

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Attorney General

REQUEST FOR INFORMATION (RFI)

TO: POTENTIAL RESPONDENTS

RFI Number: DCCB-2024-I-0013

**Caption: IT Support Services – Operations and Maintenance of
District of Columbia Automated Child Support System**

Issuance Date: November 30, 2023

Due Date: December 11, 2023

The Office of the Attorney General (OAG) requires a contractor to provide operation and maintenance support for its automated child support collection and enforcement system to include programming updates and enhancements as well as day-to-day operational maintenance. OAG is conducting market research to identify potential suppliers and to finalize the solicitation. The current contract expires December 31, 2023 and is expected to be extended for six (6) months. Award of a new contract is expected by March 2024.

1. Treatment of RFI Responses and Respondents:

- This RFI is to gain industry practices to maintain an interactive child support collection and enforcement system on a day-to-day basis.
- This is not a Request for Proposals (RFP). Rather, following review of the RFI responses, the District intends to issue a Request for Proposal (RFP) for the required services.
- The District may prepare one or more solicitations to request a technical and price proposal for services to support an automated child support collection and enforcement system.
- The District considers responses to this RFI as part of its outreach and research effort; and as such, more in the nature of a survey. The District intends to use the information in the responses to establish parameters and requirements to include in the RFPs.
- Information should be industries best practices, ensuring the District is using the latest cutting edge technology, techniques and systems to best serve our clients.

- Potential respondents must determine for themselves the relative advantages and/or disadvantages when responding to this RFI. Responding is solely on a volunteer basis and should be a business decision of the Respondent.
- Your responses will not result in any award from the District nor will any consideration be given if a subsequent RFP is released and the Respondent responded to this RFI.
- The District assumes no responsibility or liability for any potential claim of harm and damage resulting from this request. By submitting a response, the Respondent expressly acknowledges that the District assumes no such responsibility or liability.
- The District will not incur or assume any cost related to now or in the future, as it relates to this RFI.
- This RFI is not set-aside and is available for all economic contractor status.

2. Submission of Responses:

It is not the intention for this RFI to be an extensive or expensive undertaking for Respondents. Rather concise descriptions are desired. Glossy production quality and expensive productions are neither desired nor required.

The RFI responses should at minimum provide a capability statement from the Respondent and address the questions listed in Item 4 below. Submissions should not exceed 5 pages. Responses should be emailed to the attention of Sean Williams at sean.williams1@dc.gov .

3. Response Submission Date:

The closing date for receipt of responses is December 11, 2023 on or before 2:00 p.m. local time to the address listed above.

Questions may be referred to Sean Williams via email at sean.williams1@dc.gov .

Questions regarding this Request for Information must be received in writing no later than 10:00 a.m. on December 7, 2023.

4. Questions:

- A.** Are you able to provide all the required services as outlined in the attached Statement of Work (SOW), in particular maintenance on OASYS 9.0, Salesforce, Windows platforms? If not:

1. Are you a prime contractor that would need to subcontract some of the work?

2. Are you a potential subcontractor?

- B.** Have you provided similar services as described in the attached Statement of Work to other child support agencies? If so, which ones? Please provide dates of the engagement and a point of contact at the agency.
- C.** If a solicitation were issued, are there any requirements in the SOW that need clarification or additional information in order for you to quote a fixed-price for the services?
- D.** How would you typically price similar IT support services – e.g. fixed price, hourly?
 - 1. If hourly, would you propose a single blended rate or an hourly rate per labor category?
 - 2. If by labor category, would you envision categories other than those listed below:
 - Project Manager
 - Quality Assurance Tester
 - Support Analyst
 - Database Developers
 -
- E.** The District anticipates a 90 day transition period after award of a new contract. In your experience, what have been some of the obstacles during similar transitions?
- F.** How much time would you need to prepare a technical and price proposal in response to a solicitation?

