking system and methodology and DHS will comply with these procedures, based on the information provided in Section C.3B.5.</p>
<p>3. Please describe the document pre-prep and boxing steps that the government will perform prior to vendor pick-up.</p>	<p>The District will ensure that all documents associated with a particular case record are included. A bar code cover sheet or label will be printed for each case file. Case files will be sorted alphabetically within a box and a transmittal listing the enclosed case records will be attached to the box.</p>
<p>4. Please describe the truck access and loading dock facilities, if any, that exist at each of the document sites.</p>	<p>All locations have off-street parking. Only the H Street, NE facility has loading dock access.</p>
<p>5. Please confirm that the document imaging specification for all documents is “bi-tonal, 200 dpi resolution, CCITT group 4 compressed TIFF.”</p>	<p>Multipage TIFF, 200dpi, bi-tonal images are required. Photos will be JPEG, with resolution confirmed during the Conversion Services Pilot.</p>
<p>6. Please specify whether the imaging vendor is to provide single-page TIFF files organized into a Windows folder hierarchy or multi-page TIFF files (i.e., how the documents are to be “unitized”) and then describe the image file naming requirements that correspond to the required unitization.</p>	<p>See response to question #5 above. The export file provided to the District must conform to the import process in FileNet P8 version 4.0.</p>

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<p>7. Please confirm that for vendor workflow and offer evaluation purposes, vendors are to assume there are no duplex pages to be imaged.</p>	<p>For the conversion, offerors should price their offering based on only single sided documents. This assumption is for pricing comparison purposes only and will be reevaluated during the Conversion Pilot.</p>
<p>8. Please confirm that vendor-inserted document separator sheets may be left in the documents during the document re-assembly step.</p>	<p>That is correct.</p>
<p>9. Please confirm that there is no need to re-bind documents during the document re-assembly step.</p>	<p>That is correct.</p>
<p>10. Please confirm whether or not the vendor has the option to use government space for document imaging, and if so, describe that space and its location.</p>	<p>Please see the response to question #77 in Amendment 3, Attachment I. It is important to note that this space is not designed for this function and may require electrical and cooling modifications to accommodate this effort. Access to the space is only available for one shift (8:15am to 4:45pm) and only Monday through Friday.</p>
<p>11. Will the conversion vendor be able to run a 24/7 operation?</p>	<p>Only if the conversion is performed at the vendor's facilities. If the work is done at a DHS facility, only one shift is available and only Monday through Friday.</p>
<p>12. How long will the Help Desk be operational?</p>	<p>Pricing for one year is requested. Continued support will be evaluated at the end of the first year.</p>
<p>13. Is the term of the conversion phase 12 months? What is the expectation of the Gov't, as it relates to this term?</p>	<p>The Conversion phase may last as long as 24 months but the District prefers that it be completed in 12 months or less. Less than 12 months is highly desired.</p>
<p>14. Can we visit the Closed File Center and the Eckington facility?</p>	<p>Site visits are not available. The Eckington Service Center is now closed.</p>
<p>15. Can we examine one client folder</p>	<p>DHS will make case records available for review on Friday, February 5, 2010 from 2:00pm until 4:00pm at 645 H Street, NE, 5<sup>th</sup> Floor Conference Room. Interested offerors must call 202-698-4186 to indicate intent to visit. Upon entering</p>

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	the conference room, potential offerors must present a business photo identification and must sign a Non-Disclosure Agreement. Case records will be available for viewing but specific questions regarding documents will not be addressed.
16. Does IBM (FileNet's owner) currently have a contract with DC Government for FileNet?	Yes.
17. If so, will that contract price be used for the proposal?	Offerors are asked to provide pricing for software licenses. The District reserves the right to purchase new licenses based on the best value to the government.
18. What is the average number of pages per caseload?	Please see the response to question #76 in Amendment 3, Attachment I.
19. How many documents have been bar-coded?	DHS intends to provide a barcode cover sheet or label for each case file. Barcodes are not provided at the document level.
20. How many documents have been bar-coded and will be ready to be scanned once contract is awarded?	Please see the response to question #19 above.
21. How many documents will be ready to be scanned once contract is awarded?	Documents will be made available per the agreed-upon schedule.
22. What is the total sq. ft for the Closed File Center and Eckington facility?	We do not believe the square footage of the Closed Files Center is relevant. The Eckington facility is closed.
23. Please confirm that the Document Groups and Documents Types consist of the following relationship of Document Group to Document Type(from Page 83 of the original RFP)	This is correct.
24. How long must the images reside before being output to the FileNet system?	The schedule for processing and export to be imported into FileNet should be proposed based on your experience and best practices.

