

ATTACHMENT #1

SOLICITATION, OFFER, AWARD		1. Caption Incident Management System/Automated Field Reporting System		Page of Pages 1 43	
2. Contract Number	3. Solicitation Number DCTO-2008-R-0157	4. Type of Solicitation <input type="checkbox"/> Sealed Bid (IFB) <input checked="" type="checkbox"/> Sealed Proposals (RFP) <input type="checkbox"/> Sole Source <input type="checkbox"/> Human Care Agreements <input type="checkbox"/> Emergency		5. Date Issued 7/25/2008	6. Type of Market <input type="checkbox"/> Open <input checked="" type="checkbox"/> Set Aside <input type="checkbox"/> Open with Sub-Contracting Set Aside
7. Issued By: Office of Contracting and Procurement Office of the Chief Technology Officer 441 4th Street, NW, Suite 930 South Washington, DC 20001			8. Address Offer to: Office of Contracting and Procurement 441 4th Street, NW Suite 703 South, Bid Room Washington, DC 20001		

NOTE: In sealed bid solicitations "offer" and offeror" means "bid" and "bidder"

SOLICITATION

9. Sealed offers in original and 3 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at See Block 8 of this form until 2:00 PM local time 25-Aug-08
(Hour) (Date)

CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.

10. For Information Contact	A. Name Leon T. Borroum	B. Telephone			C. E-mail Address leon.borroum@dc.gov
		(Area Code) 202	(Number) 727-6793	(Ext)	

11. Table of Contents

(X)	Section	Description	Page No.	(X)	Section	Description	Page No.
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES			
X	A	Solicitation/Contract Form	1	X	I	Contract Clauses	23-27
X	B	Supplies or Services and Price/Cost	2-4	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS			
X	C	Specifications/Work Statement	5-8	X	J	List of Attachments	28
x	D	Packaging and Marking	9	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
X	E	Inspection and Acceptance	9	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
X	F	Deliveries or Performance	10-11				
X	G	Contract Administration Data	12-16	X	L	Instructions, conditions & notices to offerors	32-38
X	H	Special Contract Requirements	17-22	X	M	Evaluation factors for award	39-43

OFFER

12. In compliance with the above, the undersigned agrees, if this offer is accepted within 180 calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.

13. Discount for Prompt Payment 10 Calendar days % 20 Calendar days % 30 Calendar days % Calendar days %

14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):	Amendment Number	Date	Amendment Number	Date

15A. Name and Address of Offeror	16. Name and Title of Person Authorized to Sign Offer/Contract		

15B. Telephone		15 C. Check if remittance address is different from above - Refer to Section G	17. Signature	18. Offer Date
(Area Code)	(Number) (Ext)			

AWARD (TO BE COMPLETED BY GOVERNMENT)

SECTION B: SUPPLIES OR SERVICES AND PRICE

B.1 The Government of the District of Columbia, Office of Contracting and Procurement, on behalf of The Metropolitan Police Department (the District) is seeking a contractor to provide the following systems: Incident Management System (IMS) and an Automated Field Reporting System (AFRS).

B.2 The District contemplates award of a Firm Fixed Price (FFP) contract.

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
0001 (Base Year - 8 Months)	Develop, configure and implement IMS, and ARFS modules, integrate and deploy activities including daily operations, maintenance and migration of existing data from legacy system as described in C.3.1 thru C.5.17 of the SOW.	
0001AA	Plan & Project Schedule Validation and Finalization of module requirements (see Attachments A&B). Design IMS and AFRS modules in relation to overall RMS and in compliance with requirements, database schema and technical standards. Development and integration of IMS and AFRS modules in relation to overall Records Management System (RMS) and in compliance with requirements, database schema and technical standards. Implementation of systems' functionality tests Implementation of user functionality tests End of year testing of IMS and AFRS modules Deployment of system Maintenance Support Services Total CLIN 0001 (Base Year)	\$ _____

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
1001 (Option Period 1 – 12 months)	Incident Management System and Field Reporting System Modules	
1001AA	Maintenance Support Service IAW paragraph C.3.6 of SOW.	\$ _____
1001AB	License Agreement IAW paragraph C.3.5 of SOW	\$ _____
	Total CLIN 1001 (Option Period One)	\$ _____

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
2001 (Option Period 1 – 12 months)	Incident Management System and Field Reporting System Modules	
2001AA	Maintenance Support Service IAW paragraph C.3.6 of SOW.	\$ _____
2001AB	License Agreement IAW paragraph C.3.5 of SOW	\$ _____
	Total CLIN 2001 (Option Period One)	\$ _____

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
3001 (Option Period 1 – 12 months)	Incident Management System and Field Reporting System Modules	
3001AA	Maintenance Support Service IAW paragraph C.3.6 of SOW.	\$ _____
3001AB	License Agreement IAW paragraph C.3.5 of SOW	\$ _____
	Total CLIN 3001 (Option Period One)	\$ _____

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
4001 (Option Period 1 – 12 months)	Incident Management System and Field Reporting System Modules	
4001AA	Maintenance Support Service IAW paragraph C.3.6 of SOW.	\$ _____
4001AB	License Agreement IAW paragraph C.3.5 of SOW	\$ _____
	Total CLIN 4001 (Option Period One)	\$ _____

Total Amount Base of Period: \$ _____

Total Amount Option Period One: \$ _____

Total Amount Option Period Two: \$ _____

Total Amount Option Period One: \$ _____

Total Amount Option Period Two: \$ _____

Grand Total Amount: \$ _____

3.4 Designation of Solicitation for the Small Business Set Aside Market Only

This Invitation for Bids or Request for Proposals is designated for certified business enterprise (CBE) Offerors only under the provisions of the “Small, Local, and Disadvantaged Business Enterprise Development and Assistance Act of 2005” (the Act), Title II, Subtitle N, of the “Fiscal Year 2006 Budget Support Act of 2005”, D.C. Law 16-33, effective October 20, 2005.

An CBE must be certified as small in the procurement category of “Goods and Equipment and General Services” in order to be eligible to submit a bid or proposal in response to this solicitation.

SECTION C: SPECIFICATIONS/WORK STATEMENT

C.1 SCOPE:

The development of an Incident Management System (IMS) and Automated Field Reporting System (AFRS) are the subjects of this Statement of Work (SOW). The IMS will allow MPD to manage information generated from all requests for service in a uniform and standard manner. The AFRS will revolutionize the manner in which MPD captures and records detailed information as it relates to these requests for service. The integration of all of these modules into a comprehensive RMS will allow MPD to be able to effectively manage, store, retrieve and share the information that it has collected from the resulting events and other MPD activities.

C.2 BACKGROUND

The Metropolitan Police Department of the District of Columbia's (MPD) Office of the Chief Information Officer has a variety of systems that are nearing the end of their life cycles and require immediate upgrade and replacement. MPD has developed specific requirements for a comprehensive Records Management System (RMS) that will provide a more streamlined and automated process while still providing data access to our local, regional and national partners. The new RMS will include several modules and will represent a significant improvement in the way MPD collects, processes, manages and shares law enforcement information.

