

<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>			1 Solicitation Number DCCB-2010-R-9656	Page of Pages 1 of 1
2. Amendment/Modification Number A0003	3. Effective Date March 24, 2010	4. Requisition/Purchase Request No.	5. Solicitation Caption New Hire Reporting Program Services	
6. Issued by: Office of Contracting and Procurement Financial Legal and Consulting Commodity Group 441 4 <sup>th</sup> Street, NW, Suite 700 South Washington, DC 20001		Code	7. Administered by (If other than line 6) Office of Contracting and Procurement Financial Legal and Consulting Commodity Group 441 4 <sup>th</sup> Street, NW, Suite 700 South Washington, DC 20001	
8. Name and Address of Contractor (No. street, city, county, state and zip code) Prospective Offeror's		X	9A. Amendment of Solicitation No. DCCB-2010-R-9656	
Code			9B. Dated (See Item 11) March 9, 2010	
Facility			10A. Modification of Contract/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 <u>7</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR 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): 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 27 DCMR, Chapter 36, Section 3601.2.				
C. This supplemental agreement is entered into pursuant to authority of:				
D. Other (Specify type of modification and authority)				
<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)				
1. Attachment B: Turnover Plan				
2. Attachment C: Response to the Questions Submitted by Prospective Offerors				
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 James H. Marshall		
15B. Name of Contractor  (Signature of person authorized to sign)		15C. Date Signed		16B. District of Columbia  (Signature of Contracting Officer)
				16C. Date Signed 3/24/2010



## C.20 Turnover Plan

### *RFP Requirements:*

*C.20.1 RFP Requirement: The Contractor shall develop and provide as part of its proposal a turnover plan to a new Contractor at the time of contract expiration.*

### **PSI's Proposed Turnover Plan**

PSI's experience gained taking over new hire operations from existing State programs and other contractors makes us keenly aware of the need for a systematic and orderly approach to program turnover. Below, we detail our approach to developing a program transition plan that will help ensure a smooth turnover at the end of PSI's contract term.

PSI understands the necessity of a turnover plan providing for a seamless transition upon contract termination. PSI will work with the District of Columbia to support a process that provides for the least interruption of service to new hire customers. During the transition PSI will maintain the same level of efficiency provided throughout the contract.

Below we provide a draft turnover plan that focuses on the key elements crucial to a successful project transfer. Upon contract award, and throughout the life of our contract with the District we will work to develop a detailed turnover plan geared specifically to the needs of the District of Columbia and based upon the specific details of the operation and the requirements of the State. We have developed turnover plans for other new hire operations (e.g., New Mexico, North Carolina, etc.) and we look forward to working with the District to ensure all requirements are met.

#### **Transfer of PO Box, Phone and Fax Numbers**

PSI recognizes the importance of providing a seamless transition for the employers of the District of Columbia. Keeping the same PO Box, phone and fax numbers is critical as doing so allows employers to continue to submit reports and receive customer service during a transition. To this end, PSI will turnover ownership of the PO Box and phone and fax numbers at the end of our contract.

#### **Transfer of Website**

PSI will work with the District or a new vendor to transfer ownership of the Web site domain name to either the District or a new vendor. Our technical staff will be available to help expedite the transfer and transition of the Web site domain name, a file containing login ID's and passwords of existing employers who use the Web site, and, if necessary, we will provide an email forwarding for any employer inquiries received during and immediately after the transition.



*Performance. Service. Integrity.*

#### **Data Transfer**

PSI will transfer the employer and employee new hire data contained in our proprietary HIRES database application to the state, third party, or new contractor in a timeframe designated by the state at the end of our contract and at no cost to either the Division or the new Contractor.

#### **Provision of Materials**

PSI will supply a new vendor or the District with a pre-specified number of new hire reporting forms and other informational employer outreach materials.

#### **Transition Communications**

Upon selection of a successor Contractor, PSI will update our transition plan to incorporate any developments, enhancements, or revisions that have been implemented since contract start.