**ATTACHMENT - STATEMENT OF WORK
DC CHILD SUPPORT SYSTEM OPERATION AND MAINTENANCE SERVICES
(Draft 11/29/23)**

C.1. SCOPE

The Government of the District of Columbia, Office of the Attorney General (OAG) has a need for a contractor to provide operation and maintenance support for its automated child support collection and enforcement system to include programming updates and enhancements as well as day-to-day operational maintenance.

C.2. APPLICABLE DOCUMENTS

The Contractor shall perform services under this contract in accordance with all applicable local and federal laws and District policies.

Federal documents may be obtained at the Office of Child Support Services (OCSS) website, <http://www.acf.hhs.gov/programs/cse/poldoc.htm>.

C.3. BACKGROUND

The Child Support and Paternity Program was established in 1975 as Part D of Title IV of the Social Security Act. The purpose of the program is to locate non-custodial parents, establish paternity for children born out of wedlock, and obtain and enforce child and medical support orders. In the District of Columbia, the program is supervised and administered by the Office of the Attorney General (OAG), Child Support Enforcement Division (CSSD). The CSSD serves as the IV-D agency responsible for the overall administration of the program. With the exception of scheduling cases for court and providing notice of all hearings, the CSSD directly performs all child support services and is responsible for managing all aspects of the software systems and hardware that support the program.

Pursuant to the Social Security Act set forth at 42 U.S.C. 651 *et seq.* and corresponding local laws regarding child support services in D.C. Code 16-901 *et seq.* and D.C. Code 46-201 *et seq.* (2001 ed.), in its role as the administrator of the District's IV-D Program, OAG/CSSD is required to completely automate its child support collection and enforcement responsibilities.

The CSSD began its conversion to a central computer system in 1998. The system is known as the District of Columbia Child Support Enforcement System (DCCSES). The federal Office of Child Support (OCSE) certified the system (under the requirements of FS-88) in April 2000. The system received PRWORA certification in April 2003. DCCSES is a monolithic system where data, user interface, and case management automation are tightly coupled. DCCSES has approximately 250 users at three (3) locations in the District of Columbia: 200 at 400 6th Street NW, 30 at the Moultrie Courthouse, 500 Indiana Avenue NW, and 20 at the State Disbursement Unit 200 I Street NE.

The DCCSES system was transferred from a 1990 copy of the State of Connecticut's statewide child support system, CCSSD. It currently consists of four major subsystems corresponding to the major areas of functionality (Title IV-A Subsystem, handling the DCAS IV-A interface; Title IV-E Subsystem, handling the IV-E data from the District's FACES system; the State Distribution Unit (SDU) Subsystem, handling financial processing; and the Vital Records Subsystem, handling birth and death data from the DC Department of Health) as well as other functional modules devoted to various processing and administrative tasks such as case management and medical support. DCCSES also has a workflow component that generates emails and notifications based on status changes to cases and case objects.

The DCCSES system maintains case records and accounts information on more than 40,655 active cases and account records on approximately 31,649 child support orders. It allows the District to conduct automated matches with numerous data sources and automatically generates income withholding notices, drivers' license suspension notices, and numerous other notices to custodial parents, non-custodial parents, and employers without the need for caseworker intervention. In addition, DCCSES accommodates centralized payment processing and performs crediting and distribution of payments that meet Federal standards.

The DCCSES production environment is operated and maintained at the Reston Data Center, 12100 Sunrise Valley Drive, Reston, VA 20191. Remote access is provided. However, the selected contractor may have to perform hardware maintenance onsite.

The DCCSES backup environment is operated and maintained at 1099 14th Street NW Washington, DC 20005. Remote access is provided. However, the selected contractor may have to perform hardware maintenance onsite.

The operating system on the DC system is Microsoft Server 2022 standard edition. A system production server is a virtual machine hosted on a Dell PowerEdge R730xd Microsoft Server 2022 standard edition. Appropriate secure network lines provide support for the approximately 250 users and the technicians supporting DCCSES. The random-access memory allocated to the production server is 128 GB. The physical host disk array is in a RAID 10 configuration. This disk space allocated to the production VM is 714 GB.