C.3 GENERAL REQUIREMENTS

- C.3.1 Monthly reports are required throughout the duration of the development effort until the final deliverable is accepted by MPD.
- C.3.2 The Contractor shall provide necessary services for the successful development of the specified modules and other deliverables.
- C.3.3 MPD shall retain all rights to source code and/or "application programs". Said source code and/or application programs developed or modified specifically for this engagement shall be put in escrow through the terms of the contract.
- C.3.4 MPD shall retain rights to all data and intellectual property resulting from this engagement.
- C.3.5 The Contractor shall provide twelve (12) months warranty of product after installation.
- C.3.6 The Contractor shall provide twelve (12) months maintenance support between the hours of 08:00 a.m. to 08:00 p.m. Eastern Standard Time for support of the system after installation.
- C.3.7 Activities shall include all necessary efforts for life-cycle development within a JAD/RAD environment, including, but not limited to the deliverables in C.6.

C.3.8 The Contractor shall obtain MPD acceptance for each deliverable prior to moving forward with the next deliverable.

C.3.9 The Contractor shall coordinate all activities with other participants in this project, the RMS and other related MPD technology projects.

C.4 SELECT INCIDENT MANAGEMENT SYSTEM REQUIREMENTS

(A more complete list is provided in Attachment A)

C.4.1 The IMS must support electronic routing, approval and digital signatures.

C.4.2 The IMS must support MPD's standard business operations forms.

C.4.3 The IMS must support electronic collection, capture and transfer of information.

C.4.4 The IMS must be web-enabled.

C.4.5 The IMS must support relational database and adhere to the MPD RMS schema.

C.4.6 The IMS must support MPD standard mobile platforms (i.e., laptops).

C.4.7 The IMS must integrate with computer-aided dispatch systems (e.g., Intergraph CAD, Motorola).

C.4.8 The IMS must support a unique identifier for each person.

C.4.9 The IMS must support copying or moving data from one field to another without reentry.

C.4.10 The IMS must support multiple arrests per person.

C.4.11 The IMS must support NIBRS and UCR statute codes and counting schemes.

C.4.12 The IMS must allow for modification to offense codes.

C.4.13 The IMS must allow for multiple supplemental reports to be entered on the same case simultaneously.

C.4.14 The IMS must have a reporting module.

C.4.15 The IMS must allow for integration with standard information technology systems

C.4.16 The IMS must integrate with standard RMS technology systems.

C.5 SELECT AUTOMATED FIELD REPORTING SYSTEM REQUIREMENTS

(A more complete list is provided in Attachment B)

- C.5.1 The AFRS must allow a user to begin any RMS-supported report from the field by providing access to the appropriate forms.
- C.5.2 The AFRS must allow the user to upload a partial or complete report to the RMS server at any time.
- C.5.3 The AFRS must support electronic routing, approval and digital signatures.
- C.5.4 The AFRS must support MPD's standard business operations forms.
- C.5.5 The AFRS must support electronic collect, capture and transfer of information.
- C.5.6 The AFRS must be web-enabled.
- C.5.7 The AFRS must support relational databases and adhere to the MPD RMS schema.
- C.5.8 The AFRS must support MPD standard mobile platforms (i.e. laptops).
- C.5.9 The AFRS must integrate with computer-aided dispatch systems (e.g., Intergraph CAD, Motorola).
- C.5.10 The AFRS must support a unique identifier for each person.
- C.5.11 The AFRS must support copying or moving data from one field to another without reentry.
- C.5.12 The AFRS must allow for multiple supplemental reports to be entered on the same case simultaneously.
- C.5.13 The user interface for the Field Reporting module shall resemble the desktop application.
- C.5.14 The system administrator shall determine the types of queries and searches that may be conducted by a field module so as not to overload the communication channel.
- C.5.15 The AFRS must provide a command for the user that lists all incomplete reports that are the user's responsibility to complete.
- C.5.16 The AFRS must route completed reports for approval according to previously defined criteria.
- C.5.17 The AFRS must integrate with standard RMS technology systems.

C.6 DELIVERABLES***C.6.1 The Contractor shall provide the following deliverables to MPD.***

Summary of Deliverables	Estimated Time from Contract Award
A – Project Plan & Project Schedule	15 days
B – Validation and finalization of module requirements (see Attachments A & B)	30-45 days
C – Design of IMS and AFRS modules in relation to overall RMS and in compliance with requirements, database schema and technical standards.	45-60 days
D – Development and integration of IMS and AFRS modules in relation to overall RMS and in compliance with requirements, database schema and technical standards.	120 days
E – Implementation of systems' functionality tests	120 days
F – Implementation of user functionality tests	120 days
G – End-to-end testing of IMS and AFRS modules	120 days
H – Deployment of system	240 days

SECTION D: PACKAGING AND MARKING

The packaging and marking requirements for the resultant contract shall be governed by clause number (2), Shipping Instructions-Consignment, of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated March 2007.

SECTION E: INSPECTION AND ACCEPTANCE

The inspection and acceptance requirements for the resultant contract shall be governed by clause number six *(6), Inspection of Services, of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated March 2007.

SECTION F: DELIVERIES OR PERFORMANCE

F.1 TERM OF CONTRACT

The term of the contract shall be for a base period of eight (8) months from the date of the award.

F.2 OPTION TO EXTEND THE TERM OF THE CONTRACT

F.2.1 The District may extend the term of this contract for four (4) option periods. Each option period will be for twelve (12) months, 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.

F.2.2 If the District exercises this option, the extended contract shall be considered to include this option provision.

F.2.3 The price for the option period shall be as specified in the contract.

F.2.4 The total duration of this contract, including the exercise of any options under this clause, shall not exceed fifty-six (56) months.

F.3 DELIVERABLES

F.3.1 Reference Sections C.6.1.

F.3.2 The Contractor Required Documents:

Where documents are required from contractor, five (5) printed copies of written documents or other evidence of deliverables shall be provided to MPD using standard Microsoft Office Suite applications (or other MPD-established project management standards tools), unless otherwise agreed to. The deliverable shall also be accompanied by an electronic copy (on disk or CD or **via email**) of the document.

F.3.2.1 If documents are prepared in PowerPoint or other graphical presentation, the deliverable shall include the required formats (printed + electronic copy of originals file) PLUS an additional electronic file which has been converted to a format suitable for electronic distribution (example PDF format).

F.3.2.2 Copies shall be filed both with the MPD Program Manager for incorporation into the overall program files and with the Contracts Management Officer as required for delivery verification.

F.3.3 Record Retention:

F.3.3.1 Electronic and paper documents, forms, survey instruments, background materials secured as part of this contract shall be considered the property of the District of Columbia.

F.3.3.2 Contractor shall periodically review these resource materials with the COTR and establish file and retention plans.

F.3.3.3 No later than fourteen (14) days before the close-out of the contract, the contractor shall review with the COTR all project-related materials.

F.3.4 The Contractor shall submit to the District, as a deliverable, the report described in section H.5.5 of this contract that is required by the 51% District Residents New Hires Requirements and First Source Employment Agreement. If the Contractor does not submit the report as part of the deliverables, final payment to the Contractor may not be paid.

SECTION G : CONTRACT ADMINISTRATION DATA

G.1 INVOICE PAYMENT

G.1.1 The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract.

G.1.2 The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.

