

REQUEST FOR QUOTATIONS (RFQ) (THIS IS NOT AN ORDER)			PAGE OF 1	PAGES 11	
1. RFQ NO. DCTO-2008-Q-0180	2. DATE ISSUED May 27, 2008	3. REQUISITION NO.	4. TYPE OF MARKET X Open _ Set Aside _ Open with Subcontracting Set Aside		
5A. ISSUED BY: Government of the District of Columbia (District) Office of Contracting and Procurement Information Technology Group 441 4 th Street N.W., 9 th Floor Washington, D.C. 20001		6. DELIVERY Immediately upon notification of contract award.			
5B. FOR INFORMATION CALL: (Name and telephone no.) (No collect calls) Jack Mitchell, Contract Specialist, Phone (202) 727-6956, fax (202) 727-1679 Jack.Mitchell@dc.gov		7. DELIVERY METHOD <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)			
8A. TO: NAME AND ADDRESS, INCLUDING ZIP CODE, OF QUOTER ALL CERTIFIED LSDBE OFFERORS		9. DESTINATION FOR DELIVERY OF GOODS OR SERVICES ORDERED Office of the Chief Technology Officer 441 4 th Street, NW, Suite 1030 South Washington, DC 20001			
8B. TAX ID NO. OF QUOTER:					
10. PLEASE FURNISH QUOTATIONS ON OR BEFORE: June 11, 2008, 2:00 PM (BID ROOM ONLY) 441 4 th Street. N.W. Suite 703		11A. PLEASE STATE YOUR LSDBE CERTIFICATION NUMBER BELOW (Attach Copy)			
		11B. IF YOU HAVE A DISTRICT OF COLUMBIA SUPPLY SCHEDULE (DCSS) CONTRACT FOR THESE ITEMS, PLEASE ENTER THE CONTRACT NUMBER BELOW:			
12. INSTRUCTIONS TO QUOTERS AND TERMS AND CONDITIONS					
Instructions to Quoters: Please complete Blocks 8B, 11A, 11(B) if applicable, 13(E), 13(F), 14, 15, 16, 17, 18, as well as submission of technical and price quotations as outlined in this solicitation, submit one (1) original and three (3) copies of <u>signed</u> quotations to Office of Contracting and Procurement, 441 4 th Street, NW, Suite 703 (Bid Room), Washington, D.C. 20001. This is the <u>only</u> authorized method of submitting a quotation for this RFQ. All quotations must be received no later than the date and time stated in block 10 of this RFQ.					
Terms and Conditions: SEE ATTACHED.					
13. SCHEDULE (Include applicable Federal, State and local taxes and all delivery charges)					
ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See Attachment A - Statement of Work				
0001	Base Period – Help Desk Analyst	1,000	Hours	\$ _____	\$ _____
1001	Option Period One (1) – Help Desk Analyst	1,000	Hours	\$ _____	\$ _____
1002	Option Period Two (2) – Help Desk Analyst	1,000	Hours	\$ _____	\$ _____
1003	Option Period Three (3) – Help Desk Analyst	1,000	Hours	\$ _____	\$ _____
1004	Option Period Four (4) – Help Desk Analyst	1,000	Hours	\$ _____	\$ _____
	All questions regarding this solicitation shall be submitted via email to Jack Mitchell, Contract Specialist, at jack.mitchell@dc.gov. Questions must be received by 10:00am, Wednesday, May 30, 2008, in order to be considered.				
TOTAL AMOUNT					\$ _____
14. NAME AND ADDRESS OF QUOTER (Street, city, county, State and ZIP Code)		15. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION (ELECTRONIC SIGNATURES NOT ACCEPTABLE)		16. DATE OF QUOTATION	
		17. NAME AND TITLE OF SIGNER (Type or print)		18. TELEPHONE NO. (Include area code)	

1. GENERAL TERMS AND CONDITIONS

This is a Request for Quotations (RFQ) issued under the small purchase procedures outlined in Title 27, District of Columbia Municipal Regulations, Chapter 18, Section 1802.3. The terms Quote/Quoter and Offer/Offeror are used interchangeably in this RFQ, as are the terms RFQ and solicitation, and the terms submission, quote and proposal, and the terms contract and Purchase Order (PO). Quotations submitted are Offers that the District can accept by issuing a PO. This RFQ is issued in the Set Aside Market for certified LSDBE Offerors. The District will apply preferences in evaluating submissions from District-certified LSDBEs. If you are unable to submit a quote, please so indicate on this form and return it.