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<p>25. Will a vendor receive a higher rating if the work can be completed in a shorter period of time than the 12 months outlined in the RFP?</p>	<p>Offerors that propose a shorter schedule that clearly considers the District's pre-prep tasks and who can provide the facilities, capacity, and methodology to perform this service will be rated higher.</p>
<p>26. Who was the consultant on who did the analysis on the Solicitation No. DCTO-2010-R-0036 - Document Imaging Management System</p>	<p>We do not believe this information to be relevant because the study has been made available to all potential offerors.</p>
<p>27. During the pre-bid meeting, it was stated that an amendment will be issued the week of January 25 to clarify the subcontracting of a minority-owned business for 35% of the contract value. When do you anticipate the release of this amendment? Will the City consider making this optional rather than required?</p>	<p>The mandatory requirement for a 35% subcontract is included in the revised RFP issued as a part of Amendment No.003. This subcontract requirement is NOT optional.</p>
<p>28. Will the City/Buyer provide a database for data lookup/verification?</p>	<p>No.</p>
<p>29. How do we identify the different document types? Will the documents be labeled? Will samples of each document type be provided?</p>	<p>Conversion Services will not begin until the document analysis phase of the DIMS project is completed. That effort will include identification of document types and groups. The Pilot for Conversion Services will also be used to identify various samples of each document type and the District will prepare a Training Guide that includes samples of each document type.</p> <p>Documents will not be labeled.</p>

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<p>30. As stated in the RFP, a set of sample documents was to be available for inspection during the pre-bid conference; however, the samples were not available for viewing. Can you provide samples in an Amendment/Addendum?</p>	<p>See response to question #15 above.</p>
<p>31. Is a database, which links CLIENT ID, CASE NO, and associated document types for that specific case number, available to the vendor?</p>	<p>No. Client ID has been dropped as a requirement.</p>
<p>32. Will prevailing wage or rate work clauses apply to prime contractors and employees completing work outside Washington DC, Maryland, and Virginia?</p>	<p>No.</p>
<p>33. Please confirm if the proposed building on 33 N Street, N.E. is the Closed File Center, as stated on page 80. It appears to be occupied with another business.</p>	<p>The Closed Files Center is no longer located at 33 N Street, NE.</p>
<p>34. If your company is a minority own business and would like to submit a proposal on the conversions services only, do we still have to submit a subcontracting plan to be considered for this solicitation or can we submit a proposal as a minority own business to do the conversion services and qualify for this solicitation.</p>	<p>A Certified Business Enterprise (CBE) that submits a proposal as the prime contractor is still required to comply with the mandatory 35% subcontract requirement.</p>
<p>35. What is the maximum number of documents</p>	<p>The maximum number of documents to be hosted before</p>

<p>IMA estimates will be hosted online before migrating to the FileNet solution?</p>	<p>migration will be determined by the conversion services schedule.</p>
<p>36. Due to this revised scanning implementation schedule, it looks as though the temporary IMA hosted solution will only be needed for 3 months (excluding the hosting of the pilot conversion images)? Can you please clarify?</p>	<p>The hosted solution will be needed until DIMS Phase I is fully operational and in production.</p>
<p>37. Originally the case file conversion project and DIMS Phase I would begin concurrently but it appears now that the case file conversion will start at the end of the DIMS Phase I. Can you be more specific? Does this mean that the conversion pilot will begin at the conclusion of DIMS Phase I followed by the backfile conversion or does this mean that the conversion pilot will take place during DIMS Phase I and the backfile conversion will run concurrently with DIMS Phase II.</p>	<p>The Conversion Services will begin after the design step is completed in DIMS Phase I. This is to verify that the indexing structure outlined in the RFP is correct before beginning the Conversion Services Pilot. We anticipate that some preparations for the Conversion Services Pilot can be done concurrently with the DIMS Phase I design work.</p> <p>This does NOT mean that the Conversion Services Pilot will begin at the conclusion of DIMS Phase I.</p>
<p>38. My company is working with another company with a teaming agreement in place, does this constitute a joint venture? In addition, and if a joint venture can either company submit references for the RFP?</p>	<p>Please consult legal counsel to determine if the proposed agreement constitutes a joint venture. References must be submitted for the entity that signs the proposal.</p>
<p>39. Do we have to arrange the file in date order?</p>	<p>No.</p>
<p>40. We received the Document Imaging Management System RFP # DCTO-2010-R-0036 Amendment earlier this afternoon (1/29/10). The new due date for a response is February 11, 2010. With the significant revisions, additional time will be required to respond to this solicitation. The quality and</p>	<p>No.</p>