A near real-time clone is created by replicating (Hyper V) the production server and its active production drives with hourly checkpoints to an identical server at 1099 14th Street NW Washington, DC 20005.

DC Data exchange with the District's system of record for IV-A program data (DCAS) is automated.

DC Data exchange with the District's IV-E program is also automated. There is some functionality that needs to be built around the exchange of financial information between the two agencies. Note: the IV-E system is slated for replacement or upgrades that may occur during the contract period of this award.

DCCSES electronically interfaces with:

- State Directory of New Hires – for data on people who have been recently hired in DC
- National Directory of New Hires – for data on people who have been recently hired nationally
- Interactive Voice Response System – for retrieving case and payment information over the phone
- IVA/DCAS/Temporary Assistance for Needy Families (TANF)
- DCAS/Medicaid
- CSENET – for interstate case information
- Electronic Income Withholding Order (EIWO) – for electronic wage withholdings for companies that have the software in place
- Multi-State Financial Institution Data Match (MS FIDM) - for freezing and seizing bank accounts
- In State Financial Institution Data Match - for freezing and seizing bank accounts of local banks who do not participate in MS FIDM
- Fast Levy - for freezing and seizing bank accounts electronically, i.e., not via the paper process
- Federal Case Registry – for case information at the federal level
- Federal Parent Locator Service (FPLS) – for locating case participants based on name, SSN, DOB
- DOES/Unemployment – for unemployment insurance and wage information
- IVE/Foster Care – for foster care information
- Child Support Lien Network (CSLN) - for seizing insurance claims
- Credit Bureau
- Department of Motor Vehicles – for driver's license suspension
- Federal Tax Offset - for intercepting federal taxes
- State Tax Offset – for intercepting State Taxes
- State Services Portal - for other states to view case information through a Federal Web Portal

- Lottery Board – for intercepting lottery winnings.
- Passport Denial - for suspending passports
- Data Warehouse – for feeding case and demographic information to the OAG/CSSD data warehouse
- Reports Portal Website – for sending electronic copies of reports to a website for users to access
- Systems and Methods Inc. – for processing payment information for OAG/CSSD
- Infolinx – for storing data to the OAG/CSSD records management system
- Allison – for printing notices for certain enforcement remedies
- Interstate Case Reconciliation – Reconciling interstate case data with other states

In order to fulfill federal and local requirements, the current automated system (DCCSES) needs programming updates and enhancements as well as day-to-day operational maintenance.

Beginning in 2020, CSSD implemented the first phases of a system modernization project called “DCCSES 2.0”. DCCSES 2.0 is a more modern system utilizing Salesforce as the main technology. DCCSES 2.0 currently accepts online applications, generates court orders stemming from child support hearings, and processes income withholding information. DCCSES 2.0 will need operational and maintenance support as well.

DCCSES 2.0 allows customers to submit an application for child support along with the supporting documentation. The application is processed within DCCSES 2.0 and when the application is approved the information is sent to DCCSES to create a child support case. DCCSES 2.0 also generates PDF court orders for cases that are scheduled for a court hearing. In addition, DCCSES 2.0 allows for pending income withholding orders to be approved and sent back to DCCSES for generation. DCCSES 2.0 interfaces with DCCSES to exchange current case information between the two systems. DCCSES is currently the system of record.

OAG/CSSD will be starting the next phase of its system modernization project during the lifetime of this contract. Due to the start of the next phase of modernization, enhancements and changes will be limited to the following:

- 1) Production issues,
- 2) Federal and State Legislative requirements (includes OCSS, IRS, and local regulations),
- 3) Efforts to support organizational efficiency,
- 4) Data clean-up and data correction efforts,
- 5) Documentation for system rules and architecture to be used for a future system.

Current hardware infrastructure includes approximately 90 printers to support DCCSES tasks.