- 1.1 The District may award a single contract or multiple contracts resulting from this solicitation to the responsible offeror(s) whose offer(s) conforming to the solicitation will be most advantageous to the District, cost or price, technical and other factors specified elsewhere in this solicitation.
- 1.2 The District may award contracts on the bases of initial offers received, without discussion. Therefore, each initial offer should contain the Offeror’s best terms from a standpoint of cost or price, technical and other factors.

2. PERIOD OF PERFORMANCE AND CONTRACT TYPE

2.1 The services under this task order will be paid on a Labor Hour Contract basis, consistent with those rates provided in the Contractor’s DC Supply Schedule Contract, GSA Supply Schedule, or proposal rate, whichever is lower.

ROLE	Quantity	Period	Total Hours	Hourly Rate
Help Desk Analyst (Base Period)	1	TBD	1000	TBD
Help Desk Analyst (Option 1)	1	TBD	1000	TBD
Help Desk Analyst (Option 2)	1	TBD	1000	TBD
Help Desk Analyst (Option 3)	1	TBD	1000	TBD
Help Desk Analyst (Option 4)	1	TBD	1000	TBD

The District reserves the right to hire the incumbent at a time convenient to the District, thus canceling the hours remaining on the purchase order at the time of hire without penalty.

2.2 Term of Contract

The term of this contract will be for six (6) months from date of award up to 1,000 hours of service. The base period, covering the initial award is 1,000 hrs.

2.3 Option To Extend The Term Of The Contract
(**OPTION 1, OPTION 2, OPTION 3 and OPTION 4** - *under Section: Period of Performance and Level of Effort*)

The District may extend the term of this contract for a period of six (6) months (1000 hrs) or successive fractions thereof, by giving written notice to the Contractor before the expiration of the contract; provided that the District shall give the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contracting Officer may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contractor prior to expiration of the contract.

If the District exercises this option, the extended contract shall be considered to include this option provision. The price for the option period shall be as specified in the contract under Section: **Period of Performance and Level of Effort**. The total duration of this contract, including the exercise of any options under this clause, shall not exceed 18 months.

3. CONTRACTING OFFICER (CO)

Contracts will be entered into and signed on behalf of the District, or Purchase Orders issued on behalf of the District, only by Contracting Officers. The name, address and telephone number of the Contracting Officer is:

Annie R. Watkins
Contracting Officer
Government of the District of Columbia
Office of Contracting and Procurement
Information Technology Group
441 Fourth St., NW, Suite 971 North
Washington, DC 20001
Phone: (202) 727-0252 (main)
Phone: (202) 727-5274 (direct)
Fax: (202) 727-1679
E-mail: annie.watkins@dc.gov
Website: ocp.dc.gov

4. AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract. The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the Contracting Officer, or a valid changed PO is issued by the Contracting Officer. In the event the Contractor effects any change at the instruction or request of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

5. CONTRACTING OFFICER’S TECHNICAL REPRESENTATIVE (COTR)

The COTR is responsible for general administration of the contract and advising the Contracting Officer as to the Contractor’s compliance or noncompliance with the contract. In addition, the COTR is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in the contract. The COTR for this contract shall be designated upon award of the contract. The COTR shall not have authority to make any changes in the specifications or scope of work or terms and conditions of the contract. The Contractor may be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer; may be denied compensation or other relief for any additional work performed that is not so authorized; and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

James Powell
Financial Manager, HSMP
Office of the Chief Technology Officer
441 4th Street NW, 960N
Washington, DC 20001
Phone: 202-731-7701
Fax: 202-727-1216
Email: jamesq.powell@dc.gov

6. ADVISORY AND ASSISTANCE SERVICES

The contract is a “nonpersonal services contract”. It is therefore, understood and agreed that the Contractor and/or the Contractor’s employees: (1) shall perform the services specified herein as independent Contractors, not as employees of the government; (2) shall be responsible for their own management and administration of the work required to bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract; (3) shall be free from supervision or control by any government employee with respect to the manner or method of performance of the service specified; but (4) shall, pursuant to the government’s right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objectives.

7. DELIVERY OF WORK PRODUCT/INSTRUCTION FROM COTR

7.1 The Contractor shall follow the procedures and rules of the Government of the District of Columbia, and additional instructions that the District COTR may direct. During performance under this contract and/or at completion of work, the Contractor shall provide orderly hand-over of work products and deliverables to the District COTR, including all documentation, electronic or otherwise, created during performance of the contract. All work product produced under the contract is at all times the property of the District.

