

REQUEST FOR TASK ORDER PROPOSAL <i>(THIS IS NOT AN ORDER)</i>					PAGE OF 1	PAGES 5
1. RTOP NO. 6 DCTO-2009-T-0006	2. DATE ISSUED September 19, 2008	3. REQUISITION NO.	4. TYPE OF MARKET <input type="checkbox"/> Open <input checked="" type="checkbox"/> Set Aside <input type="checkbox"/> 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., Suite 971 North Washington, D.C. 20001			6. DELIVERY Immediately upon notification of contract award.			
5B. FOR INFORMATION CALL: <i>(Name and telephone no.) (No collect calls)</i> Darlene D. Reynolds Phone (202) 727-8903, Fax (202) 727-1679 darlene.reynolds@dc.gov			7. DELIVERY METHOD <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER <i>(See Schedule)</i>			
8A. TO: NAME AND ADDRESS, INCLUDING ZIP CODE, OF QUOTER ALL DISTRICT OF COLUMBIA SUPPLY SCHEDULE (DCSS) VENDORS			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: Monday, September 29, 2008 (BID ROOM ONLY) 441 4th Street. N.W. Suite 703 South		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)	ESTIMATED QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	
	See attached Statement of Work					
0001	Senior Remedy Engineer Java –Base Period	500	Hours	\$ \$	\$ \$	
1001	Option Period One (1)	1000	Hours	\$ \$	\$ \$	
2001	Option Period Two (2)	1000	Hours	\$ \$	\$ \$	
3001	Option Period Three (3)	1000	Hours	\$ \$	\$ \$	
4001	Option Period Four (4)	1000	Hours	\$ \$	\$ \$	
TOTAL AMOUNT					\$ \$	
14. NAME AND ADDRESS OF QUOTER <i>(Street, city, county, State and ZIP Code)</i>			15. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION (ELECTRONIC SIGNATURES NOT ACCEPTABLE)		16. DATE OF QUOTATION	
			17. NAME AND TITLE OF SIGNER <i>(Type or print)</i>		18. TELEPHONE NO. <i>(Include area code)</i>	

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Contracting and Procurement



IT Related Equipment and Services
Commodity Buying Group No. 2

TO: DISTRICT OF COLUMBIA SUPPLY SCHEDULE (DCSS) CONTRACTORS

REQUEST FOR TASK ORDER PROPOSALS

Solicitation No.: DCTO-2009-T-0006
Caption: Professional Services: Senior Remedy Engineer (Java)

Issuance Date: September 19, 2008

Due Date: Monday, September 29, 2008

The Office of Contracting and Procurement (OCP) on behalf of the Office of the Chief Technology Officer (OCTO), is seeking one contractor to provide Senior Remedy Engineer (Java) Support Services in accordance with Attachment A - Statement of Work (SOW) and your current District of Columbia Supply Schedule (DCSS) contract awarded under Information Technology Professional Services. The successful contractor shall be expected to provide services under a labor hour task order agreement.

The task order proposal should be prepared according to the instructions listed below.

1. Proposal Submission Requirements

The task order proposal shall consist of two parts: Technical and Price, five (5) copies each. Each shall be submitted in a sealed envelope conspicuously marked: "Task Order Proposal in response to Solicitation No. DCTO-2009-T-0006, Senior Remedy Engineer (Java)."

All proposals must be submitted on 8.5" x 11" paper and typewritten. Telephonic and telegraphic proposals will not be accepted unless otherwise directed in writing.

2. Technical Proposal

This section shall be submitted under a separate cover titled "**Technical Proposal**". The technical portion shall, at a minimum:

- a) Provide a detailed resume for each candidate proposed to staff each of the positions described in the Statement of Work (Attachment A). Each resume should clearly identify areas/experiences in the candidates' background and qualifications that meet or exceed the requirements for each position.
- b) Describe the offeror's experience with providing this type of service to the District of Columbia or similar sized public organization. Provide at least three relevant references, including name, address, title, phone and fax numbers and email address.
- c) Describe which portions of the effort will be subcontracted, if any.
- d) Identify deliverables as specified in the Statement of Work.