#### **Transition Staff**

PSI understands the importance of maintaining a full complement of experienced staff during the transition of a project and agrees to provide such staffing. PSI will provide the District or a new vendor job titles and descriptions for all staff employed at the end of our contract term. We will also allow our staff to interview for positions with the new contractor or the District.

#### **Equipment**

PSI will provide a list of all equipment being utilized at the District of Columbia new hire reporting program at the time of turnover.

#### **Facility**

PSI will provide a new vendor or the District with the location and size of our office. We will make the space available for a site visit by either new vendor or the District staff.

#### **Workloads**

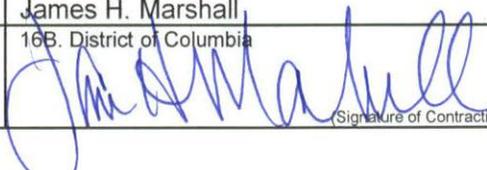
Through our weekly and monthly reporting, PSI will keep the District informed on current workloads. If requested, we will provide historical information to the new vendor or the District at the end of our contract term.

PSI is committed to provide support for a successful transition to the District or other provider. We will cooperate fully with requests for information and operate within the guidelines of this turnover plan.

Question	RFP Section	RFP Page	Question	Response																										
1	C.3.16	19	Please provide a copy of the Turnover Plan submitted by the current vendor.	Please see Amendment A0003, Attachment B																										
2	General	None	Can the District of Columbia provide the staffing levels (full and part time) of the current vendor?	2 FTE																										
3	General	None	How many employers are in the current DC New Hire database?	32,603																										
4	General	None	How many have reported new hires with the last 12 / 24 months?	272,978																										
5	General	None	What type of decline did the new hire program experience in the past 12 months?	<p>Please see records received from October 2009 to September 2009.</p> <table border="1"> <thead> <tr> <th>MONTH</th> <th>RECORDS RECEIVED</th> </tr> </thead> <tbody> <tr> <td>OCT.08</td> <td>12,057</td> </tr> <tr> <td>NOV.08</td> <td>9,933</td> </tr> <tr> <td>DEC.08</td> <td>9,467</td> </tr> <tr> <td>JAN.09</td> <td>9,297</td> </tr> <tr> <td>FEB.09</td> <td>8,654</td> </tr> <tr> <td>MAR.09</td> <td>11,114</td> </tr> <tr> <td>APR.09</td> <td>9,255</td> </tr> <tr> <td>MAY.09</td> <td>9,051</td> </tr> <tr> <td>JUN.09</td> <td>14,085</td> </tr> <tr> <td>JUL.09</td> <td>11,584</td> </tr> <tr> <td>AUG.09</td> <td>11,807</td> </tr> <tr> <td>SEPT.09</td> <td>17,426</td> </tr> </tbody> </table>	MONTH	RECORDS RECEIVED	OCT.08	12,057	NOV.08	9,933	DEC.08	9,467	JAN.09	9,297	FEB.09	8,654	MAR.09	11,114	APR.09	9,255	MAY.09	9,051	JUN.09	14,085	JUL.09	11,584	AUG.09	11,807	SEPT.09	17,426
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6	General	None	What is the average month new hire reports for the past 12 month? - 24 Months?	22,748
7	General	None	What is the current transaction rate for new hire reports being paid? Is it the same for data entry and electronic?	We presently pay a fixed monthly fee equal to \$6,180.58/month for all services
8	General	None	Can you provide information on seasonal variations, if any?	Around the holiday months towards the start of the fiscal year, the numbers being reported were relatively low in comparison to the summer months towards the latter part of the fiscal year.
9	General	None	Can you provide a list of vendor's who submitted questions?	MVS Inc., Policy Studies Inc., Stellar Ware, Systems & Methods, Inc.