7.2 In addition, the Contractor shall:

- 7.2.1 Ensure that all work is performed on District premises, unless otherwise approved in writing by the COTR;
- 7.2.2 Be specifically responsible for assuring that personnel have high end laptops with Window XP Professional and necessary communication equipment. Unless otherwise specified, Contractor staff shall work onsite at the designated District site during normal business hours.
- 7.2.3 The Contractor shall provide weekly timesheets, in the formats supplied by the District, reporting all time worked by person's name, days worked, and time worked. Each person is billable only to a maximum of eight (8) hours per day, 40 hours per week unless written prior approval has been issued by the COTR. Contractor must provide timely, necessary information to allow the District to calculate "earned value".
- 7.2.4 Establish and document project goals and optional strategies for their implementation. Support analyses with graphical drawings, charts, and other presentation instruments.
- 7.2.5 Collect and document project constraints for cost, schedule, and quality. Obtain approval from the Contracting Officer for proposed scope changes.
- 7.2.6 Throughout the performance of the above items, coordinate with District employees and other consultants/Contractors employed by the District.
- 7.2.7 Provide sufficient support after submission of deliverables and work products, as necessary to clarify the contents of deliverables to the District.
- 7.2.8 Develop, obtain approval for, and execute a quality control plan. Provide periodic senior management supervision of the work in this contract in order to provide quality control of the Contractor's work. Report findings to District representative with proposed actions. Provide this service at least every two weeks during the terms of the contract.
- 7.2.9 Continuously monitor the status of Contractor's work hereunder and update status, providing District management timely information regarding possible problems and proposed action required to mitigate such problems.
- 7.2.10 Prepare and present weekly reports, throughout the performance of the Contractor's work, setting out current and upcoming activities, decisions required and issues of concern.
- 7.2.11 Provide reporting and communications in copies and form requested by the designated District representative.
- 7.2.12 Reference Section 6 (Deliverable Requirements) of the attached SOW.

8. INSURANCE

- 8.1 Contractor shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Contractor shall submit a certificate of insurance giving evidence of the required coverages prior to commencing work. All insurance shall be written with responsible companies licensed by the District of Columbia's Department of Insurance, Securities and Banking. The Contractor shall require all subcontractors to carry the insurance required herein, or Contractor may, at its option, provide the coverage for any or all subcontractors, and if so, the evidence of insurance submitted shall so stipulate. All insurance provided by the Contractor as

required by this section, except comprehensive automobile liability insurance, shall set forth the District as an additional named insured. In no event shall work be performed until the required certificates of insurance have been furnished. The insurance shall provide for 30 days' prior written notice to be given to the District in the event coverage is substantially changed, canceled or non-renewed. If the insurance provided is not in compliance with all the requirements herein, the District maintains the right to stop work until proper evidence is provided.

- (a) Commercial General Liability Insurance: \$1,000,000 limits per occurrence, District added as an additional insured.
- (b) Automobile Liability Insurance: \$1,000,000 per occurrence combined single limit.
- (c) Worker's Compensation Insurance: according to the statutes of the District of Columbia, including Employer's Liability, \$100,000 per accident for injury, \$100,000 per employee for disease, \$500,000 policy limit for disease.
- (d) Errors and Omissions Liability Insurance, \$1,000,000 limits per claim.

9. INVOICE PAYMENT

The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract. The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor. The Contractor shall submit proper invoices no later than on a monthly basis or as otherwise specified in the order or by the COTR. Invoices shall be prepared in duplicate and submitted to the agency Chief Financial Officer (CFO) with concurrent copies to the Contracting Officer's Technical Representative (COTR) specified in this solicitation. The address of the CFO is:

Accounts Payable
Office of the Chief Technology Officer
441 4th Street, NW, Suite 930 South
Washington, D.C. 20001
Telephone: 202-727-2277
Fax: 202-727-1216
E-mail: octo.accountspayable@dc.gov

To constitute a proper invoice, the Contractor shall submit the following information:

- (a) Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);
- (b) Contract number and Encumbrance Code (PO Number). Assignment of an invoice number by the Contractor is also recommended;
- (c) Description, price, quantity, dates and the percent (%) of work actually performed;

- (d) The original and two (2) copies of invoices for cost reimbursable expenses, if authorized by the contract;
- (e) Other supporting documentation or information, as required by the Contracting Officer;
- (f) Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
- (g) Name, title, phone number of person preparing the invoice;
- (h) Name, title, phone number and mailing address of person; and authorized signature.
- (i) Monthly bills must be broken down by rate, person, hours, and task as an attachment to each bill, with approved District timesheets.