Current staffing levels include: _

- 1 part-time Senior Manager
- 1 Systems Administrator
- 1 Quality Assurance Tester
- 1 Business Analyst
- 1 Onsite Support Analyst
- 3 Legacy Developers
- 1 Project Manager
- 2 Web/Database Developers
- 1 Salesforce Developer

OAG anticipates that a smaller team will be needed to support the requirements in this solicitation.

All positions are remote except for the Onsite Support Analyst.

On average there are approximately 480 service tickets and approximately 100 change requests per year. Change requests are implemented through software releases. There have typically been software releases every 2 months containing enhancements to DCCSES.

DCCSES and DCCSES 2.0 must be operational for users to access between 5:30 am and 7:00 pm Monday through Friday. DCCSES currently has late hours on Wednesdays with the system being operational until 8pm. System modifications and releases are typically done outside of those operating business hours (after 7pm or before 5:30) Monday through Friday or on weekends.

The anticipated annual cost for all required services, excluding cost reimbursable items, is \$3,000,000.

The Operations and Maintenance vendor will be required to provide documentation and any support necessary for the next phase of Modernization.

C.4. REQUIREMENTS

C.4.1 START UP

- C.4.1.1 Within two (2) business days of the contract award date, the Contractor shall meet with the CA and designated OAG staff to discuss and finalize a transition plan, which is acceptable to the District, for transfer of responsibilities outlined in this contract from the incumbent to the Contractor. The Contractor shall complete the transition and begin providing the services described in the contract within ninety (90) calendar days of the contract award date, unless otherwise agreed to by both parties.

C.4.1.2 The Contractor shall provide all necessary, qualified technical and administrative staff to provide the required services.

C.4.1.2.1 The technical staff assigned must have the following qualifications:

- a) Experience and technical proficiency with OASYS 9.0 software.
- b) Expert knowledge of database technology and be experienced with SQL queries, specifically with SQL Server 2019.
- c) Demonstrated experience with Internet technologies (web servers, application servers, JavaScript, HTML, XML, IIS, and web services).
- d) Demonstrated experience with Salesforce and Windows platforms.
- e) Demonstrated experience with VMware, Microsoft HyperVisor, troubleshooting networks, and operating system errors.
- f) Knowledge of Salesforce APEX code and Lightning components. As well as writing test scenarios including generating test data and performing bulk testing.
- g) Knowledge of Salesforce Customer Community Plus.
- h) Demonstrated experience with Salesforce DX basics, including instantiation, execution, analysis, and troubleshooting.
- i) Demonstrated experience with developing APIs for communication with such systems as Box.com and Infolinx(Gimmel) for records management.
- j) Demonstrated experience with following tools and frameworks; SOAPUI, Swagger, Postman, Specflow, and SQL Server Integration Services.
- k) Demonstrated experience with Adobe and various Adobe plugins such as Adobesign.

C.4.1.3 Prior to the Contractor commencing work, OAG/CSSD will perform a qualification review and required background check on all personnel, and may elect to interview him/her to determine his/her suitability for the position.

C.4.1.4 The Contractor shall require all employees to execute prior to commencing work on the Project, and annually thereafter, a System Access Requirements and Confidentiality Statement that OAG/CSSD provides, whereby the employee

acknowledges requirements relating to the use of DCCSES and agrees to adhere to privacy safeguards and information disclosure requirements and restrictions in performing his/her duties.

- C.4.1.5 The Contractor shall provide, to the Technical Delivery Manager, a comprehensive list, including names and cell phone numbers, of Primary and Backup Points of Contact for all duties.

C.4.2 SYSTEM MAINTENANCE AND SUPPORT

- C.4.2.1 The Contractor shall create, modify, or update all system applications as required for the functioning of CSSD in accordance with federal and local regulations. The Contractor shall support the District's staff in identifying and reconciling discrepancies in data and processing occurring in the DCCSES environment, and in providing for continual updates and program corrections to improve functionality and prevent discrepancies and errors.

- C.4.2.2 The Contractor shall ensure that production environments are fully operational, i.e. continuously and reliably operating, at minimum, during the following hours:

C.4.2.2.1 DCCSES - normal operating hours 5:30 am – 7:00 pm ET, Monday, Tuesday, Thursday and Friday; and 5:30 am – 8:00 pm ET on Wednesday.