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<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>		1 Solicitation Number DCCB-2010-R-9656	Page of Pages 1 of 1
2. Amendment/Modification Number A0002	3. Effective Date March 22, 2010	4. Requisition/Purchase Request No.	5. Solicitation Caption New Hire Reporting Program Services
6. Issued by: Office of Contracting and Procurement Financial Legal and Consulting Commodity Group 441 4 <sup>th</sup> Street, NW, Suite 700 South Washington, DC 20001		7. Administered by (If other than line 6) Office of Contracting and Procurement Financial Legal and Consulting Commodity Group 441 4 <sup>th</sup> Street, NW, Suite 700 South Washington, DC 20001	
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Code _____ Facility _____			9B. Dated (See Item 11) March 9, 2010
			10A. Modification of Contract/Order No.
			10B. Dated (See Item 13)
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS			
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<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>3</u> copies to the issuing office.			
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)			
<p>1. Solicitation No. DCCB-2010-R-9656 is hereby amended as follows:</p> <p>2. The due date for the proposal in response to DCCB-2010-R-9656 for New Hire Reporting Program Services is hereby extended to Friday, March 26, 2010. The time remains same 2:00 p.m. (EST), Eastern Standard Time.</p>			
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	
		James H. Marshall	
15B. Name of Contractor		16B. District of Columbia	
			
15C. Date Signed		16C. Date Signed	
		3/22/2010	
(Signature of person authorized to sign)		(Signature of Contracting Officer)	



**Item No. 8:** Section C.3.1.1: Delete in its entirety.

Insert:

**C.3.1.1** Acceptable Means to Report New Hire Records and Reports.

The Contractor shall accept New Hire Records and New Hire Reports transmitted by or provided by an employer in any of the following formats or other industry standard format and accepted by the District:

**Item No. 9:** Section C.3.1.2.1: Delete in its entirety.

Insert:

**C.3.1.2.1** The Contractor shall conform that all of the following New Hire Data is contained for each Record:

**Item No. 10:** Section C.3.1.2.2: Delete in its entirety.

Insert:

**C.3.1.2.2** The Contractor shall also accept Reports that contain the following information, although it is an employer's sole discretion whether or not it elects to supply this information:

**Item No. 11:** Section C.3.1.4: Delete "Unacceptable New Record Reports and Records".

Insert: "Unacceptable New Hire Reports and Records".

**Item No. 12:** Section C.3.2.4: Delete in its entirety.

Insert:

**C.3.2.4** The Contractor shall develop and provide a data entry accuracy and quality control methodology plan, which shall be subject to the approval of the COTR, to address in detail, at a minimum, the items in C.3.2.3 above and C.3.2.5 below.

**Item No. 13:** Delete: "Transmit Data" in Section C.3.3.

Insert: "Data Transmission" in Section C.3.3.

**Item No. 14:** Section C.3.14.1: Delete in its entirety.

Insert:

**C.3.14.1** The Contractor shall submit the following reports concerning the previous month's submissions on 5<sup>th</sup> of each month:

Item No. 15: Section F.2.3: Delete in its entirety.

Insert:

F.2.3 The price for the Option Period shall be specified in the Contract. The total duration of this Contract, including the exercise of any options under this Section F.2, shall not exceed five (5) years.

Item No. 16: Insert: At the end of Section F.3 DELIVERABLES:

C.3.14.1	Reports concerning the previous month's submissions	One Hard copy One Soft copy	5 <sup>th</sup> of each month
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Item No. 17: Insert:

**H.10 DISTRICT RESPONSIBILITIES**

H.10.1 The District will provide New Hire database to the contractor for the exclusive purpose of performing its contractual obligations while under contract with the District of Columbia and the District will retain all rights the database.

Item No. 18: Section I.8: Delete in its entirety.

Insert:

**I.8 INSURANCE:**

**I.8.1 GENERAL REQUIREMENTS.**

The Contractor shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Contractor shall have its insurance broker or insurance company submit a Certificate of Insurance to the Contracting Officer giving evidence of the required coverage prior to commencing performance under this contract. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the Contracting Officer. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia or in the jurisdiction where the work is to be performed and have an A.M. Best Company rating of A-VIII or higher. The Contractor shall require all of its subcontractors to carry the same insurance required herein. The Contractor shall ensure that all policies provide that the Contracting Officer shall be given thirty (30) days prior written notice in the event the stated limit in the declarations page of the policy is reduced via endorsement or the policy is canceled prior to the expiration date shown on the certificate. The Contractor shall provide the Contracting Officer with ten (10) days prior written notice in the event of non-payment of premium.