10. EVALUATION FACTORS

10.1 The District intends, but is not obligated, to make a single award to the responsible Quoter whose quote is most advantageous to the District, based upon the evaluation criteria specified in the solicitation. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of the award. Rather, the total scores will guide the District in making an intelligent award decision based upon the evaluation criteria. The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; <i>e.g.</i> , no demonstrated capacity, major deficiencies which are not correctable; offeror did not address the factor.
1	Poor	Marginally meets minimum requirements; major deficiencies which may be correctable.
2	Minimally Acceptable	Marginally meets minimum requirements; minor deficiencies which may be correctable.
3	Acceptable	Meets requirements; no deficiencies.
4	Good	Meets requirements and exceeds some requirements; no deficiencies.
5	Excellent	Exceeds most, if not all requirements; no deficiencies.

For example, if a sub factor has a point evaluation of 0 to 10 points, and (using the Technical Rating Scale) the District evaluates as "good" the part of the proposal applicable to the sub factor, the score for the sub factor is 8 (4/5 of 8). The sub factor scores will be added together to determine the score for the factor level.

The following evaluation factors will be used to evaluate proposals submitted. The evaluation factors are listed in descending order of importance with the most important factor listed first and the least important listed last:

50% Technical knowledge and experience

30% Experience and past performance work in similar or same requirement.

20 Price

10.2 MINIMUM REQUIREMENTS

10.2.1 Technician and Help Desk Analyst

The Technician and Help Desk Analyst provides knowledge and on-site support for all end-user applications; troubleshoots end-user problems for hardware and software in a Windows environment; interfaces with end users to identify and resolve application problems; escalates unresolved end-user problems as appropriate; tracks and monitors the status of a problem to ensure a timely resolution; and, monitors system status and reports anomalies. The qualified candidate will be expected to interact with OCTO and contractor staff to resolve end-user issues. This position will provide key support for all vendor enhancements and ensures all enhancements go through the QA process and moved to production as quickly as possible.

10.2.2 Required Skills and Experience:

- Must demonstrate good oral and written communication skills.
- Ability to analyze, interpret, and resolve diverse technical end-user problems.
- Broad knowledge of computers, application software and networks.
- Excellent problem analysis, troubleshooting, and resolution skills.
- Excellent oral and written communication skills.
- Ability to work independently and as part of a team following established guidelines.
- Ability to review project technical documents and provide input as required.
- Ability to plan and execute with minimal supervision.
- Able to compensate for changing priorities and short deadlines.
- Ability to work multiple efforts and projects.
- Ability to assume responsibility and to work flexible hours.
- Must be extremely customer service oriented.
- State or local governmental or private sector health and/or social service agency experience a plus.

10.2.3 Technical Skills: Position requires knowledge of the following operating system tools: Windows NT, 2000, and XP; MS-Word, MS-Excel, MS-Project, and MS-Outlook, Visio.

10.2.4 Minimum Education Required: Position requires a minimum of a High School Diploma and one-two (1-2) years of experience. An equivalent combination of education and experience may be substituted. Bachelor's degree is preferred or commensurate experience in a discipline related to information technology and end-user support.

10.2.5 Referenced the attached SOW

10.3 TECHNICAL CRITERIA (80 Points)

10.3.1 TECHNICAL KNOWLEDGE AND EXPERIENCE (60 points)

10.3.2 INTERVIEW (20 Points)

10.3.3 PRICE CRITERIA (20 Points)

The price evaluation will be objective. The Offeror with the lowest price (base plus options) 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:

$$\frac{\text{Lowest price proposal}}{\text{Price of proposal being evaluated}} \times 20 = \text{Evaluated price score}$$

The District will evaluate offers for award purposes by evaluating the total price for all options as well as the base period. Evaluation of options shall not obligate the District to exercise them. The District's requirements may change during the option years. Quantities to be awarded will be determined at the time each option is exercised.

10.4 PREFERENCE POINTS (12 Points)

10.5 TOTAL (192 Points)

11.0 PREFERENCES FOR LOCAL BUSINESSES, DISADVANTAGED BUSINESSES, RESIDENT-OWNED BUSINESSES, SMALL BUSINESSES, LONGTIME RESIDENT BUSINESSES, OR LOCAL BUSINESSES WITH PRINCIPAL OFFICES LOCATED IN AN ENTERPRISE ZONE

Under the provisions of the "Small, Local, and Disadvantaged Business Enterprise Development and Assistance Act of 2005" (the Act), Title II, Subtitle N, of the "Fiscal Year 2006 Budget Support Act of 2005", D.C. Law 16-33, effective October 20, 2005, as amended, the District shall apply preferences in evaluating bids or proposals from businesses that are small, local, disadvantaged, resident-owned, longtime resident, or local with a principal office located in an enterprise zone of the District of Columbia.