G.2 INVOICE SUBMITTAL

G.2.1 The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in Section G.4. Invoices shall be prepared in duplicate and submitted to the agency Chief Financial Officer (CFO) with concurrent copies to the Contracting Officer's Technical Representative (COTR) specified in Section G.9 below. The address of the CFO is:

Office of the Controller/Agency Fiscal Officer, Rosanne Etinoff
300 Indiana Ave, Room 4106
Washington, DC 20721
202-727-4317

G.2.2 To constitute a proper invoice, the Contractor shall submit the following information on the invoice:

G.2.2.1 Contractor's name, federal tax ID and invoice date (Contractors shall date invoices as of the date of mailing or transmittal);

G.2.2.2 Contract number and invoice number;

G.2.2.3 Description, price, quantity and the date(s) that the supplies or services were delivered or performed;

G.2.2.4 Other supporting documentation or information, as required by the Contracting Officer;

G.2.2.5 Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;

G.2.2.6 Name, title, phone number of person preparing the invoice;

G.2.2.7 Name, title, phone number and mailing address of person (if different from the person identified in G.2.2.6 above) to be notified in the event of a defective invoice; and

G.2.2.8 Authorized signature.

G.3 FIRST SOURCE AGREEMENT REQUEST FOR FINAL PAYMENT

G.3.1 For contracts subject to the 51% District Residents New Hires Requirements and First Source Employment Agreement requirements, final request for payment must be accompanied by the report or a waiver of compliance discussed in section H.5.5.

G.3.2 No final payment shall be made to the Contractor until the CFO has received the Contracting Officer's final determination or approval of waiver of the Contractor's compliance with 51% District Residents New Hires Requirements and First Source Employment Agreement requirements.

G.4 PAYMENT

Contractor shall be paid for items identified in Section B upon delivery and acceptance by The District.

The District will pay the full amount due to the Contractor under this contract after:

- a) Completion and acceptance of all work; and
- b) Presentation of a properly executed invoice.

G.5 ASSIGNMENT OF CONTRACT PAYMENTS

G.5.1 In accordance with 27 DCMR 3250, the Contractor may assign funds due or to become due as a result of the performance of this contract to a bank, trust company, or other financing institution.

G.5.2 Any assignment shall cover all unpaid amounts payable under this contract, and shall not be made to more than one party.

G.5.3 Notwithstanding an assignment of contract payments, the Contractor, not the assignee, is required to prepare invoices. Where such an assignment has been made, the original copy of the invoice must refer to the assignment and must show that payment of the invoice is to be made directly to the assignee as follows:

Pursuant to the instrument of assignment dated _____,
make payment of this invoice to _____
(name and address of assignee).

G.6 THE QUICK PAYMENT CLAUSE

G.6.1 Interest Penalties to Contractors

G.6.1.1 The District will pay interest penalties on amounts due to the Contractor under the Quick Payment Act, D.C. Official Code §2-221.01 et seq., for the period beginning on the day after the required payment date and ending on the date on which payment of the amount is

Incident Management System/Automated Field Reporting System

made. Interest shall be calculated at the rate of 1% per month. No interest penalty shall be paid if payment for the completed delivery of the item of property or service is made on or before:

- a) the 3rd day after the required payment date for meat or a meat product;
- b) the 5th day after the required payment date for an agricultural commodity; or
- c) the 15th day after the required payment date for any other item.

G.6.1.2 Any amount of an interest penalty which remains unpaid at the end of any 30-day period shall be added to the principal amount of the debt and thereafter interest penalties shall accrue on the added amount.

G.6.2 Payments to Subcontractors

G.6.2.1 The Contractor must take one of the following actions within 7 days of receipt of any amount paid to the Contractor by the District for work performed by any subcontractor under a contract:

- a) Pay the subcontractor for the proportionate share of the total payment received from the District that is attributable to the subcontractor for work performed under the contract; or
- b) Notify the District and the subcontractor, in writing, of the Contractor's intention to withhold all or part of the subcontractor's payment and state the reason for the nonpayment.

G.6.2.2 The Contractor must pay any lower-tier subcontractor or supplier interest penalties on amounts due to the subcontractor or supplier beginning on the day after the payment is due and ending on the date on which the payment is made. Interest shall be calculated at the rate of 1% per month. No interest penalty shall be paid on the following if payment for the completed delivery of the item of property or service is made on or before:

- a) the 3rd day after the required payment date for meat or a meat product;
- b) the 5th day after the required payment date for an agricultural commodity; or
- c) the 15th day after the required payment date for any other item.

G.6.2.3 Any amount of an interest penalty which remains unpaid by the Contractor at the end of any 30-day period shall be added to the principal amount of the debt to the subcontractor and thereafter interest penalties shall accrue on the added amount.

G.6.2.4 A dispute between the Contractor and subcontractor relating to the amounts or entitlement of a subcontractor to a payment or a late payment interest penalty under the Quick Payment Act does not constitute a dispute to which the District of Columbia is a party. The District of Columbia may not be interpleaded in any judicial or administrative proceeding involving such a dispute.

G.7 CONTRACTING OFFICER (CO)

Contracts will be entered into and signed on behalf of the District only by contracting officers. The name, address and telephone number of the Contracting Officer is:

Annie R. Watkins, Contracting Officer
Office of Contracting and Procurement (OCTO)
441 - 4th Street, N.W., 9th Floor
Washington, DC 20001
202/727-5274 Office
202/727-1679 Fax
annie.watkins@dc.gov

G.8 AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

G.8.1 The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract.

G.8.2 The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the Contracting Officer.

G.8.3 In the event the Contractor effects any change at the instruction or request of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

G.9 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)

G.9.1 The COTR is responsible for general administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the COTR is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in the contract. The COTR for this contract is:

Travis Hudnall
CTO, Metropolitan Police Department
300 Indiana Ave. NW
Washington, D.C. 20001

G.9.2 The COTR shall not have authority to make any changes in the specifications or scope of work or terms and conditions of the contract.

- G.9.3** The Contractor may be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer; may be denied compensation or other relief for any additional work performed that is not so authorized; and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.
- G.9.4** 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.
- G.9.5** 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.
- G.9.6** 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. Contractor shall notify the District no less than 30 days in advance of any proposed change in personnel associated with this contract. The District reserves the right to review, interview and/or approve any proposed replacement candidates.

SECTION H: SPECIAL CONTRACT REQUIREMENTS

H.1 HIRING OF DISTRICT RESIDENTS AS APPRENTICES AND TRAINEES

H.1.1 For all new employment resulting from this contract or subcontracts hereto, as defined in Mayor's Order 83-265 and implementing instructions, the Contractor shall use its best efforts to comply with the following basic goal and objectives for utilization of bona fide residents of the District of Columbia in each project's labor force:

H.1.1.1 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.

H.1.2 The Contractor shall negotiate an Employment Agreement with the DOES for jobs created as a result of this contract. The DOES shall be the Contractor's first source of referral for qualified apprentices and trainees in the implementation of employment goals contained in this clause.

H.2 DEPARTMENT OF LABOR WAGE DETERMINATIONS

The Contractor shall be bound by the Wage Determination (*No. 2005-2103, Revision No 6, May 29, 2008*), issued by the U.S. Department of Labor in accordance with the Service Contract Act (41 U.S.C. 351 *et seq.*) and incorporated herein as Section J.1.1 of this solicitation. The Contractor shall be bound by the wage rates for the term of the contract. If an option is exercised, the Contractor shall be bound by the applicable wage rate at the time of the option. If the option is exercised and the Contracting Officer obtains a revised wage determination, the revised wage determination is applicable for the option periods and the Contractor may be entitled to an equitable adjustment.