3. Price Proposal

This section shall be submitted under a separate cover titled **"Price Proposal"**. It shall include the regular and overtime hourly labor rate for each candidate proposed in the offeror's technical proposal. Pricing shall include base period and option years and be a firm fixed price. Unless otherwise directed in writing, the price proposal shall, at a minimum include:

- a) The skill category and hourly labor rate.
- b) Completed Price Schedule for option renewals.
- c) Copy of Offeror's DCSS Price Schedule.

4. Term of Contract

The term of the contract shall be from the date of award through one year thereafter. **Please note:** Purchase Orders are subject to the availability of funds and may be incrementally funded.

5. Option to Extend the Term of the Contract

The District may extend the term of this contract for a period of (4) four option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will 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 Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer 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.

The total duration of this contract, including the exercise of any options under this clause, shall not exceed four (4) years.

6. Hand Delivery or Mailing of Proposal

Deliver or Mail to:

Office of Contracting and Procurement
Bid Counter
441 4th Street, N.W., Suite 703 South
Washington, D.C. 20001
Attention: Darlene D. Reynolds

7. Proposal Submission Date

The closing date for receipt of proposals is **Monday, September 29, 2008 by 2:00 p.m, EST.**

8. Evaluation for Award

The contract(s) will be awarded to the responsible District of Columbia Supply Schedule (DCSS) contractor(s) whose offer is most advantageous to the District based upon the evaluation criteria specified below. The District reserves the right to reject any or all proposals determined to be inadequate or unacceptable. The District may award a contract on the basis of initial offers received without discussions. Therefore, each initial offer should contain the offeror's best terms from a fixed hourly labor rate basis and technical standpoint.

9. Proposal Evaluation

The technical evaluation criteria set forth below have been developed by the program office and have been tailored to the requirements in this solicitation. The DCSS contractor is informed that these criteria, (1) serve as the standard against which all proposals will be evaluated and (2) serve to identify the significant matters which the DCSS contractor must specifically address in complying with the requirement of this solicitation.

The offeror's technical proposal and price proposal shall be evaluated separately. Offerors are advised that the technical and price proposals will be evaluated by the District based on the criteria outlined below. Technical factors are more important than price.

Technical Evaluation Criteria

Award(s) will be based on the following technical evaluation factors (in descending order of importance):

- **Knowledge and Experience (40 Points)** – The Offeror has proposed an acceptable technical approach that strengthens the offeror's capability to successfully provide candidates that possess the capabilities, credentials and experience requirements described in the Statement of Work (Attachment A).
- **Skills (30 Points)**
- **Price (30 Points)**

10. Determination of Points for Price

The price evaluation will be objective. Actual points assigned to each offeror in this category will be computed in accordance with the following formula. The offeror with the lowest average hourly labor rates will receive the maximum points. All other proposals will receive a proportionately lower total score, calculated in accordance with the following formula:

$$\frac{\text{Lowest Price Proposal}}{\text{Price of Proposal being Evaluated}} \times 30 = \text{Evaluated Score}$$

11. Attachments

Attachment A – Statement of Work

Questions may be referred to Darlene D. Reynolds, Contract Specialist, by email at darlene.reynolds@dc.gov. Questions regarding the solicitation must be received no later than 2:00 p.m. on Tuesday, September 23, 2008, in order to be considered.

Annie R. Watkins
Annie R. Watkins
Contracting Officer

DISTRICT OF COLUMBIA OFFICE OF THE CHIEF TECHNOLOGY OFFICER**Remedy Services Management Program –
Sr. Remedy Engineer (Java)
Statement of Work****1 Background**

The Office of the Chief Technology Officer (OCTO) has been chartered with the District Service Management Program; the District Service Management Program has the responsibility for standardizing service management functions throughout the District of Columbia. The Remedy Service Management program will implement Service Management methodology from ITIL to include Service Support and Service Delivery within the District of Columbia. It will primarily utilize the Remedy ITSM suite (Service Desk, Change Management, Asset Management, and Service Level Agreement) along with Dimensions (Version Control and Build/Release Management). These tools provide an integrated methodology and process to trace Incidents, Problems, Changes, Assets and Service Level Management function to District agencies and customers. This system will provide capabilities to standardize reporting requirements. This project was expanded on 1 October 2006 to ensure unity of effort and centralize process management activities within OCTO. This program has been scoped over multiple phases. Phase 1 of this program was conducted in FY04. Phase 2 is now underway and has been broken into six segments.