11.1 GENERAL PREFERENCES

For evaluation purposes, the allowable preferences under the Act for this procurement are as follows:

- 11.1.1** The addition of three points on a 100 point scale for a small business enterprise (SBE) certified by the Small and Local Business Opportunity Commission (SLBOC) or the Department of Small and Local Business Development (DSLBD), as applicable;
- 11.1.2** The addition of five points on a 100 point scale for a resident-owned business enterprise (ROB) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.3** The addition of ten points on a 100 point scale for a longtime resident business (LRB) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.4** The addition of two points on a 100-point scale for a local business enterprise (LBE) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.5** The addition of two points on a 100-point scale for a local business enterprise with its principal office located in an enterprise zone (DZE) and certified by the SLBOC or the DSLBD, as applicable; and
- 11.1.6** The addition of two points on a 100-point scale for a disadvantaged business enterprise (DBE) certified by the SLBOC or the DSLBD, as applicable.

11.2 MAXIMUM PREFERENCE AWARDED

Notwithstanding the availability of the preceding preferences, the maximum total preference to which a certified business enterprise is entitled under the Act for this procurement is twelve (12) points on a 100 point scale for submissions in response to this RFQ.

11.3 PREFERENCES FOR CERTIFIED JOINT VENTURES

When the SLBOC or the DSLBD, as applicable, certifies a joint venture, the certified joint venture will receive preferences as a prime Contractor for categories in which the joint venture and the certified joint venture partner are certified, subject to the maximum preference limitation set forth in the preceding paragraph.

11.4 VENDOR SUBMISSION FOR PREFERENCES

- 11.4.1** Any vendor seeking to receive preferences on this solicitation must submit at the time of, and as part of its bid or proposal, the following documentation, as applicable to the preference being sought:
 - 11.4.1.1** Evidence of the vendor's or joint venture's certification by the SLBOC as an SBE, LBE, DBE, DZE, LRB, or RBO, to include a copy of all relevant letters of certification from the SLBOC; or

11.4.1.2 Evidence of the vendor's or joint venture's provisional certification by the DSLBD as an SBE, LBE, DBE, DZE, LRB, or RBO, to include a copy of the provisional certification from the DSLBD.

11.4.2 Any vendor seeking certification or provisional certification in order to receive preferences under this solicitation should contact the:

Department of Small and Local Business Development
ATTN: LSDBE Certification Program
441 Fourth Street, N.W., Suite 970N
Washington, DC 20001

11.4.3 All vendors are encouraged to contact the DSLBD at (202) 727-3900 if additional information is required on certification procedures and requirements.

12. ATTACHMENTS
Statement of Work (Attachment A)

13. INSTRUCTIONS

13.1 Please submit one (1) original and three (3) copies of both the signed technical and price quotations in separately sealed envelopes (one technical and price) to the Office of Contracting and Procurement, 441 4th Street, NW, Suite 703 (Bid Room), Washington, D.C. 20001. (In addition provide one electronic copy of both the technical and price submissions in Microsoft format). All quotes must be received no later than the date and time stated in block 10 of the RFQ form. Technical quotations should include candidate resumes as well as company capability statements and all other information that the District would need for its evaluation. **THIS IS THE ONLY AUTHORIZED METHOD OF SUBMITTING A QUOTE FOR THIS RFQ.**

13.2 Issuance of this RFQ does not commit the District to pay any costs incurred in the preparation of the submission of this quotation.

13.3 By submitting a quote, Quoter is representing that the candidates proposed are available to commence work promptly upon the Quoter's receipt of a PO provided that a PO is received within thirty (30) days of submission in response to this RFQ. By submitting a Quote, Quoter further represents that it understands that award decisions will be made based, in part, on the quality of the candidates proposed, and that if the candidates should not be available to commence work, for whatever reason, at the beginning of the period of performance, the District reserved the right to cancel the award and proceed with awarding to another Quoter whose candidates are available.

13.4 The Standard Contract Provisions for Use with District of Columbia Government Supplies and Services Contracts, March 2007, are hereby incorporated by reference and made a part of this RFQ and the resultant PO. For a copy, go to OCP's website, <http://ocp.dc.gov>, and click on Solicitation Attachments.