**I.8.1.1 Commercial General Liability Insurance.**

The Contractor shall provide evidence satisfactory to the Contracting Officer with respect to the services performed that it carries \$1,000,000

per occurrence limits; \$2,000,000 aggregate; Bodily Injury and Property Damage including, but not limited to: premises-operations; broad form property damage; Products and Completed Operations; Personal and Advertising Injury; contractual liability and independent contractors. The policy coverage shall include the District of Columbia as an additional insured, shall be primary and non-contributory with any other insurance maintained by the District of Columbia, and shall contain a waiver of subrogation. The Contractor shall maintain Completed Operations coverage for five (5) years following final acceptance of the work performed under this contract.

**I.8.1.2 Automobile Liability Insurance.**

The Contractor shall provide automobile liability insurance to cover all owned, hired or non-owned motor vehicles used in conjunction with the performance of this contract. The policy shall provide a \$1,000,000 per occurrence combined single limit for bodily injury and property damage.

**I.8.1.3 Workers' Compensation Insurance.**

The Contractor shall provide Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the contract is performed.

**I.8.1.4 Employer's Liability Insurance.**

The Contractor shall provide employer's liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

**I.8.1.5 Umbrella or Excess Liability Insurance.**

The Contractor shall provide umbrella or excess liability (which is excess over employer's liability, general liability, and automobile liability) insurance as follows: \$2 million per occurrence, including the District of Columbia as additional insured.

**I.8.1.6 Professional Liability Insurance (Errors & Omissions).**

The Contractor shall provide Professional Liability Insurance (Errors and Omissions) to cover liability resulting from any error or omission in the performance of professional services under this Contract. The policy shall provide limits of \$1 million per occurrence for each wrongful act and \$1 million annual aggregate.

**I.8.2 DURATION.**

The Contractor shall carry all required insurance until all contract work is accepted by the District, and shall carry the required General Liability; any required Professional Liability; and any required Employment Practices Liability insurance for five (5) years following final acceptance of the work performed under this contract.

**I.8.3 LIABILITY.**

These are the required minimum insurance requirements established by the District of Columbia. HOWEVER, THE REQUIRED MINIMUM INSURANCE REQUIREMENTS PROVIDED ABOVE, WILL NOT IN ANY WAY LIMIT THE CONTRACTOR'S LIABILITY UNDER THIS CONTRACT.

**I.8.4 CONTRACTOR'S PROPERTY.**

Contractor and subcontractors are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, scaffolding and temporary structures, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of the District of Columbia.

**I.8.5 MEASURE OF PAYMENT.**

The District shall not make any separate measure or payment for the cost of insurance and bonds. The Contractor shall include all of the costs of insurance and bonds in the contract price.

**I.8.6 NOTIFICATION.**

The Contractor shall immediately provide the Contracting Officer with written notice in the event that its insurance coverage has or will be substantially changed, canceled or not renewed, and provide an updated certificate of insurance to the Contracting Officer.

**I.8.7 CERTIFICATES OF INSURANCE.**

The Contractor shall submit certificates of insurance giving evidence of the required coverage as specified in this section prior to commencing work. Evidence of insurance shall be submitted to:

James H. Marshall  
Office of Contracting and Procurement  
441 4<sup>th</sup> Street, N.W.,  
Room No. 700 South  
Washington, DC 20001  
Telephone: (202) 724-4197  
Fax: (202) 727-0254  
E-mail: [Jim.Marshall@dc.gov](mailto:Jim.Marshall@dc.gov)

**Item No. 19:** Section L.2 first paragraph: Delete "six (6) copies".

Insert: "three (3) copies".