H.3 PUBLICITY

The Contractor shall at all times obtain the prior written approval from the Contracting Officer before it, any of its officers, agents, employees or subcontractors, either during or after expiration or termination of the contract, make any statement, or issue any material, for publication through any medium of communication, bearing on the work performed or data collected under this contract.

H.4 FREEDOM OF INFORMATION ACT

The District of Columbia Freedom of Information Act, at D.C. Official Code § 2-532 (a-3), requires the District to make available for inspection and copying any record produced or collected pursuant to a District contract with a private contractor to perform a public function, to the same extent as if the record were maintained by the agency on whose behalf the contract is made. If the Contractor receives a request for such information, the Contractor shall immediately send the request to the COTR designated in subsection G.9 who will provide the request to the FOIA Officer for the agency with programmatic

responsibility in accordance with the D.C. Freedom of Information Act. If the agency with programmatic responsibility receives a request for a record maintained by the Contractor pursuant to the contract, the COTR will forward a copy to the Contractor. In either event, the Contractor is required by law to provide all responsive records to the COTR within the timeframe designated by the COTR. The FOIA Officer for the agency with programmatic responsibility will determine the release of the records. The District will reimburse the Contractor for the costs of searching and copying the records in accordance with D.C. Official Code §2-532 and Chapter 4 of Title 1 of the *D.C. Municipal Regulations*.

H.5 51% DISTRICT RESIDENTS NEW HIRES REQUIREMENTS AND FIRST SOURCE EMPLOYMENT AGREEMENT

H.5.1 The Contractor shall comply with the First Source Employment Agreement Act of 1984, as amended, D.C. Official Code §2-219.01 *et seq.* (“First Source Act”).

H.5.2 The Contractor shall enter into and maintain, during the term of the contract, a First Source Employment Agreement, (Section J.2.4) in which the Contractor shall agree that:

- (1) The first source for finding employees to fill all jobs created in order to perform this contract shall be the Department of Employment Services (“DOES”); and
- (2) The first source for finding employees to fill any vacancy occurring in all jobs covered by the First Source Employment Agreement shall be the First Source Register.

H.5.3 The Contractor shall submit to DOES, no later than the 10th each month following execution of the contract, a First Source Agreement Contract Compliance Report (“contract compliance report”) verifying its compliance with the First Source Agreement for the preceding month. The contract compliance report for the contract shall include the:

- (1) Number of employees needed;
- (2) Number of current employees transferred;
- (3) Number of new job openings created;
- (4) Number of job openings listed with DOES;
- (5) Total number of all District residents hired for the reporting period and the cumulative total number of District residents hired; and
- (6) Total number of all employees hired for the reporting period and the cumulative total number of employees hired, including:
 - (a) Name;
 - (b) Social security number;
 - (c) Job title;
 - (d) Hire date;
 - (e) Residence; and
 - (f) Referral source for all new hires.

H.5.4 If the contract amount is equal to or greater than \$100,000, the Contractor agrees that 51% of the new employees hired for the contract shall be District residents.

H.5.5 With the submission of the Contractor’s final request for payment from the District, the Contractor shall:

- (1) Document in a report to the Contracting Officer its compliance with the section H.5.4 of this clause; or
- (2) Submit a request to the Contracting Officer for a waiver of compliance with section H.5.4 and include the following documentation:
 - (a) Material supporting a good faith effort to comply;
 - (b) Referrals provided by DOES and other referral sources;
 - (c) Advertisement of job openings listed with DOES and other referral sources; and
 - (d) Any documentation supporting the waiver request pursuant to section H.5.6.

H.5.6 The Contracting Officer may waive the provisions of section H.5.4 if the Contracting Officer finds that:

- (1) A good faith effort to comply is demonstrated by the Contractor;
- (2) The Contractor is located outside the Washington Standard Metropolitan Statistical Area and none of the contract work is performed inside the Washington Standard Metropolitan Statistical Area which includes the District of Columbia; the Virginia Cities of Alexandria, Falls Church, Manassas, Manassas Park, Fairfax, and Fredericksburg, the Virginia Counties of Fairfax, Arlington, Prince William, Loudoun, Stafford, Clarke, Warren, Fauquier, Culpeper, Spotsylvania, and King George; the Maryland Counties of Montgomery, Prince Georges, Charles, Frederick, and Calvert; and the West Virginia Counties of Berkeley and Jefferson.
- (3) The Contractor enters into a special workforce development training or placement arrangement with DOES; or
- (4) DOES certifies that there are insufficient numbers of District residents in the labor market possessing the skills required by the positions created as a result of the contract.

H.5.7 Upon receipt of the contractor's final payment request and related documentation pursuant to sections H.5.5 and H.5.6, the Contracting Officer shall determine whether the Contractor is in compliance with section H.5.4 or whether a waiver of compliance pursuant to section H.5.6 is justified. If the Contracting Officer determines that the Contractor is in compliance, or that a waiver of compliance is justified, the Contracting Officer shall, within two business days of making the determination forward a copy of the determination to the Agency Chief Financial Officer and the COTR.

H.5.8 Willful breach of the First Source Employment Agreement, or failure to submit the report pursuant to section H.5.5, or deliberate submission of falsified data, may be enforced by the Contracting Officer through imposition of penalties, including monetary fines of 5% of the total amount of the direct and indirect labor costs of the contract. The Contractor shall make payment to DOES. The Contractor may appeal to the D.C. Contract Appeals Board as provided in the contract any decision of the Contracting Officer pursuant to this section H.5.8.

H.5.9 The provisions of sections H.5.4 through H.5.8 do not apply to nonprofit organizations.

H.6 PROTECTION OF PROPERTY:

The Contractor shall be responsible for any damage to the building, interior, or their approaches in delivering equipment covered by this contract.

H.7 AMERICANS WITH DISABILITIES ACT OF 1990 (ADA)

During the performance of the contract, the Contractor and any of its subcontractors shall comply with the ADA. The ADA makes it unlawful to discriminate in employment against a qualified individual with a disability.

See 42 U.S.C. §12101 et seq.

H.8 SECTION 504 OF THE REHABILITATION ACT OF 1973, as amended.

During the performance of the contract, the Contractor and any of its subcontractors shall comply with Section 504 of the Rehabilitation Act of 1973, as amended. This Act prohibits discrimination against disabled people in federally funded program and activities. See 29 U.S.C. §794 et seq.

H.9 CONTRACTOR RESPONSIBILITIES

H.9.1 DELIVERY OF WORK PRODUCT/INSTRUCTION FROM COTR

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

H.9.2 In addition, the Contractor shall:

H.9.2.1 Ensure that all work is performed on District premises, unless otherwise approved in writing by the COTR;

H.9.2.2 Be specifically responsible for assuring that personnel have high end laptops with Window XP Professional and necessary communication equipment. Unless otherwise specified, Contractor staff shall work onsite at the designated District site during normal business hours. TRAVEL IS NOT REIMBURSABLE; IT MUST BE INCLUDED IN THE HOURLY RATE.