- 13.5 The Quoter shall provide no more than three (3) resumes as part of the response to this solicitation. In addition, no resume shall be longer than three (3) pages in length. Each resume shall be submitted on 8 ½" x 11" bond paper with identical font and formatting.

END



DISTRICT OF COLUMBIA OFFICE OF THE CHIEF TECHNOLOGY OFFICER

Human Services Modernization Program (HSMP)

**Support for the Implementation of the APRA Client Information System (ACIS)
Statement of Work (April 2008)**

1 Background

The Office of the Chief Technology Officer (OCTO) of the Government of the District of Columbia, in collaboration with the health, social services, education, courts and related agencies of the District government, has embarked on an ambitious program to upgrade and integrate the information systems that support client services for city residents, particularly those requiring support services. OCTO has devised a strategy for accomplishing this successive upgrading of the client services through implementation of secure, flexible technological architecture enabled by Enterprise Application Integration (EAI) middleware and anchored by data marts built on secure databases.

(See *Supporting the Vision: Mayor's Plan to Integrate the District of Columbia's Social Services Information Systems with the Family Court of the DC Superior Court*. The report is available at <http://octo.dc.gov/information/inter.shtm>)

The Human Services Modernization Program (HSMP) is the OCTO initiative that manages this citywide enterprise solution effort. This initiative will encompass, but not be limited to, business process engineering, system replacements, system enhancements, new systems selection, custom enhancements of existing applications, system integration, and IT oversight, affecting the health and human services and related District agencies. The major agencies/departments impacted include the Child and Family Services Agency (CFSA), Department of Mental Health (DMH), Department of Health (DOH), Department of Human Services (DHS) and agencies whose functions closely interrelate to these organizations including DC Public Schools (DCPS), Metropolitan Police Department (MPD), and DC Superior Court, among others.

This effort will be accomplished through a series of inter-related information technology (IT) projects that will be managed, and/or coordinated within OCTO. OCTO will collaborate with the Office of the Deputy Mayor for Children, Youth, Families and Elders (ODMCYFE), the Deputy Mayor for Public Safety and other sectors of District government and the Superior Court of the District of Columbia to assure that the technological solutions are responsive to the operational plans and priorities of the cluster of health and human service agencies and their partners within the District government and with community service providers.

2 General Requirements

In order to achieve the complex and ambitious human services modernization effort employing enterprise application and system integration technologies, the District requires the services of skilled technologists to augment District staff. These technologists will support the District staff in completing specific tasks and milestones within an overall project schedule.

In particular, the persons selected to serve under this contract will support the efforts of the Department of Health, Addiction Prevention and Recovery Administration (APRA) in the implementation of its new Client Information System (ACIS). Persons working under this contract will work under the direction of



the OCTO Program Manager and the APRA management team on-site at APRA's facility at 1300 1st Street, NE.

Preferred candidates will be experienced with a broad range of information system technologies, preferably including web-based technologies. Preferred candidates should also have demonstrated experience working in complex organizations and technology environments showing both the ability to exercise independent judgment and the ability to work effectively in complex collegial and operational environments. Experience with government sector technology implementation efforts is preferred. Experience in the health, social services, education, Courts and justice systems services and information system environment is highly preferred.

Persons serving under this contract will be expected to be highly skilled professionals capable of working collaboratively within an integrated team with limited supervision to achieve the stated tasks and goals of the program or specific sub-projects. Qualified persons must have experience in working in a disciplined development environment using defined life-cycle development and implementation methodologies. Contractor agrees to assure availability of staff to support the project timelines. Contractor will provide advance notice of any planned change in personnel on the contract. Replacement personnel must be interviewed and approved by the District.

3 General Terms

- Work must be performed on District premises unless specifically authorized.
- Contractor must provide to each person serving under this contract a laptop with a Pentium 4 processor or equivalent at a minimum; 1+ GIG of memory; WinXP, current version of MS Office, Visio Professional, MS Project; CD read/write capability.
- Limited minor expenses may be billed with prior approval of the Deputy CTO.
- Each assigned person is billable up to a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the Deputy CTO. (The "normal business hours" of OCTO are determined to be 8:30 AM to 5:30 PM with a one-hour lunch period.)
- Weekly status updates to project plans and hours are mandatory.
- Labor billing rates must include local travel expenses. Specific prior authorization may be approved for out-of-town travel associated with approved project activities.
- MS project will be used as the only project management tool.
- Monthly bills must be broken down by rate, person, number of hours worked, and task with weekly timesheets provided as an attachment to each bill.
- Contractor will follow all District/HSMP and APRA standards.
- Contractor must provide timely, necessary information as requested to allow the District to calculate "earned value".

