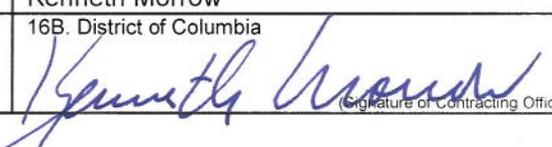


<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>			1. Contract Number		Page of Pages		
					1	2	
2. Amendment/Modification Number Amendment A0001		3. Effective Date September 9, 2008		4. Requisition/Purchase Request No.		5. Solicitation Caption 911/311 Call Center IT System Support Services	
6. Issued by: Office of Contracting and Procurement Office of the Chief Technology Officer 441 4 <sup>th</sup> Street, N.W., Suite 971N Washington, D.C. 20001			Code	7. Administered by (If other than line 6) Office of the Chief Technology Officer Telecommunications 441 4 <sup>th</sup> Street, N.W. Washington, D.C. 20001			
8. Name and Address of Contractor (No. street, city, county, state and zip code)  TO ALL PROSPECTIVE OFFERORS  Code Facility				X	9A. Amendment of Solicitation No. DCUC-2008-R-4192		
					9B. Dated (See Item 11) August 29, 2008		
					10A. Modification of Contractor/Order No.		
					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 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)							
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" 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.)  The attached questions and answers are being provided for your information.							
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)						9/9/08	
				(Signature of Contracting Officer)			

1. Regarding Section, L.2 PROPOSAL FORM, ORGANIZATION AND CONTENT, ii. Management of Operations, the RFP states:

"If necessary, the contractor shall provide a comprehensive plan demonstrating its methodology to ensure a seamless transition from the existing condition to the contractor proposed solution. This will not be required for any continuation of services" Our question is, what is the 'existing' condition?

Answer #1: Existing conditions at OUC are consistent with major 911 centers throughout the United States. Highly technical and complex integrations of IT infrastructure with in an environment of various levels of mission critical applications, while providing a very high level of continuity of service are all parts of the existing condition at the OUC. The OUC must provide uninterrupted services, especially for our critical missions that include 911 and 311 services. Support services relevant to CAD, LAN/WAN, DVLRL, and Telephony IT support, and trouble ticket handling are key concerns. Provider's solutions for how systems related issues are discovered, managed, tracked and resolved, how system upgrades are handled or should be handled, and how new applications are reviewed for enhanced 911/311 services should be discussed in responses.

2. Based on the wording of Section C.3.3 Technical Systems Program Management (LAN/WAN, DVLRL, CAD, Telephony) it appears that DC 9-1-1 specific experience with these systems is required? Is this so? Or, is the requirement for more 9-1-1 industry related experience with these systems and issues?

Answer #2: DC911 specific experience is not required, but vendor must demonstrate experience with the listed systems that make up the DC 911 systems since this will be support services related to 24/7 life and death support systems. This RFP requires in-depth 911 industry related experience as well as experience with the systems that are specifically used by the OUC in relation to 911 support. These systems include

- CAD by Intergraph (version 8.0),
- DVLRL by Dictaphone, Nice, and Voice Print
- LAN/WAN using Cisco equipment
- Telephony using Avaya, Plant CML selective router and Sentinel

3. With respect to the same section of the RFP, what is the relevance of the 2-1-1 static issue resolution to 9-1-1 and 3-1-1? Is 2-1-1 managed by the OUC or by non-profits?

Answer #3: 211 is managed by OUC. The question is relevant to being able to identify similar telephony issues and how to provide a comprehensive trouble management and solution. The OUC has also been responsible for integrating other District call centers into 911/311 operations such as 211 and the agency will continue to do so. In this regard this question is relevant to the call center operations support.

4. Section C.5.1.2 of the RFP, Program Analyst/Contract Administrator states that this position requires PMP certification. Is this certification required at contract execution?

Answer #4: certification is required at contract execution

5. Is there an incumbent already providing these services? If so, who? Did the incumbent provide input into the RFP?

Answer #5: No.