C.4.2.2.2 DCCSES 2.0 – 24/7, unless there is scheduled maintenance.

- C.4.2.3 The Contractor shall perform end-user support tasks - including but not limited to assigning printers, restarting printers, mounting forms, clearing queues, releasing print jobs, adding, deleting, and resetting user accounts, resetting passwords, and handling AccuTerm issues, maintenance and configuration.

- C.4.2.4 Daily, the Contractor shall review system status emails, and investigate and correct all errors. The Contractor shall adhere to CSSD policies governing error notification and chain-of-command communication.

- C.4.2.5 Nightly, the Contractor shall create and store backups in the cloud according to CSSD policy, run and trouble-shoot nightly processing, and provide sufficient on-call resources for nightly processing.

- C.4.2.6 End-user trouble calls are received, assigned, and distributed by the Child Support Services Division Helpdesk Tier 1 support program. The Helpdesk Tier 1 will assign trouble tickets to the Contractor and track all assignments and statuses. The Contractor must work in conjunction with the Helpdesk Tier 1 team to resolve any trouble tickets that are assigned to the Contractor.

C.4.2.6.1 Ticket Tier Levels

- a) High - Interruption of services causing a severe impact on the end user's ability to perform core functions. Examples critical systems are down or end user hardware failure.
- b) Medium – Non-critical function or procedure that is having an operational impact. Examples password resets or account lockouts.
- c) Low – Non-critical function or procedure that is having an operational impact where a workaround is available. Example altering procedures or steps until a software update is available.

C.4.2.6.2 Service Hours – Core business hours for the OAG are 7:00 am to 4:00 pm. The Child Support Services Division is open from 8:15 am to 4:45 pm. Coverage for service tickets shall be provided by the Contractor from 7:00 am to 5:30 pm. The Contractor shall develop a call tree for any incident that occurs outside of the 7:00 am to 5:30 pm service ticket/helpdesk hours.

C.4.2.7 The Contractor shall respond to on-demand work requests within 48 hours unless otherwise agreed with the Technical Delivery Manager. On-demand work requests are specialized requests, such as adhoc reports, that require an immediate turn around.

C.4.2.8 Monthly, the Contractor shall review the backup tape inventory stored at the District's secure third-party repository to ensure that all tapes are accounted for.

C.4.2.9 The Contractor shall provide system support services including but not limited to rebooting servers, installing and removing printers, moving print jobs, initiating support calls, installing server software, installing software patches, restoring data files from backups, handling login problems, and escorting support vendors to the data centers.

C.4.2.10 When requested, the Contractor shall install the AccuTerm emulator on OAG Windows desktops.

C.4.2.11 The Contractor shall coordinate with OCTO's LAN/WAN and OAG/CSSD staff or their designees to assist in identifying and resolving network related problems involving DCCSES and DCCSES 2.0.

C.4.2.12 The Contractor shall identify data quality issues; and recommend and implement edits and program modifications to improve data quality.

C.4.2.13 The Contractor shall provide support for the current DCCSES and DCCSES 2.0 application software as necessary to ensure its compliance with DC and federal laws and regulations. The Contract Administrator will assign Applications Software

Support Tasks through a work request system. The Contractor will acknowledge the request within 48 business hours and provide proposed release date for implementation, which will be reviewed and approved by the Contract Administrator or designee.

C.4.2.13.1 Tasks for Application Software Support may include, but are not limited to the following:

- a) Perform outstanding changes to OCSS-157 as required under OCSS-Action Transmittals.
- b) Modify child support payment calculation guidelines as reflected in any new legislation approved by the Council of the District of Columbia.
- c) Modify the electronic file interface with the District's IV-A system of record DCAS, to reduce the number of processing errors (e.g., duplicate case creation and addition of duplicate dependents) and simplify the monthly reconciliation process.
- d) Implement Data Quality Report requests.
- e) Perform miscellaneous programming changes to correct software errors and improve data reliability and accuracy.
- f) Implement change control including validation of approval, testing, documentation, and deployment procedures provided by CSSD policy and shall execute deployments to production as specified in the change control and software development process.
- g) Provide programmatic and infrastructure maintenance and enhancements.
- h) Ensure that all hardware (servers, printers, scanners, etc.) are functioning correctly. Make recommendations for replacing hardware that is out of warranty or malfunctioning.