**Item No. 20:** Section L.2 CLIN changed as follows;

Old Section Number	New Section Number
<b>L.2.1.3 Technical Expertise</b>	<b>L.2.1.2 Technical Expertise</b>
<b>L.2.1.1 Past Performance</b>	<b>L.2.1.3 Past Performance</b>

**Item No. 21:** Section L.2.1: Insert the following under “Technical Proposal”.

The Offeror’s Technical Proposal shall be organized and presented in the following clearly marked separate sections:

**Item No. 22:** Section L.2.1.1.b: Delete in its entirety.

- b. The Offeror shall provide a discussion of the Offerors methodology to successfully accept Acceptable Means to Report New Hire Records and Reports (C.3.1.1), Required Data (C.3.1.2), New Hire Recodes and New Hire Reports – Record keeping (C.3.1.3), Data Entry (C.3.2), Transmit Data (C.3.3) and No Records for Transmission (C.3.4).

**Item No. 23:** Section L.2.3.1.c: Delete in its entirety.

Insert:

- c. Conceptual plans for following;
  - 1. Manual Processing Plan (C.3.1.3.3)
  - 2. Data Entry Accuracy Plan (C.3.2.4)
  - 3. Toll Free Telephone Number (C.3.9)
  - 4. Outreach Plan (C.3.10)
  - 5. Monitor Employee Compliance (C.3.11)
  - 6. Evaluation Program (C.3.12)
  - 7. Change in Legislation (C.3.13)
  - 8. Transition Plan (C.3.15)
  - 9. Turnover Plan (C.3.16)

**Item No. 24:** Section L.2.1.1.c.: Delete “L.3.1.3 b”.

Insert: “L.2.1.3.b” in Section L.2.1.3.c.

Question	RFP Section	RFP Page	Question	Response																																																																																				
1	B.2	2	Section B: Supplies or Services and Price – is the total price you are requesting – the transaction rate per new hire report? Which includes all services for systems and outreach.	Please see Amendment No. A0001, Item No. 1																																																																																				
2	RFP § C.1.1. RFP § C.3.13.	RFP pp. 4-5; RFP p. 18	Would the District agree that if statutory or regulatory changes impact Contract scope, performance, or payment, then the District shall equitably adjust Contractor's compensation?	If any statutory or regulatory changes impact Contract scope or performance, then Contractor will submit request for equitable adjustment to the Contracting Officer. The Contracting Officer will review, if justified for up or down adjustment, the Contracting Officer will modification to the contract.																																																																																				
3	C.3.1.1	10-11	<p>Please provide <b>monthly</b> statistics for the year 2009 for the following:</p> <table border="1"> <thead> <tr> <th>Reporting Method</th> <th># of Employers</th> <th># of Employees</th> </tr> </thead> <tbody> <tr><td>MAILED</td><td></td><td></td></tr> <tr><td>W-4</td><td></td><td></td></tr> <tr><td>Other Report</td><td></td><td></td></tr> <tr><td>Total Mailed</td><td></td><td></td></tr> <tr><td>FAXED</td><td></td><td></td></tr> <tr><td>W-4</td><td></td><td></td></tr> <tr><td>Other Report</td><td></td><td></td></tr> <tr><td>Total Faxed</td><td></td><td></td></tr> <tr><td>Diskette</td><td></td><td></td></tr> <tr><td>Tape</td><td></td><td></td></tr> <tr><td>Electronic File</td><td></td><td></td></tr> <tr><td>Telephone</td><td></td><td></td></tr> <tr><td><b>Total Submitted</b></td><td></td><td></td></tr> </tbody> </table>	Reporting Method	# of Employers	# of Employees	MAILED			W-4			Other Report			Total Mailed			FAXED			W-4			Other Report			Total Faxed			Diskette			Tape			Electronic File			Telephone			<b>Total Submitted</b>			<table border="1"> <thead> <tr> <th>Reporting Method</th> <th># of Employers</th> <th># of Employees</th> </tr> </thead> <tbody> <tr><td>MAILED</td><td></td><td></td></tr> <tr><td>W-4</td><td>71</td><td></td></tr> <tr><td>Other Report</td><td>8,305</td><td></td></tr> <tr><td>Total Mailed</td><td>8,376</td><td></td></tr> <tr><td>FAXED</td><td></td><td></td></tr> <tr><td>W-4</td><td>145</td><td></td></tr> <tr><td>Other Report</td><td>8,585</td><td></td></tr> <tr><td>Total Faxed</td><td>8,730</td><td></td></tr> <tr><td>Diskette</td><td>22,639</td><td></td></tr> <tr><td>Tape</td><td>0</td><td></td></tr> <tr><td>Electronic File</td><td>114,035</td><td></td></tr> <tr><td>Telephone</td><td>3</td><td></td></tr> <tr><td><b>Total Submitted</b></td><td>131,141</td><td>32,603</td></tr> </tbody> </table>	Reporting Method	# of Employers	# of Employees	MAILED			W-4	71		Other Report	8,305		Total Mailed	8,376		FAXED			W-4	145		Other Report	8,585		Total Faxed	8,730		Diskette	22,639		Tape	0		Electronic File	114,035		Telephone	3		<b>Total Submitted</b>	131,141	32,603
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Electronic File	114,035																																																																																							
Telephone	3																																																																																							
<b>Total Submitted</b>	131,141	32,603																																																																																						