- H.9.2.3** The Contractor shall provide weekly timesheets, in the formats supplied by the District, reporting all time worked by person's name, days worked, and time worked. Each person is billable only to a maximum of eight (8) hours per day, 40 hours per week unless written prior approval has been issued by the COTR. Contractor must provide timely, necessary information to allow the District to calculate "earned value".
- H.9.2.4** Establish and document project goals and optional strategies for their implementation. Support analyses with graphical drawings, charts, and other presentation instruments. MS Project will be used as the only Project Management Tool.
- H.9.2.5** Collect and document project constraints for cost, schedule, and quality. Obtain approval from the Contracting Officer for proposed scope changes.
- H.9.2.6** Throughout the performance of the above items, coordinate with District employees and other consultants/Contractors employed by the District.
- H.9.2.7** Provide sufficient support after submission of deliverables and work products, as necessary to clarify the contents of deliverables to the District.
- H.9.2.8** Develop, obtain approval for, and execute a quality control plan. Provide periodic senior management supervision of the work in this contract in order to provide quality control of the Contractor's work. Report findings to District representative with proposed actions. Provide this service at least every two weeks during the terms of the contract.
- H.9.2.9** Continuously monitor the status of Contractor's work hereunder and update status, providing District management timely information regarding possible problems and proposed action required to mitigate such problems.
- H.9.2.10** Prepare and present weekly reports, throughout the performance of the Contractor's work, setting out current and upcoming activities, decisions required and issues of concern.
- H.9.2.11** Provide reporting and communications in copies and form requested by the designated District representative.
- H.9.2.12** **ADVISORY AND ASSISTANCE SERVICES**
The contract is a "nonpersonal services contract". It is therefore, understood and agreed that the Contractor and/or the Contractor's employees: (1) shall perform the services specified herein as independent Contractors, not as employees of the government; (2)

shall be responsible for their own management and administration of the work required to bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract; (3) shall be free from supervision or control by any government employee with respect to the manner or method of performance of the service specified; but (4) shall, pursuant to the government's right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objectives.

SECTION I: CONTRACT CLAUSES

I.1 APPLICABILITY OF STANDARD CONTRACT PROVISIONS

The Standard Contract Provisions for use with District of Columbia Government Supplies and Services Contracts dated March 2007 (“SCP”), are incorporated as part of the contract resulting from this solicitation. To obtain a copy of the SCP go to www.ocp.dc.gov, click on OCP Policies under the heading “Information”, then click on “Standard Contract Provisions – Supplies and Services Contracts”.

I.2 CONTRACTS THAT CROSS FISCAL YEARS

Continuation of this contract beyond the current fiscal year is contingent upon future fiscal appropriations.

I.3 CONFIDENTIALITY OF INFORMATION

All information obtained by the Contractor relating to any employee or customer of the District will be kept in absolute confidence and shall not be used by the Contractor in connection with any other matters, nor shall any such information be disclosed to any other person, firm, or corporation, in accordance with the District and Federal laws governing the confidentiality of records.

I.4 TIME

Time, if stated in a number of days, will include Saturdays, Sundays, and holidays, unless otherwise stated herein.

I.5 RIGHTS IN DATA

I.5.1 “Data,” as used herein, means recorded information, regardless of form or the media on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost or pricing, or management information.

I.5.2 The term “Technical Data”, as used herein, means recorded information, regardless of form or characteristic, of a scientific or technical nature. It may, for example, document research, experimental, developmental or engineering work, or be usable or used to define a design or process or to procure, produce, support, maintain, or operate material. The data may be graphic or pictorial delineations in media such as drawings or photographs, text in specifications or related performance or design type documents or computer printouts. Examples of technical data include research and engineering data, engineering drawings and associated lists, specifications, standards, process sheets, manuals, technical reports, catalog item identifications, and related information, and computer software documentation. Technical data does not include computer software or financial, administrative, cost and pricing, and management data or other information incidental to contract administration.

- I.5.3** The term “Computer Software”, as used herein means computer programs and computer databases. “Computer Programs”, as used herein means a series of instructions or statements in a form acceptable to a computer, designed to cause the computer to execute an operation or operations. "Computer Programs" include operating systems, assemblers, compilers, interpreters, data management systems, utility programs, sort merge programs, and automated data processing equipment maintenance diagnostic programs, as well as applications programs such as payroll, inventory control and engineering analysis programs. Computer programs may be either machine-dependent or machine-independent, and may be general purpose in nature or designed to satisfy the requirements of a particular user.
- I.5.4** The term "computer databases", as used herein, means a collection of data in a form capable of being processed and operated on by a computer.
- I.5.5** All data first produced in the performance of this Contract shall be the sole property of the District. The Contractor hereby acknowledges that all data, including, without limitation, computer program codes, produced by Contractor for the District under this Contract, are works made for hire and are the sole property of the District; but, to the extent any such data may not, by operation of law, be works made for hire, Contractor hereby transfers and assigns to the District the ownership of copyright in such works, whether published or unpublished. The Contractor agrees to give the District all assistance reasonably necessary to perfect such rights including, but not limited to, the works and supporting documentation and the execution of any instrument required to register copyrights. The Contractor agrees not to assert any rights in common law or in equity in such data. The Contractor shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.
- I.5.6** The District will have restricted rights in data, including computer software and all accompanying documentation, manuals and instructional materials, listed or described in a license or agreement made a part of this contract, which the parties have agreed will be furnished with restricted rights, provided however, notwithstanding any contrary provision in any such license or agreement, such restricted rights shall include, as a minimum the right to:
- I.5.6.1** Use the computer software and all accompanying documentation and manuals or instructional materials with the computer for which or with which it was acquired, including use at any District installation to which the computer may be transferred by the District;
- I.5.6.2** Use the computer software and all accompanying documentation and manuals or instructional materials with a backup computer if the computer for which or with which it was acquired is inoperative;
- I.5.6.3** Copy computer programs for safekeeping (archives) or backup purposes; and modify the computer software and all accompanying documentation and manuals or instructional materials, or combine it with other software, subject to the provision that the modified portions shall remain subject to these restrictions.

I.5.7 The restricted rights set forth in section I.5.6 are of no effect unless

- (i) the data is marked by the Contractor with the following legend:

RESTRICTED RIGHTS LEGEND

Use, duplication, or disclosure is subject to restrictions stated in Contract

No. _____

With _____ (Contractor's Name); and

- (ii) If the data is computer software, the related computer software documentation includes a prominent statement of the restrictions applicable to the computer software. The Contractor may not place any legend on the computer software indicating restrictions on the District's rights in such software unless the restrictions are set forth in a license or agreement made a part of the contract prior to the delivery date of the software. Failure of the Contractor to apply a restricted rights legend to such computer software shall relieve the District of liability with respect to such unmarked software.

I.5.8 In addition to the rights granted in Section I.5.6 above, the Contractor hereby grants to the District a nonexclusive, paid-up license throughout the world, of the same scope as restricted rights set forth in Section I.5.6 above, under any copyright owned by the Contractor, in any work of authorship prepared for or acquired by the District under this contract. Unless written approval of the Contracting Officer is obtained, the Contractor shall not include in technical data or computer software prepared for or acquired by the District under this contract any works of authorship in which copyright is not owned by the Contractor without acquiring for the District any rights necessary to perfect a copyright license of the scope specified in the first sentence of this paragraph.

I.5.9 Whenever any data, including computer software, are to be obtained from a subcontractor under this contract, the Contractor shall use this clause, I.5, Rights in Data, in the subcontract, without alteration, and no other clause shall be used to enlarge or diminish the District's or the Contractor's rights in that subcontractor data or computer software which is required for the District.