4 Advisory and Assistance Services

The contract is a "non-personal services contract". It is, therefore, understood and agreed that the contractor and/or the contractor's employees: (1) shall perform the services specified herein as independent contractors, not as employees of the government; (2) shall be responsible for their own management and administration of the work required to bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract; (3) shall be free from supervision or control by any government employee with respect to the manner or method of performance of the service specified; but (4) shall, pursuant to the government's right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the



duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objectives.

5 Specific Requirements:

OCTO requires the services of consultants under this procurement as detailed in the table in section 7.

The specific areas of expertise and general roles for each resource required by the District include the following:

5.1 Technician and Help Desk Analyst

The Technician and Help Desk Analyst provides knowledge and on-site support for all end-user applications; troubleshoots end-user problems for hardware and software in a Windows environment; interfaces with end users to identify and resolve application problems; escalates unresolved end-user problems as appropriate; tracks and monitors the status of a problem to ensure a timely resolution; and, monitors system status and reports anomalies. The qualified candidate will be expected to interact with OCTO and contractor staff to resolve end-user issues. This position will provide key support for all vendor enhancements and ensures all enhancements go through the QA process and moved to production as quickly as possible.

Required Skills and Experience:

- Must demonstrate good oral and written communication skills.
- Ability to analyze, interpret, and resolve diverse technical end-user problems.
- Broad knowledge of computers, application software and networks.
- Excellent problem analysis, troubleshooting, and resolution skills.
- Excellent oral and written communication skills.
- Ability to work independently and as part of a team following established guidelines.
- Ability to review project technical documents and provide input as required.
- Ability to plan and execute with minimal supervision.
- Able to compensate for changing priorities and short deadlines.
- Ability to work multiple efforts and projects.
- Ability to assume responsibility and to work flexible hours.
- Must be extremely customer service oriented.
- State or local governmental or private sector health and/or social service agency experience a plus.



Technical Skills: Position requires knowledge of the following operating system tools: Windows NT, 2000, and XP; MS-Word, MS-Excel, MS-Project, and MS-Outlook, Visio.

Minimum Education Required: Position requires a minimum of a High School Diploma and one-two (1-2) years of experience. An equivalent combination of education and experience may be substituted. Bachelor's degree is preferred or commensurate experience in a discipline related to information technology and end-user support.

6 Deliverable Requirements

6.1 Documents: Printed plus Electronic copies Mandatory

- Where documents are required from contractor, five (5) printed copies of written documents or other evidence of deliverables shall be provided to OCTO using standard Microsoft Office Suite applications (or other OCTO-established project management standards tools), unless otherwise agreed to. The deliverable shall also be accompanied by an electronic copy (on disk or CD or via email) of the document.
- If documents are prepared in PowerPoint or other graphical presentation, the deliverable shall include the required formats (printed + electronic copy of originals file) PLUS an additional electronic file which has been converted to a format suitable for electronic distribution (example PDF format).
- Copies shall be filed both with the OCTO Program Manager for incorporation into the overall program files and with the Contracts Management Officer as required for delivery verification.

6.2 Record retention:

- Electronic and paper documents, forms, survey instruments, background materials secured as part of this contract shall be considered the property of the District of Columbia.
- Contractor shall periodically review these resource materials with the COTR and establish file and retention plans.
- No later than fourteen (14) days before the close-out of the contract, the contractor shall review with the COTR all project-related materials and agree on a disposition plan for the contract close-out.

6.3 Supervision:

In fulfilling the requirements of this contract, the contractor shall:

- Assure that the contractor's staff receives ongoing supervision of the work on this contract by contractor's senior management supervisor. The senior supervisor shall participate in periodic conferences with COTR and Program Manager in order to provide quality control of the contractor's work. Meetings with District shall be at least monthly, unless otherwise specified by the District. At such meetings, the contractor's senior supervisor shall report findings impacting achievement of project goals to District representative with proposed actions.
- Continuously monitor the status of work hereunder and update status, providing District management with timely information regarding possible problems and proposed action required to mitigate such problems.
- Continuously communicate status of the work relative to the approved schedule. This requirement may be fulfilled by timely filing of the weekly status reports by contractor's staff as required under the project management protocols. (see below)



- Assure that staff working under this contract provides weekly status reports throughout the performance of the contractor's work, setting out current and upcoming activities, decisions required and issues of concern. [Note: Timely, complete, and satisfactory provision by the contractor to the District of such reports shall be a condition precedent to payment of the contractor.]
- Assure that every two weeks, staff working under this contract provide progress updates to the COTR that enable an updating of the project plan reflecting progress in completing scheduled work.