C.4.3 SYSTEM SECURITY

C.4.3.1 The Contractor shall recommend, document, and assist CSSD in its enforcement of a uniform, restrictive security and privacy policy to control and monitor system access.

C.4.3.2 The Contractor shall ensure that its staff adheres to all OAG/CSSD policies and procedures pertaining to the use of DCCSES and DCCSES 2.0 and safeguarding of

any information contained therein, regardless of the format in which such data is made available.

C.4.3.3 The Contractor shall not grant security access or authorization modifications without proper documentation and approval by OAG.

C.4.3.4 The Contractor shall provide tracking, support, and information relating to security audits as required.

C.4.3.5 The Contractor must report all system security incidents to the Chief Information Security Officer of OAG as outlined in the Incident Response policy. Reportable incidents include, but are not limited to, the following:

C.4.3.5.1 Loss and theft of information system equipment, software, or data;

C.4.3.5.2 Malicious damage to information system equipment, software, or data;

C.4.3.5.3 Attempts to access and information system by person(s) not authorized or properly identified

C.4.4 DISASTER RECOVERY

C.4.4.1 The Contractor shall keep the Disaster Recovery Plan up to date, provide version control of all related applications software, lead the effort to restore the application to normal operations, and otherwise assist in the recovery process as required.

C.4.4.2 The Contractor shall perform an annual disaster recovery test and prepare a report on the results of the test. The Contractor shall submit the report to the CA within 10 business days after the disaster recovery test.

C.4.5 SYSTEM ENHANCEMENTS AND MODIFICATIONS

C.4.5.1 Change Requests shall be the mechanism whereby the use of resources, enhancements, modifications, and upgrades to the system shall be prioritized, approved, and tracked. OAG will request and track changes to the system in an automated system. The Contractor shall use this tracking system when responding to Change Requests.

C.4.5.2 The Change Request process is outlined below:

a) Stakeholders create Change Requests in the tracking system,

b) CSSD management preliminarily approves/disapproves of Change Requests via the tracking system,

c) Using the tracking system, the Contractor shall provide estimates of the effort required to implement Change Requests. Contractor and CSSD personnel agree on and assign a functional area of change via the tracking system,

- d) Stakeholders meet at least every two weeks to review the approved Change Requests in order to discuss the impact, prioritization, and to slot into future releases,
- e) Contractor shall implement changes for current release according to agreed-upon schedule and shall release completed Change Requests to test environment,
- f) Stakeholders verify and accept changes in a test environment prior to release to production,
- g) For each release, Contractor shall use the approved deployment process whereby accepted changes are released to production.

C.4.5.3 The Contractor shall perform program testing prior to the release of any system enhancement or modification.

C.4.5.4 The Contractor shall analyze and document CSSD workflows and modify DCCSES and DCCSES 2.0 to support workflows as needed.

C.4.5.5 The Contractor shall update DCCSES and DCCSES 2.0 documentation, keep it current to reflect application modifications within ten (10) business days of their release, and maintain proper version control of all documentation.

C.4.6 REPORTING

C.4.6.1 The Contractor shall provide the following reports to the CA:

- a) OCSE 157 Reports (snapshot of cases for the prior month; cumulative report of cases for the year to date) on a monthly basis.
- b) OCSE 34A Report on a quarterly basis. The 34A Report is officially submitted to OCSS on a quarterly basis.
- c) OCSE 157 and OCSE 34A Reports on a yearly basis. The annual 157 report will be used for the official submission to OCSS.