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<p>management gate processes established (i.e. ISO, CMMI, Proposal Management Processes, etc.) will take us about 3 ½ weeks to provide you a 100% compliant proposal. To complete this process, can the due date be extended to February 26, 2010?</p>	
<p>41. Will the barcode cover sheet with case number be printed electronically or will the case number be handwritten</p>	<p>The barcode cover sheet will be printed electronically.</p>
<p>42. If the vendor priming this opportunity is not a DC-based CBE, what are the specific business registration requirements for doing business with the District of Columbia Government</p>	<p>Please visit the Office of Contracting and Procurement (OCP) website at <a href="http://www.ocp.dc.gov">www.ocp.dc.gov</a>. Under Vendor Portal click Business Requirements for information regarding doing business with OCP.</p>
<p>43. The revised RFP asks us to supply our costs as a "Separate Volume". Is it a requirement to submit our proposal as two separate volumes or can we combine the technical response and costs in one volume?</p>	<p>Technical and price proposals must be submitted as two separate volumes.</p>

No.	RFP Reference	Question	Response
44.	Section C.1C <i>"Caseload Data"</i> on page #8 of document DCTO-2010-R-0036- RFP.PDF	<p>Please provide the average number of pages per case for year 2009:</p> <ul style="list-style-type: none"> <li>• SNAP</li> <li>• TANF</li> <li>• Medicaid</li> </ul>	See the revised RFP, Section C.1C (page 10)
45.	General	The vendor is not required to propose the hardware (including servers, storage space, desktops etc) as part of the scope of this RFP response. Please confirm if this understanding is correct.	<p>This is correct for DIMS implementation.</p> <p>For Conversion Services, the vendor is expected to provide all equipment necessary to process the conversion if the conversion is done at DHS facilities.</p>
46.	Section C.3A.1.1 <i>"Hardware and Software"</i> on page #10 of document DCTO-2010-R-0036-RFP.PDF	<p>a) Please provide the volume of documents (in terms of number of pages per month) at each site: (H Street, Ft. Davis, Anacostia, Taylor Street, Mail Center, Interim Disability, Medicaid Branch, and Outstation).</p> <p>b) The above list of locations does not include 'Congress Heights Service Center and 'Closed Files Center'. Please provide the number of scanners available and</p>	<p>This data is not available to us.</p> <p>Scanners purchased to date are listed in Section C.3A.1.1. These scanners were purchased in anticipation of the project and do not represent the total that may or may not be required.</p>

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No.	RFP Reference	Question	Response
		the volume of documents (in terms of number of pages per month) at these locations as well.	
47.	Section C.3A.1.6 <i>"The Contractor shall provide the capability to index and store documents from a variety of sources, including fax, scanned, email, or uploaded from the Internet"</i> on page #10 of document DCTO-2010-R-0036-RFP.PDF	The documents received from fax, scanned copies, email or uploaded from the internet will be printed and then scanned & added into the proposed DIMS. Please confirm if this understanding is correct	Please see the response to question #1 in Amendment 3, Attachment I.
48.	Section C.3A.1.8 <i>"The Contractor shall provide the users the ability to view the case file directly from the ACEDS system."</i> on page #11 of document DCTO-2010-R-0036-RFP.PDF	Changing and updating ACEDS application for integrating with the proposed DIMS is not under the scope of this RFP. Please confirm if this understanding is correct.	This is correct.
49.	Section C.3A.3.4.3 <i>"The Contractor shall incorporate the following document and sub-document type into the DIMS indexing structure to provide more specific day-forward searches and have the capability for dynamic linking between the</i>	Please provide details on the dynamic linking required between the ACEDS and the proposed DIMS.	Please see the response to question #42 in Amendment 3, Attachment I.