4	C.3.1.1.6	11	<p>“The Contractor shall use the existing CSSD New Hire Reporting website for Internet reporting.”</p> <ol style="list-style-type: none"> <li>1. Please clarify if the current website is owned by the District or by the current vendor.</li> <li>2. Would a new vendor be allowed to establish a new website to be used if it had the same and/or increased functionality?</li> </ol>	<p>Please see Section C.3.1.1.6.</p> <ol style="list-style-type: none"> <li>1. Yes current website is owned by the District.</li> <li>2. No District will use current website</li> </ol>																												
5	C.3.1.1.8	11	<p>Please provide the number of calls received by the IVR and the number transferred to the Customer Service Representative received each month in 2009.</p>	<p><b>FY09 Data</b></p> <table border="1"> <thead> <tr> <th>MONTH</th> <th>IVR CALLS</th> </tr> </thead> <tbody> <tr> <td>OCT.08</td> <td>36</td> </tr> <tr> <td>NOV.08</td> <td>*</td> </tr> <tr> <td>DEC.08</td> <td>*</td> </tr> <tr> <td>JAN.09</td> <td>24</td> </tr> <tr> <td>FEB.09</td> <td>15</td> </tr> <tr> <td>MAR.09</td> <td>54</td> </tr> <tr> <td>APR.09</td> <td>85</td> </tr> <tr> <td>MAY.09</td> <td>46</td> </tr> <tr> <td>JUN.09</td> <td>46</td> </tr> <tr> <td>JUL.09</td> <td>32</td> </tr> <tr> <td>AUG.09</td> <td>94</td> </tr> <tr> <td>SEPT.09</td> <td>48</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>480</b></td> </tr> </tbody> </table> <p>All calls received were answered by CSRs.</p> <p>* Telecom is unable to recreate these numbers.</p>	MONTH	IVR CALLS	OCT.08	36	NOV.08	*	DEC.08	*	JAN.09	24	FEB.09	15	MAR.09	54	APR.09	85	MAY.09	46	JUN.09	46	JUL.09	32	AUG.09	94	SEPT.09	48	<b>TOTAL</b>	<b>480</b>
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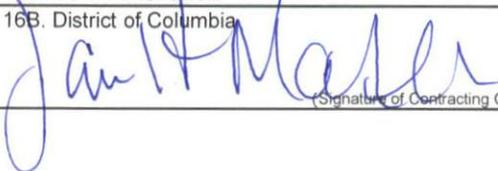
6	C.3.1.1.8	11	How many phone calls does the new hire operation anticipate day/monthly in the coming year? Who handles incoming phone calls?	Please see response # 5																										
7	C.3.1.1.8	11	<ol style="list-style-type: none"> <li>How many calls are handled by the IVR on an average month?</li> <li>Is it necessary to provide an IVR if we can offer a better solution?</li> </ol>	<ol style="list-style-type: none"> <li>Please see response # 5</li> <li>Please see Amendment No. A0001, Item No. 8</li> </ol>																										
8	C.3.1.4.1, C.3.1.4.2	12	<ol style="list-style-type: none"> <li>Please provide the number of rejected New Record Reports and Records received each month in 2009.</li> <li>Please provide the number of unacceptable new record reports and records received each month in 2009 where follow up with the employer was required</li> </ol>	<p><b>1. FY09 Data</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Records Rejected (Excluding Duplicates)</th> </tr> </thead> <tbody> <tr><td>Oct-08</td><td>85</td></tr> <tr><td>Nov-08</td><td>199</td></tr> <tr><td>Dec-08</td><td>49</td></tr> <tr><td>Jan-09</td><td>64</td></tr> <tr><td>Feb-09</td><td>33</td></tr> <tr><td>Mar-09</td><td>163</td></tr> <tr><td>Apr-09</td><td>123</td></tr> <tr><td>May-09</td><td>105</td></tr> <tr><td>Jun-09</td><td>177</td></tr> <tr><td>Jul-09</td><td>87</td></tr> <tr><td>Aug-09</td><td>146</td></tr> <tr><td>Sep-09</td><td>69</td></tr> </tbody> </table> <p>2. Follow up occurred on all of the rejected records.</p>	Month	Records Rejected (Excluding Duplicates)	Oct-08	85	Nov-08	199	Dec-08	49	Jan-09	64	Feb-09	33	Mar-09	163	Apr-09	123	May-09	105	Jun-09	177	Jul-09	87	Aug-09	146	Sep-09	69
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9	C.3.4	14	Please provide the number of days in 2009 where there were no Records for transmission?	Number of days in 2009 were zero (0) no records for transmission																										