C.4.6.2 The Contractor shall provide a monthly status report on the 5th of every month. The status report shall discuss personnel updates, status of change requests, number and status of support calls handled, and any other contract-related items.

C.4.7 TRAINING

C.4.7.1 The Contractor shall develop and deliver end-user training on DCCSES and DCCSES 2.0 modifications for all impacted users, either in classroom setting, by webinar, or other means for all software releases.

C.4.8 OTHER CONTRACTOR RESPONSIBILITIES

- C.4.8.1 The Contractor shall not permit its employees to work in excess of forty (40) hours per week, unless the Technical Delivery Manager requests otherwise in writing.
- C.4.8.2 The Contractor shall require its employees to follow all CSSD policies and procedures, including those pertaining to time and attendance and lunch hours and breaks.
- C.4.8.3 The Contractor shall thoroughly review all of its employee timesheets and make any necessary corrections before their inclusion with the Contractor's invoices in the District's E-Invoicing Portal.
- C.4.8.4 The Contractor shall be responsible for loss, damage (in excess of normal wear and tear), destruction, or misuse of the District's property by its staff, as well as the unauthorized disclosure or misuse of any confidential information.
- C.4.8.5 In the performance of this contract, the Contractor shall be responsible for ensuring its employees comply with Exhibit 7 of Internal Revenue Service (IRS) Publication 1075, which has been incorporated in the contract.

C.4.9 CONTRACTOR'S PERSONNEL

- C.4.9.1 If at any point OAG/CSSD is dissatisfied with a Contractor's employee's work and requests his/her removal, then the Contractor shall replace this individual within no more than thirty (30) days of receiving OAG/CSSD's notice. The Contractor understands that OAG/CSSD must approve of any replacement and that this individual must pass the required background check prior to commencing work on the Project. New or replacement personnel must sign a System Access Requirements and Confidentiality Statement before commencing work.
- C.4.9.2 If an employee terminates his/her relationship with the Contractor or the Contractor elects to reassign the employee, then the Contractor shall give OAG/CSSD, where practical, at least two (2) weeks prior written notice that the employee will be removed from the contract. The Contractor shall adhere to the requirements set forth in Section 4.9.1 above regarding replacing the employee.
- C.4.9.3 The Contractor shall retrieve and return all property provided by OAG/CSSD to the Contractor's employee upon termination of the contract or the employee's removal from the contract, within fifteen (15) days of the termination or separation. The Contractor shall be responsible for all costs associated with OAG/CSSD's replacement of its property due to the Contractor's failure to retrieve and return it.
- C.4.9.4 The Contractor shall meet with the CA, at his/her request, to discuss any contract related matters.

C.4.10 CONTINUITY OF SERVICE (PHASE-OUT SERVICES)

- C.4.10.1 The Contractor shall develop and provide a detailed turnover plan to the District's designated representative, no later than ninety (90) calendar days after the effective date of the contract, describing its plans for seamlessly transitioning the services it is performing to the District or to a new contractor upon termination or expiration of the contract, without causing any disruption to OAG/CSSD's operations. This plan shall be subject to the District's approval before being finalized.
- C.4.10.2 The Contractor recognizes the services provided under this contract are vital to the District of Columbia and must be continued without interruption and that, upon contract expiration or termination, a successor, either the District Government or another contractor, at the District's option, may continue to provide these services. If another contractor is awarded a future contract for performance of the required services, the Contractor shall cooperate fully with the District and the new contractor in any transition activities that the Contracting Officer deems necessary during the term of the contract. To that end, the Contractor agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

C.5. OAG RESPONSIBILITIES

- C.5.1 District staff will perform all facilities management services to support the application, including networking(cabling) and disaster recovery planning.
- C.5.2 OAG will resolve any identified network-related problems.
- C.5.3 OAG will provide transportation for Contractor personnel to designated OAG sites.
- C.5.4 OAG will provide access to system and system documentation. All remain property of OAG.
- C.5.5 OAG will provide government identification badges to the contractor team. Badges will allow access to the proper suites and equipment storage areas.