- Upgrade hardware; install software on Remedy 5.x or 7.x servers in windows environment.
- Conduct pilots with selected users, collect, load and verify data into Asset Management, Convert CCB tool into change management, configure Dimensions for open systems and mainframe.
- Implement new user's requirements, migrate pilots to production, conduct training of user's
- Increase application functionality and implement rollout plan.
- Provide an onsite application development capability to identified user's to perform base operating system implementation support.
- Provide an onsite application production support to identified user's to perform base operating system operational support.

2 General Requirements

Under general direction, design, implement, and maintain a portal for Remedy Action Request System and corresponding modules for the OCTO IT Service Management Support Center.

The candidate of choice will have at least 7 years Java technologies and at least 1 year of Remedy Action Request System functional and technical experience. He or She will be able to interface with the IT Service Management agents and management, and with customers at all levels to thoroughly grasp the customers business functions, to define system requirements, provide application user training, and to design a solution utilizing his/her Remedy functional and technical knowledge. The candidate will have functional knowledge covering ITSM best practices, methodology and workflows, general networking knowledge, and an ability to interface with and understand value of asset tracking and asset management databases.



The candidate will also have technical experience with Remedy workflow programming, ability to troubleshoot Remedy log files, configure Remedy to parallel business workflows, knowledge of Windows 2003, Oracle 10g, Crystal Reports, and Network Discovery tools; and ability to work in association with UNIX environments. This experience would include the ability to propose, recommend, configure, develop, test, and implement solutions given these Remedy tools. This individual must be able to communicate effectively with a high degree of both verbal and written communication skills, and must be a team player able to interface with OCTO personnel and management.

The goal is to provide user community with improved service levels and centralized application development and maintenance.

- The Contractor must address all issues identified by the Remedy Service Management Group to ensure a successful execution of the ITIL processes to support our customers.
- The Contractor's staff will have to perform testing efforts during non-prime time and weekends to reduce the impact on production processes performed by the agencies.

3 General Terms

- Work must be performed on District premises unless specifically authorized
- Person is billable a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the Program Manager, Remedy Services Group.
- Monthly bills must be broken down by rate, person, hours, and task as an attachment to each bill
- Vendor will follow all District standards
- Vendor must provide timely, necessary information to allow the District to calculate "earned value"

4 Specific Requirements:

- Design , develop and Test Web Applications using Remedy Java Midtier APIs for AR System 5.x/6.x/7.x
- Experience in deploying Web Applications built on AR System in IIS Web server and Tomcat / ServletExec Servlet Engines.
- Experience in Migrating the Web Applications build using AR System 5.x/6.x/7.0 to AR 7.1
- Experience in debugging the applications using the debugging tools.
- Must be able to configure, deploy and maintain Crystal Enterprise Server.
- Designing and programming of object oriented technologies and good knowledge of software Development Life Cycle.
- Excellent interaction with partners/clients, adaptation to new technologies, quick learning & ability to accomplish aggressive deadlines.

4.1 Senior Remedy Engineer Required Competency:

- Must be an expert in developing robust and scalable Java components and well designed Java server pages with minimal scriptlets.
- Must have expertise in MVC frameworks like Spring/Struts.
- Strong expertise in AJAX
- Good Experience in designing Screens using HTML, VBScript, JavaScript, XML, XSL style sheets and other Web technologies.
- Must have worked on web applications using MVC pattern, Remote Scripting and design patterns (Singleton and Abstract).



- Must have worked in AR System 7.1 Java API and earlier versions.
- Knowledge of Remedy Action Request System administration, Remedy ITSM products is required.
- Java Certification is a plus.
- Should have very good creative thought and experience in developing images using Adobe Photoshop is a plus.
- Working knowledge in web services
- Working knowledge in Web testing tools.
- Having knowledge developing Crystal reports is a plus
- Knowledge and experience with Oracle 9i/10g SQL Queries.
- Knowledge and experience with Windows operating systems (Windows 2000/2003)
- Knowledge of Microsoft Office Products
- Good contributing Team player and ability to work independently.