10	C.3.6.7	16	Please confirm that the District will provide the New Hire Database to the awarded vendor.	Please see Amendment A0001, Item No. 17.
11	C.3.14.1	18-19	In an effort to ensure the contractor is providing the most useful data in a streamlined manner to the District in its reports, would the District consider changing the frequency and number of reports for each of the reports listed in this requirement (with the exception of C.3.14.1.1 – the report listing the data submitted by the employer by type of data) from weekly to monthly.	Please see Amendment A0001, Item No. 14.
12	RFP § F.2	RFP p. 22	Would the District clarify the number of options that the District may exercise and the total duration of the Contract? On the one hand, Section F.2.3. indicates that the total duration of the Contract, including options, may not exceed two years. On the other hand, Section F.2.1. indicates that the District may extend the term of the Contract after the initial one-year term for four one-year option periods and Section F.2.4 provides that the total duration of the contract may not exceed five years.	Please see Amendment No. A0001, Item No. 15
13	H.1.1.1	29	Section H.1.1.1 of the proposal states that “at least fifty-one (51) percent of apprentices and trainees employed shall be residents of the District of Columbia registered in programs approved by the District of Columbia Apprenticeship Council.” Is it required that the work for this project be completed in the District of Columbia?	Solicitation does not specify a required location
14	H.9.5	32	Section H.9.5 states: "Stellar ware will provide a copy of the Fact Sheet attached as Attachment J.6 to each employee and subcontractor who performs services under the contract" Must Attachment J.6 be a part of the proposal or should this be provided upon contract award?	Please see Section H.9.3 and H.9.5 also attachment J.6.

15	I.8	37	Does the District of Columbia prefer that proof of insurance as outlined in Section I be provided in the proposal or only that the Vendor commits to having the insurance if selected?	Please see Amendment No. A0001, Item No. 18
16	L.2	45	Does the District of Columbia have a preference for how the proposal is numbered?	Please see Amendment A0001, Item No. 21.
17	L.2	46	Section L.2 asks bidders to submit one original and six copies. The Solicitation First Page Offer Award Form, in item 9, asks for one original and three copies. Will the District please clarify the desired number of copies it desires?	Please see Amendment A0001, Item No. 19.
18	L.2.1	46	Will the District renumber the paragraphs in section L.2 in order to avoid confusion in the bidders' responses? For example, there are two paragraphs numbered L.2.1.1. Also in L.2.1.1.c Past Performance, item c refers to contracts identified in L.3.1.3.b above. This reference also needs correction.	Please see Amendment A0001, Item No. 20.
19	L.2.1.1	47	Section L.2.1.1.b states: "The Offeror shall provide a discussion of the Offerors methodology to successfully accept new hire records and reports (C.3.1.1), new hire records keeping (C.3.1.3), data entry (C.3.2) and transmit data (C.3.3)." Requirement 3.1.2, 3.4, 3.5, and 3.9-3.16 are missing. Please confirm that the District does require responses to those requirements and advise where those should be placed in the response.	Please see Amendment A0001, Item No. 22 & 23.
20	RFP § L.2.1.1.c.1	RFP P. 47	Please define what should be included in the manual processing plan. Is this the same plan that is referenced on page 12, requirement C.3.1.3.3?	Please see Amendment No. A0001, Item No. 24