No.	RFP Reference	Question	Response
	<i>ACEDS and the DIMS.</i> ” on page #12 of document DCTO-2010-R-0036- RFP.PDF		
50.	Section C.3A.6 “ <i>Business Continuity and Backups</i> ” on page #14 of document DCTO-2010-R-0036- RFP.PDF	Please provide details on the existing infrastructure for Business continuity and backups.	This will be provided by OCTO and is not the responsibility of the vendor.
51.	Section C.3A.7 “ <i>Training and Support</i> ” on page #14 of document DCTO-2010-R-0036- RFP.PDF	Please provide the number of users to be trained at each service center location.	See response to question #36 in Amendment 3, Attachment I.
52.	Section B.4.3 “ <i>Doc Prep, Scanning, Indexing and Quality Control of Document into DIMS and Migration to District’s Server</i> ” <b>point CLIN 0009</b> on page #6 of document DCTO-2010-R-0036- RFP.PDF	What does the value 300 signify?	See Amendment 3, CLIN 0010, of the revised RFP.  Revised number is 100.  We expect that the volume for hosting will rise each month. 100GB should be priced as a representative volume for one month, for pricing comparison.
53.	Section F.1 “ <b>TERM OF CONTRACT - The term of the contract for the development of DIMS shall be for a period of four (4) months from date of award.</b> ” on page #26 of document DCTO-2010-R-0036-	On page 2 of document DCTO-2010-R-0036- RFP.PDF, it is mentioned that the desired duration for completion of phase -1 is 6 months or else. Please confirm whether it is 6 months or 4 months.	See response to question #10 in Amendment 3, Attachment I.

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No.	RFP Reference	Question	Response
	RFP.PDF		
54.	General	<p>The current Production system is at FileNet P8 v4.0 and Kofax Ascent Capture v8.0. Is the vendor required to upgrade the existing system to FileNet v4.5 and Kofax Ascent Capture v9.0? Will the agency use P8 v4.0 and Kofax Ascent Capture v8.0 or the latest versions?</p>	<p>No. The District recently completed an upgrade of multiple FileNet and Kofax instances to versions 4.0 and 8.0, respectively. There are no plans for further upgrades within this contract period.</p>
55.	General	<p>Please provide details on the existing development and testing environment for FileNet P8 and Kofax Ascent Capture. Can these be leveraged for the development of DIMS? If no, is the vendor required to quote software licenses for setting up test and development environment.</p>	<p>See Amendment 3, Appendix C (revised). A Test environment will be provided.</p>
56.	General	<p>Please let us know if a similar DIMS has been implemented for other state agency. Also, let us know if the proposed DIMS has to be of similar look n feel.</p>	<p>This RFP is not based on any other state agency system.</p>
57.	General	<p>Is the scanning job to be carried in the jurisdiction of DC area OR DC metropolitan area OR can be</p>	<p>The conversion work must be done in the Washington DC Metropolitan area.</p>

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No.	RFP Reference	Question	Response
		anywhere in US?	
58.	General	Is the hosting service to be carried in the jurisdiction of DC area OR DC metropolitan area OR it can be anywhere in US?	There is no requirement for the hosting service to be provided in the DC metropolitan area.
59.		It is our understanding that DC Govt. will place bar code sheets in each folder. Is this correct?	Yes.
60.		Who is placing documents in the boxes?	DC Government staff will load boxes.
61.		Can built-out cost be recovered?	No.
62.		Will the individuals working on this project be required to obtain a security clearance due to the sensitivity of the documents?	No, but each person will have to sign a confidentiality agreement.
63.		Whose responsibility will it be to Prep the documents? Section C.3B.4.1 page 19 says contractor and Q&A page 87 says DHS-IMA team.	IMA staff will load boxes that include case files sorted in alphabetic order. Each case file will include a bar coded cover sheet containing, at a minimum, Case Number. All other document preparation will be done by the offeror.