7 Period of Performance and Level of Effort

The services under this task order will be paid on a Labor Hour Contract basis, consistent with those rates provided in the Contractor's DC Supply Schedule Contract, GSA Supply Schedule, or proposal rate, whichever is lower.

8 Proposal

Contract Type – Cost of labor detailed by discipline and hours and by activity (i.e., project task). The requirements shall be performed on a labor hour basis. The workday is considered to be 8 hours. The contractor will bill no more than eight (8) hours a day unless pre-approved by the District's Project Manager to work more than 8 hours a day.

Proposal should include two rates:

1. Rate for onsite work where District provides space and supporting equipment (telephones, network access, etc.) NOTE: Rate includes provision of laptop computer by contractor for each contractor staff member assigned to the contract.
2. Rate wherein contractor provides fully supported workspace.

Contractor staff

- **Senior Management Supervisor:** Contractor will assign a senior manager as the Contractor's chief representative for this contract. This representative shall have the authority to make binding decisions for the organization. This representative will be in charge of all members of the Contractor team assigned to the project and will be the main contact. All correspondence, conferences, meetings and questions concerning the project directed to the Contractor and its subcontractors will be through this person. This representative will be personally available at all times during working hours from the beginning of the work through its completion.
- **Cost Proposal:** The contractor may incur **reimbursable local travel expenses** under this contract that are **pre-approved** in accordance with the District of Columbia Information Technology Services supply schedule contract. Limited print or copy expenses are also authorized. **Other expenses require advance approval of the OCTO.**
- **Change in Personnel:** Contractor shall notify the District no less than 30 days in advance of any proposed change in personnel associated with this contract. As noted under **Qualifications** (above), the District reserves the right to review, interview and/or approve any proposed replacement candidates.
- **Contractor Team and Project Management:** Unless otherwise provided by the District through the HSMP program and related project management structure, the contractor shall provide project management, administrative management and administrative support necessary for the work



hereunder. This support shall be provided at no cost to the District, unless the District specifically pre-approves assignment of personnel dedicated to such tasks.

- Contractor acknowledges that the District may direct the contractor to remove any contractor staff that the District finds unacceptable, and the contractor shall immediately remove (and replace with new individual satisfactory to the District, if requested) such personnel.

9 Administrative Concerns

- (a) The contractor will follow the procedures and rules of the Government of the District of Columbia, OCTO's PO and additional procedures that the District representative may direct from time-to-time.
- (b) During performance of work and/or at completion of work, provide orderly hand-over of work products and deliverables to designated District representative.
- (c) Unless otherwise approved, work must be performed on District premises
- (d) Contractor shall be specifically responsible for assuring that personnel have laptops and necessary communication equipment. Contractor shall also provide space, equipment, storage, personnel, and systems in the contractor's offices as necessary to support the work hereunder. Unless otherwise specified, contractor staff shall work onsite at the designated District site during normal business hours.
- (e) The contractor will provide weekly timesheets, in the formats supplied by the District, reporting all time worked by person's name, days worked, and time worked. Each person is billable only to a maximum of eight (8) hours per day, 40 hours per week unless prior approval has been granted by the COTR. Contractor must provide timely, necessary information to allow the District to calculate "earned value".
- (f) Vendor may not incur additional subcontractor costs without consent of District.
- (g) The Contracting Officer's Technical Representative (COTR), unless the representative expressly assigns a designee, is responsible for oversight and acceptance on all matters pertaining to the contract performance, other than those reserved to the Contracting Officer.
- (h) All invoices shall be submitted for certification to the COTR.
- (i) The COTR shall not supervise contractor employees, render final decisions, modify the terms and conditions of the contract, issue preliminary termination notices (show cause letters or cure notices), or terminate the contract. All such matters are under the authority of the Contracting Officer.

10 Option

Upon the completion of the initial 1,000 hours, the District of Columbia shall have the option, but not the obligation, to renew this purchase order for up to an additional 4,000 hours at the same rate.

11 Payment

Payment shall be made to the address identified on each invoice.



12 Contracting Office

Contracting Officer's Technical Representative

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