I.5.10 For all computer software furnished to the District with the rights specified in Section I.5.5, the Contractor shall furnish to the District, a copy of the source code with such rights of the scope specified in Section I.5.5. For all computer software furnished to the District with the restricted rights specified in Section I.5.6, the District, if the Contractor, either directly or through a successor or affiliate shall cease to provide the maintenance or warranty services provided the District under this contract or any paid-up maintenance agreement, or if Contractor should be declared bankrupt or insolvent by a court of competent jurisdiction, shall have the right to obtain, for its own and sole use only, a single copy of the then current version of the source code supplied under this contract, and a single copy of the documentation associated therewith, upon payment to the person in control of the source code the reasonable cost of making each copy.

I.5.11 The Contractor shall indemnify and save and hold harmless the District, its officers, agents and employees acting within the scope of their official duties against any liability, including costs and expenses, (i) for violation of proprietary rights, copyrights, or rights of privacy,

arising out of the publication, translation, reproduction, delivery, performance, use or disposition of any data furnished under this contract, or (ii) based upon any data furnished under this contract, or based upon libelous or other unlawful matter contained in such data.

I.5.12 Nothing contained in this clause shall imply a license to the District under any patent, or be construed as affecting the scope of any license or other right otherwise granted to the District under any patent.

I.5.13 Paragraphs I.5.6, I.5.7, I.5.8, I.5.11 and I.5.12 above are not applicable to material furnished to the Contractor by the District and incorporated in the work furnished under contract, provided that such incorporated material is identified by the Contractor at the time of delivery of such work

I.6 OTHER CONTRACTORS

The Contractor shall not commit or permit any act that will interfere with the performance of work by another District contractor or by any District employee.

I.7 SUBCONTRACTS

The Contractor hereunder shall not subcontract any of the Contractor's work or services to any subcontractor without the prior written consent of the Contracting Officer. Any work or service so subcontracted shall be performed pursuant to a subcontract agreement, which the District will have the right to review and approve prior to its execution by the Contractor. Any such subcontract shall specify that the Contractor and the subcontractor shall be subject to every provision of this contract. Notwithstanding any such subcontract approved by the District, the Contractor shall remain liable to the District for all Contractor's work and services required hereunder.

I.8 INSURANCE

I.8.1 Contractor shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Contractor shall submit a certificate of insurance giving evidence of the required coverage prior to the award of the contract. All insurance shall be written with responsible companies licensed by the District of Columbia's Department of Insurance, Securities and Banking. The Contractor shall require all subcontractors to carry the insurance required herein, or Contractor may, at its option, provide the coverage for any or all subcontractors, and if so, the evidence of insurance submitted shall so stipulate. All insurance provided by the Contractor as required by this section, except comprehensive automobile liability insurance, shall set forth the District as an additional named insured. In no event shall work be performed until the required certificates of insurance have been furnished. The insurance shall provide for 30 days' prior written notice to be given to the District in the event coverage is substantially changed, canceled or

Incident Management System/Automated Field Reporting System

non-renewed. If the insurance provided is not in compliance with all the requirements herein, the District maintains the right to stop work until proper evidence is provided.

I.8.1 Commercial General Liability Insurance, \$1,000,000 limits per occurrence, District added as an additional insured.

I.8.2 Automobile Liability Insurance, \$1,000,000 per occurrence combined single limit.

I.8.3 Worker's Compensation Insurance according to the statutes of the District of Columbia, including Employer's Liability, \$100,000 per accident for injury, \$100,000 per employee for disease, \$500,000 policy limit disease.

I.8.4 Errors and Omissions Liability Insurance, \$1,000,000 limits per claim.

I.9 EQUAL EMPLOYMENT OPPORTUNITY

In accordance with the District of Columbia Administrative Issuance System, Mayor's Order 85-85 dated June 10, 1985, the forms for completion of the Equal Employment Opportunity Information Report are incorporated herein as Section J.2.2. An award cannot be made to any offeror who has not satisfied the equal employment requirements.

I.10 ORDER OF PRECEDENCE

Any inconsistency in this solicitation shall be resolved by giving precedence in the following order: the Supplies or Services and Price/Cost Section (Section B), Specifications/Work Statement (Section C), the Special Contract Requirements (Section H), the Contract Clauses (Section I), and the SCP.

I.11 CONTRACTS IN EXCESS OF ONE MILLION DOLLARS

Any contract in excess of \$1,000,000 shall not be binding or give rise to any claim or demand against the District until approved by the Council of the District of Columbia and signed by the Contracting Officer.

SECTION J: LIST OF ATTACHMENTS

J.1 ATTACHMENT

J.1.1 Wage Determination No. 2005-2103, Revision No 6, May 29, 2008

J.2 INCORPORATED ATTACHMENTS (*The following forms, located at www.ocp.dc.gov shall be completed and incorporated with the offer.*)

J.2.1 E.E.O. Information and Mayor's Order 85-85

J.2.2 Tax Certification Affidavit

J.2.3 First Source Employment Agreement

J.2.4 Cost/Price Data Package

J.2.5 Attachment A – Incident Management System Requirements

J.2.6 Attachment B - Automated Field Reporting System Requirements

SECTION K: REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 AUTHORIZED NEGOTIATORS

The offeror represents that the following persons are authorized to negotiate on its behalf with the District in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators).

K.2 TYPE OF BUSINESS ORGANIZATION

K.2.1 The offeror, by checking the applicable box, represents that

(a) It operates as:

- a corporation incorporated under the laws of the State of: _____
- an individual,
- a partnership,
- a nonprofit organization, or
- a joint venture.

(b) If the offeror is a foreign entity, it operates as:

- an individual,
- a joint venture, or
- a corporation registered for business in _____
(Country)

K.3 CERTIFICATION AS TO COMPLIANCE WITH EQUAL OPPORTUNITY OBLIGATIONS

Mayor’s Order 85-85, “Compliance with Equal Opportunity Obligations in Contracts”, dated June 10, 1985 and the Office of Human Rights’ regulations, Chapter 11, “Equal Employment Opportunity Requirements in Contracts”, promulgated August 15, 1986 (4 DCMR Chapter 11, 33 DCR 4952) are included as a part of this solicitation and require the following certification for contracts subject to the order. Failure to complete the certification may result in rejection of the offeror for a contract subject to the order. I hereby certify that I am fully aware of the content of the Mayor’s Order 85-85 and the Office of Human Rights’ regulations, Chapter 11, and agree to comply with them in performance of this contract.

Offeror _____ Date _____

Name _____ Title _____

Signature _____

Offeror ___ has ___ has not participated in a previous contract or subcontract subject to the Mayor’s Order 85-85. Offeror ___ has ___ has not filed all required compliance reports, and representations indicating submission of required reports signed by proposed subofferors. (The above representations need not be submitted in connection with contracts or subcontracts which are exempt from the Mayor’s Order.)

K.4 BUY AMERICAN CERTIFICATION

The offeror hereby certifies that each end product, except the end products listed below, is a domestic end product (See Clause 23 of the SCP, “Buy American Act”), and that components of unknown origin are considered to have been mined, produced, or manufactured outside the United States.