5 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 rate.

NOTE: VENDORS MAY OFFER CANDIDATE(S) FOR 1 OR MORE POSITION(S).

ROLE	Quantity	Period	Hours total	Rate
Senior Remedy Engineer	1		500	
Options#1	1		1000	
Options#2	1		1000	
Options#3	1		1000	
Options#4	1		1000	
TOTAL				

6 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.

Proposal should include 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.

The District reserves the option to extend the contract for up to four (4) additional periods of one thousand (1000) hours each.

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.
- **Qualifications:** Contractor shall provide resumes of no more than three (3) candidates for each open position. Resume should include supplementary information necessary to prove that proposed personnel meet the qualification requirements described in the District of Columbia Information Technology Services supply schedule contract. Supplementary information should include detail regarding number of years of experience and level of mastery of key skills identified in the position's responsibilities description.
- **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.

7 Selection

7.1 Candidate Selection:

1. The District reserves the right to interview and otherwise verify qualifications of proposed contractor staff and reject any proposed candidates who do not meet District's requirements. Candidate Consultant expertise and relevant background and skills is the primary consideration.
2. 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.

7.1.1 Evaluation Factors

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:



Numeric Rating	Adjective	Description
0	Unacceptable	Fails to meet minimum requirements; e.g., 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.

7.2 Minimum Requirements

(Candidates must meet all minimum requirements to be eligible to be considered for award)

- a) Hold a Bachelor’s Degree in Computer Science, Information Systems, Public Administration, Business Administration, or other related field. Graduate level training in a related field is preferred;
- b) 7 years of overall AR System 7.1 Java API and earlier versions experience along with a pattern of increasing responsibilities and accomplishments;
- c) Extensive knowledge of the BMC/Remedy Action Request System, with specific focus on the ITSM suite of applications;
- d) Experience in managing, troubleshooting, and maintaining existing components of an online system including the application programs and web application servers;
- e) Comprehensive, up-to-date knowledge of Java development techniques and tools;
- f) Excellent oral and written communication skills, including the ability to communicate technical subjects to non-technical persons.



7.3 Technical Criteria (70 Points)

7.3.1 Knowledge and Experience (40 points)

- a) Knowledge of Crystal Enterprise Server, Crystal Reports and Network Discovery tools; Must be able to configure, deploy and maintain Crystal Enterprise Server; (5 points)
- b) Experience with designing and implementing high-volume, high-performance, real-time systems and experience in Migrating Web Applications build using AR System 5.x/6.x/7.0 to AR 7.1; (10 points)
- c) Working knowledge and experience in AR System 7.1 Java API and earlier versions; Remedy Action Request System administration, Remedy ITSM products; (10 points)
- d) Solid knowledge of relational database management systems needed (Oracle9i, 10g), as is proficiency with SQL and Oracle Stored Procedures; (10 Points)
- e) Familiar with the Information Technology Infrastructure Library (ITIL) framework and processes; (5 Points)

7.3.2 Skills (30 Points)

- a) Expert in web applications using MVC pattern, remote scripting and design patterns (Singleton and Abstract); (10 points)
- b) Expert in designing, developing and deploying solutions proficiently using the following technologies: Java 1.3- Java 5, Java Server Pages, Servlets, Struts, Beans, Enterprise Java Beans, JDBC, Java Messaging Services, RMI, EDF, HTML, Java Script, DHTML, XSL, XML, OOA/OOD (Ajax preferred); (10 points)
- c) Expert in developing robust and scalable Java components and well designed Java server pages with minimal scriptlets; (10 points)

7.3.3 Price Criteria_(30 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:

$$\begin{array}{l} \text{Lowest price proposal} \\ \text{-----} \end{array} \times 30 = \text{Evaluated price score}$$

Price of proposal being evaluated

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.

8 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.

9 Payment

Payment shall be made to the address identified on each invoice. All invoices should be mailed to:

Office of the Chief Technology Officer
441 4th Street N.W. 930S
Washington, DC 20001
Attention: Accounts Payable



10 Contracting Office

Contracting Officer's Technical Representative

Contracting Officer

Annie Watkins
441 4th Street, N.W.
Suite 930 S
Washington, D.C. 20001
Telephone Number: 202-727-5274