

<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>			1. Contract Number	Page of Pages 1   4	
2. Amendment/Modification Number A01	3. Effective Date 4/9/24	4. Requisition/Purchase Request No.	5. Solicitation Caption IT Support Services - DCCSES Operation and Maintenance		
6. Issued by: Office of the Attorney General Support Services Division/ 400 6 <sup>th</sup> Street, NW Washington, DC 20001		Code	7. Administered by (If other than line 6)		
8. Name and Address of Contractor (No. street, city, county, state and zip code)		Code	Facility	9A. Amendment of Solicitation DCCB-2024-R-0012	
				<input checked="" type="checkbox"/>	9B. Dated (See Item 11) 3/19/24
					10A. Modification of Contract Order No.
					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 <u>1</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)					
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTORS/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 <u>1</u> copies to the issuing office.					
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)  The purpose of this amendment is to:  A) Provide responses to Offeror questions as outlined on pages 2-4. B) Extend the due date for submission of proposals to April 30, 2024 at 2:00 pm					
Except as provided herein, all terms and conditions of the document 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 Gena Johnson			
15B. Name of Contractor  (Signature)	15C. Date Signed	16B. District of Columbia  <i>Gena Johnson</i> (Signature of Contracting Officer)	16C. Date Signed 4/9/24		

- Q1. Reference Background Section (Page 9) - On average there are approximately 480 service tickets and approximately 100 change requests per year.

Please provide the most current list of all service tickets / defects and change requests classified into the four categories – Financial, Screen and System edits, Letters or Forms, Case assignments

- A1. While we cannot share the raw list of all service tickets / defects and change requests, please see below for a representative sample of service tickets and change requests that should be adequate for your proposal development and estimation.

Change Requests

There have been 3 O&M releases for this fiscal year; October 2023, January 2024, and March 2024. For these three releases a total of 79 requests were implemented. Below is a summary by category:

Financials – 16  
Screen and System edits – 51  
Letters or Forms – 9  
Case Assignment – 3

Service/Support/Helpdesk Tickets

Currently 365 service tickets have been submitted October 1, 2023 through March 2024. With approximately 20 business days per month, that is an average of 3 tickets per day. Below is summary of the Ticket Tier Levels:

High – 31  
Medium - 321  
Low - 13

- Q2. Reference Background Section (Page 9) and Section C.4.2.2 - DCCSES and DCCSES 2.0 must be operational for users to access between 5:30 am and 7:00 pm Monday through Friday and an additional hour, until 8 pm, on Wednesdays. System modifications and releases are typically done outside of those operating business hours (after 7pm or before 5:30am) Monday through Friday or on weekends.

Please provide the daily, weekly, and monthly batch schedule windows (start time and end time for batch). Also, describe any special considerations for monthly batch run (i.e., if it falls in middle of week)

- A2. Please see below for the batch schedule windows, which generally occur during the night hours and have generally not impacted the next days' work or system availability. Please add 1 hour for Wednesdays. Monthly processing runs on the last business day of the month. If monthly processing falls on a Wednesday, late hours will be suspended so that nightly processing can begin at approximately 7:30 pm. Other special considerations include the monthly 157 report which is generally ran on the first or second weekend of the month to avoid interference with the daily, weekly, or monthly batch windows. The overall nightly batch window is approximately 7:30 pm to 5:00 am.

Daily Batch Schedule Window (except Wednesdays)

7:00 pm – 7:30 pm – System Backup Created  
7:30 pm – 11:00 pm – Nightly Batch Processing

Weekly Batch Schedule Window (except Wednesdays)

7:00 pm – 7:30 pm – System Backup Created

7:30 pm – 1:00 am – Nightly Batch Processing

Monthly Batch Schedule Window

7:00 pm – 7:30 pm – System Backup Created

7:30 pm – 4:00 am – Nightly Batch Processing

- Q3. Reference Proposal Instruction (L.2.4.A.4.) – Technical Approach – ‘...how the Offeror will deal with after hour and weekend calls; steps for resolving problems;’.

We need to understand historically (last 12 months) the volume of such requests for after hour or weekend calls. Please provide this data.

- A3. There have been four (4) after hour or weekend calls since October 2023. For a full year we believe this number will be 10 or less.

- Q4. Reference Requirement C.4.1.1 Within two (2) business days of the Contract award date, 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 Contractor. Contractor shall complete the transition and begin providing

Please provide the incumbent's current transition plan, if available, or agreed upon transition expectations from the incumbent.

- A4. We cannot share the incumbent's current transition plan/deliverable. However, there is a 90 day transition requirement for the current vendor to conduct the transition to the vendor selected as a result of this procurement.

- Q5. Reference Requirement C.4.2.6 CCSD Helpdesk

Please provide the recent history of monthly calls to Help Desk and their classification by Ticket Tier levels – High, Medium, Low

- A5. While we cannot share the raw list of all service tickets, please see below for a summary of service tickets that should be adequate for your proposal development and estimation.

Service/Support/Helpdesk Tickets

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High – 31

Medium – 321

Low – 13

Q6. Section G.3.1: District Residents New Hires Requirements and First Source Employment Agreement

We acknowledge the importance of the 51% District Residents New Hires Requirements and First Source Employment Agreement. However, we seek your guidance on the most effective approach to meet this requirement. We would greatly appreciate any insights or recommendations you can provide to assist us in fulfilling this criterion successfully.

A6. Offerors are directed to the Department of Employment Services (DOES) for guidance regarding the District's First Source law. DOES provides a [Fact Sheet FIRST SOURCE Non Construction Factsheet.pdf \(dc.gov\)](#) that provides an overview of the requirement. Further information can be obtained by contacting DOES at 202-698-6284 or [firstsource@dc.gov](mailto:firstsource@dc.gov).

Q7. Section M.3.1.1.1: Corporate experience and Past Performance

We kindly request clarification regarding the terminology used in this section. Specifically, we are inquiring whether it would be permissible to modify the phrase "Federally Certified State Child Support Enforcement System" to "Federally Certified IT System"? We believe this adjustment would better reflect the scope of our proposed services while maintaining compliance with the intent of the requirement.

A7. Federally Certified State Child Support Enforcement (CSE) systems are unique in many ways and have unique requirements, and as such we prefer vendors with experience in CSE systems, however if you believe you have very comparable and relevant experience and can meet the other requirements with your firm's past performance and proposed resources, we recommend that you submit a proposal for our consideration.

Q8. Request for Extension

Given the complexity of the solicitation and the depth of our proposed solution, we kindly request a two-week extension to the deadline. This additional time will allow us to thoroughly refine our proposal and ensure its completeness and accuracy.

A8. The due date for submission of proposals is extended to April 30, 2024.