	EXCLUDED END PRODUCTS
	COUNTRY OF ORIGIN

K.5 DISTRICT EMPLOYEES NOT TO BENEFIT CERTIFICATION

Each offeror shall check one of the following:

_____ No person listed in Clause 13 of the SCP, “District Employees Not To Benefit” will benefit from this contract.

_____ The following person(s) listed in Clause 13 may benefit from this contract. For each person listed, attach the affidavit required by Clause 13 of the SCP.

K.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

(a) Each signature of the offeror is considered to be a certification by the signatory that:

- 1) The prices in this contract have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any offeror or competitor relating to:
 - (i) those prices
 - (ii) the intention to submit a contract, or
 - (iii) the methods or factors used to calculate the prices in the contract.

- 2) The prices in this contract have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before contract opening unless otherwise required by law; and

Incident Management System/Automated Field Reporting System

- 3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit a contract for the purpose of restricting competition.
- (b) Each signature on the offer is considered to be a certification by the signatory that the signatory:
- 1) Is the person in the offeror's organization responsible for determining the prices being offered in this contract, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
 - 2) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above:

(insert full name of person(s) in the organization responsible for determining the prices offered in this Contract and the title of his or her position in the offeror's organization);

- (i) As an authorized agent, does certify that the principals named in subdivision (b)(2) have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and
 - (ii) As an agent, has not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above.
- (c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

K.7 TAX CERTIFICATION

Each offeror must submit with its offer, a sworn Tax Certification Affidavit, incorporated herein as Attachment J.2.3.

SECTION L: INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS

L.1 CONTRACT AWARD

L.1.1 Most Advantageous to the District

The District intends to award *a single* contract or multiple contracts resulting from this solicitation to the responsible offeror(s) whose offer(s) conforming to the solicitation will be most advantageous to the District, cost or price, technical and other factors, specified elsewhere in this solicitation considered.

L.1.2 Initial Offers

The District may award contracts on the basis of initial offers received, without discussion. Therefore, each initial offer should contain the offeror's best terms from a standpoint of cost or price, technical and other factors.

L.2 PROPOSAL FORM, ORGANIZATION AND CONTENT

One original and **3 copies** of the written proposals and one electronic copy on a CD in Microsoft format shall be submitted in two parts, titled "Technical Proposal" and "Price Proposal". Proposals shall be typewritten in 12 point font size on 8.5" by 11" bond paper. Telephonic, telegraphic, and facsimile proposals will not be accepted. Each proposal shall be submitted in a sealed envelope conspicuously marked: "Proposal in Response to Solicitation No. DCTO-2008-R-0157".

(Offerors are directed to the specific proposal evaluation criteria found in Section M of this solicitation, Evaluation Factors. The Offeror shall respond to each factor in a way that will allow the District to evaluate the Offeror's response. The Offeror shall submit information in a clear, concise, factual and logical manner providing a comprehensive description of program supplies and services delivery thereof. The information requested below for the technical proposal shall facilitate evaluation and best value source selection for all proposals. The technical proposal must contain sufficient detail to provide a clear and concise representation of the requirements in Section C.)

L.2.1 Technical Approach

L.2.1.1 Understanding the Requirement: Contractor will be evaluated on Demonstrated - managerial and supervisory ability of key personnel, operational controls, lines of authority for coordination and interface with the government, necessary staffing, how it will maintain or exceed customer expectations.

L.2.1.2 Management of Operations /Resumes: The offeror must describe how it intends to meet the objectives identified in the SOW. The Government will evaluate the Offeror's methodology, approach, and personnel to determine if its methodology is feasible, logical, efficient and effective, while providing the personnel to ensure the requirements in Section C are achieved.

L.2.1.3 Quality Control: The contractor's Quality Control Plan (QCP) must demonstrate the contractor's ability to provide oversight, measurements, and reporting processes to ensure compliance with all contract requirements. Offeror shall provide an approach that will ensure an acceptable level of performance for the services provided to District of Columbia Government.

L.2.1.4 Past Performance: Past Performance Information will be evaluated using three categories of equal importance; (1) Quality of Service (2) Timeliness of Performance and (3) Business Practices/Customer Satisfaction.

L.2.3 Price/Cost

Offeror shall submit pricing in accordance with Section B. Price/cost breakdown shall be provided as stated in the Cost/Price Data Package at Attachment J.2.5

L.3 PROPOSAL SUBMISSION DATE AND TIME, AND LATE SUBMISSIONS, LATE MODIFICATIONS, WITHDRAWAL OR MODIFICATION OF PROPOSALS AND LATE PROPOSALS

L.3.1 Proposal Submission

Proposals must be submitted no later than (“**Reference time and date on solicitation cover page 1 - Block 9**”). Proposals, modifications to proposals, or requests for withdrawals that are received in the designated District office after the exact local time specified above, are "late" and shall be considered only if they are received before the award is made and one (1) or more of the following circumstances apply:

- (a) The proposal or modification was sent by registered or certified mail not later than the fifth (5th) day before the date specified for receipt of offers;
- (b) The proposal or modification was sent by mail and it is determined by the Contracting Officer that the late receipt at the location specified in the solicitation was caused by mishandling by the District, or
- (c) The proposal is the only proposal received.

L.3.2 Withdrawal or Modification of Proposals

An offeror may modify or withdraw its proposal upon written, telegraphic notice, or facsimile transmission if received at the location designated in the solicitation for submission of proposals, but not later than the closing date for receipt of proposals.

L.3.3 Postmarks

The only acceptable evidence to establish the date of a late proposal, late modification or late withdrawal sent either by registered or certified mail shall be a U.S. or Canadian Postal Service postmark on the wrapper or on the original receipt from the U.S. or Canadian Postal

Service. If neither postmark shows a legible date, the proposal, modification or request for withdrawal shall be deemed to have been mailed late. When the postmark shows the date but not the hour, the time is presumed to be the last minute of the date shown. If no date is shown on the postmark, the proposal shall be considered late unless the offeror can furnish evidence from the postal authorities of timely mailing.

L.3.4 Late Modifications

A late modification of a successful proposal, which makes its terms more favorable to the District, shall be considered at any time it is received and may be accepted.

L.3.5 Late Proposals

A late proposal, late modification or late request for withdrawal of an offer that is not considered shall be held unopened, unless opened for identification, until after award and then retained with unsuccessful offers resulting from this solicitation.

L.4 EXPLANATION TO PROSPECTIVE OFFERORS

If a prospective offeror has any questions relative to this solicitation, the prospective offeror shall submit the question in writing to the contact person, identified on page one. The prospective offeror shall submit questions no later than **fifteen (15)** days prior to the closing date and time indicated for this solicitation. The District will not consider any questions received less than **fifteen (15)** days before the date set for submission of proposals. The District will furnish responses promptly to all other prospective offerors. An amendment to the solicitation will be issued if that information is necessary in submitting offers, or if the lack of it would be prejudicial to any other prospective offerors. Oral explanations or instructions given before the award of the contract will not be binding.

L.5 FAILURE TO SUBMIT OFFERS

Recipients of this solicitation not responding with an offer should not return this solicitation. Instead, they should advise the Contracting Officer, Annie R. Watkins (contact information located in Section G.7), by letter or postcard whether they want to receive future solicitations for similar requirements. It is also requested that such recipients advise the Contracting Officer, Office of the Chief Technology Officer of the reason for not submitting a proposal in response to this solicitation. If a recipient does not submit an offer and does not notify the Contracting Officer, Office of the Chief Technology Officer that future solicitations are desired, the recipient's name may be removed from the applicable mailing list.