21	Standard Contract Provisions § 8.(a)	Standard Contract Provisions p. 4	May Contractor have at least 30 days to cure a breach of Contract? Permitting Contractor to improve performance prior to termination saves District the cost and inconvenience of re-procurement.	Please see Standard Contract Provisions No. 8 Default
22	Standard Contract Provisions § 16	Standard Contract Provisions pp. 10-14.	Would the District provide the Contractor with at least 60 calendar days notice of termination without cause to facilitate a smooth transition of services? The time sensitivity typically associated with termination with cause is not relevant to termination without cause.	Please see Standard Contract Provisions No. 16 Termination For Convenience Of The District
23	General	None.	Can the project be operated outside of the Washington DC metro area?	Please see response # 13
24	General	None.	What is the budgeted amount for this RFP / Services?	District regulations do not permit the disclosure of the government estimate
25	General	None.	Can the District of Columbia provide the name of the current vendor?	Policy Studies Inc.
26	General	None.	Can we receive answers to all questions asked by any other vendor's?	Yes, all questions received about the solicitation are provided in Attachment A of Amendment No. A0001
27	General	None.	Would the District agree that Contractor may terminate for cause after providing the District with 30 days' notice of default and an opportunity to cure?	No
28	General	None.	Would the District provide Contractor with a right to terminate without cause upon 90 days' notice?	No

29	General	None.	Would the District agree that neither party will be liable for special, indirect, incidental, consequential, punitive, or exemplary damages (including loss of profits, loss of revenue, or loss of good will) for any claim, whether based on warranty, contract, tort (including negligence), strict liability, or otherwise, even if the party has been advised of the possibility of such damages?	No
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<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>			1 Solicitation Number DCCB-2010-R-9656	Page of Pages 1
2. Amendment/Modification Number A0001	3. Effective Date March 19, 2010	4. Requisition/Purchase Request No.	5. Solicitation Caption New Hire Reporting Program Services	
6. Issued by: Office of Contracting and Procurement Financial Legal and Consulting Commodity Group 441 4 <sup>th</sup> Street, NW, Suite 700 South Washington, DC 20001		7. Administered by (If other than line 6) Office of Contracting and Procurement Financial Legal and Consulting Commodity Group 441 4 <sup>th</sup> Street, NW, Suite 700 South Washington, DC 20001		
8. Name and Address of Contractor (No. street, city, county, state and zip code) Prospective Offeror's		X	9A. Amendment of Solicitation No. DCCB-2010-R-9656	
			9B. Dated (See Item 11) March 9, 2010	
			10A. Modification of Contract/Order No.	
Code _____ Facility _____			10B. Dated (See Item 13)	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<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 _____7_____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR 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)				
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14</b>				
A. This change order is issued pursuant to (Specify Authority): The changes set forth in Item 14 are made in the contract/order no. in item 10A.				
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.				
C. This supplemental agreement is entered into pursuant to authority of:				
D. Other (Specify type of modification and authority)				
<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)				
1. The Solicitation No. DCCB-2010-R-9656 for New Hire Reporting Program Services is hereby extended from Monday, March 22, 2010 to Thursday, March 25, 2010. The time remains the same 2:00 p.m. (EST), Eastern Slandered Time.				
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 James H. Marshall		
15B. Name of Contractor	15C. Date Signed	16B. District of Columbia	16C. Date Signed	
(Signature of person authorized to sign)			3/19/2010	
		(Signature of Contracting Officer)		