L.6 RESTRICTION ON DISCLOSURE AND USE OF DATA

L.6.1 Offerors who include in their proposal data that they do not want disclosed to the public or used by the District except for use in the procurement process shall mark the title page with the following legend:

Incident Management System/Automated Field Reporting System

"This proposal includes data that shall not be disclosed outside the District and shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process.

If, however, a contract is awarded to this offeror as a result of or in connection with the submission of this data, the District will have the right to duplicate, use, or disclose the data to the extent consistent with the District's needs in the procurement process. This restriction does not limit the District's rights to use, without restriction, information contained in this proposal if it is obtained from another source. The data subject to this restriction are contained in sheets (insert page numbers or other identification of sheets)."

L.6.2 Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

L.7 PROPOSALS WITH OPTION YEARS

The offeror shall include option year prices in its price/cost proposal. An offer may be determined to be unacceptable if it fails to include option year pricing.

L.8 PROPOSAL PROTESTS

Any actual or prospective offeror or contractor who is aggrieved in connection with the solicitation or award of a contract, must file with the D.C. Contract Appeals Board (Board) a protest no later than 10 business days after the basis of protest is known or should have been known, whichever is earlier. A protest based on alleged improprieties in a solicitation which are apparent at the time set for receipt of initial proposals shall be filed with the Board prior to the time set for receipt of initial proposals. In procurements in which proposals are requested, alleged improprieties which do not exist in the initial solicitation, but which are subsequently incorporated into the solicitation, must be protested no later than the next closing time for receipt of proposals following the incorporation. The protest shall be filed in writing, with the Contract Appeals Board, 717 14th Street, N.W., Suite 430, Washington, D.C. 20004. The aggrieved person shall also mail a copy of the protest to the Contracting Officer for the solicitation.

L.9 SIGNING OF OFFERS

The offeror shall sign the offer and print or type its name on the Solicitation, Offer and Award form of this solicitation. Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the Contracting Officer.

L.10 UNNECESSARILY ELABORATE PROPOSALS

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are not desired and may be construed as an indication of the offeror's lack of cost consciousness. Elaborate artwork, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary nor desired.

L.11 RETENTION OF PROPOSALS

All proposal documents will be the property of the District and retained by the District, and therefore will not be returned to the offerors.

L.12 PROPOSAL COSTS

The District is not liable for any costs incurred by the offerors in submitting proposals in response to this solicitation.

L.13 ELECTRONIC COPY OF PROPOSALS FOR FREEDOM OF INFORMATION ACT REQUESTS

In addition to other proposal submission requirements, the offeror must submit an electronic copy of its proposal, redacted in accordance with any applicable exemptions from disclosure in D.C. Official Code § 2-534, in order for the District to comply with Section 2-536(b) that requires the District to make available electronically copies of records that must be made public. The District's policy is to release documents relating to District proposals following award of the contract, subject to applicable FOIA exemption under Section 2-534(a)(1).

L.14 CERTIFICATES OF INSURANCE

The Contractor shall submit certificates of insurance giving evidence of the required coverage as specified in Section I.8 prior to award of a contract. Evidence shall be submitted to:

Annie R. Watkins, Contracting Officer
Office of Contracting and Procurement (OCTO)
441 - 4th Street, N.W., 9th Floor
Washington, DC 20001
202/727-5274 Office /202/727-1679 fax / annie.watkins@dc.gov

L.15 ACKNOWLEDGMENT OF AMENDMENTS

The offeror shall acknowledge receipt of any amendment to this solicitation (a) by signing and returning the amendment; (b) by identifying the amendment number and date in the space provided for this purpose in Section A, Solicitation, Offer and Award form; or (c) by letter or telegram including mailgrams. The District must receive the acknowledgment by the date and time specified for receipt of offers. Offerors' failure to acknowledge an amendment may result in rejection of the offer.

L.16 BEST AND FINAL OFFERS

If, subsequent to receiving original proposals, negotiations are conducted, all offerors within the competitive range will be so notified and will be provided an opportunity to submit written best and final offers at the designated date and time. Best and Final Offers will be subject to the Late Submissions, Late Modifications and Late Withdrawals of Proposals provision of the solicitation. After receipt of best and final offers, no discussions will be

reopened unless the Contracting Officer determines that it is clearly in the District's best interest to do so, e.g., it is clear that information available at that time is inadequate to reasonably justify Contractor selection and award based on the best and final offers received. If discussions are reopened, the Contracting Officer shall issue an additional request for best and final offers to all offerors still within the competitive range.

L.17 LEGAL STATUS OF OFFEROR

Each proposal must provide the following information:

L.17.1 Name, address, telephone number and federal tax identification number of offeror;

L.17.2 A copy of each District of Columbia license, registration or certification that the offeror is required by law to obtain. This mandate also requires the offeror to provide a copy of the executed "Clean Hands Certification" that is referenced in D.C. Official Code §47-2862 (2001), if the offeror is required by law to make such certification. If the offeror is a corporation or partnership and does not provide a copy of its license, registration or certification to transact business in the District of Columbia, the offer shall certify its intent to obtain the necessary license, registration or certification prior to contract award or its exemption from such requirements; and

L.17.3 If the offeror is a partnership or joint venture, the names and addresses of the general partners or individual members of the joint venture, and copies of any joint venture or teaming agreements.

L.18 FAMILIARIZATION WITH CONDITIONS

Offerors shall thoroughly familiarize themselves with the terms and conditions of this solicitation, acquainting themselves with all available information regarding difficulties which may be encountered, and the conditions under which the work is to be accomplished. Contractors will not be relieved from assuming all responsibility for properly estimating the difficulties and the cost of performing the services required herein due to their failure to investigate the conditions or to become acquainted with all information, schedules and liability concerning the services to be performed.

L.19 STANDARDS OF RESPONSIBILITY

The prospective contractor must demonstrate to the satisfaction of the District the capability in all respects to perform fully the contract requirements; therefore, the prospective contractor must submit the documentation listed below, within five (5) days of the request by the District.

L.19.1 Evidence of adequate financial resources, credit or the ability to obtain such resources as required during the performance of the contract.

L.19.2 Evidence of the ability to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments.

L.19.3 Evidence of the necessary organization, experience, accounting and operational control, technical skills or the ability to obtain them.

L.19.4 Evidence of compliance with the applicable District licensing and tax laws and regulations.

L.19.5 Evidence of a satisfactory performance record, record of integrity and business ethics.

L.19.6 Evidence of the necessary production, construction and technical equipment and facilities or the ability to obtain them.

L.19.7 Evidence of other qualifications and eligibility criteria necessary to receive an award under applicable laws and regulations

L.19.8 If the prospective contractor fails to supply the information requested, the Contracting Officer shall make the determination of responsibility or nonresponsibility based upon available information. If the available information is insufficient to make a determination of responsibility, the Contracting Officer shall determine the prospective contractor to be non-responsible.

L.19.9 PREPROPOSAL CONFERENCE

A pre-proposal conference will be held at 10:00 a.m. on August 7, 2008 at 441 4th Street, Ste 1117, Washington, DC 20001. Prospective offerors will be given an opportunity to ask questions regarding this solicitation at the conference. The purpose of the conference is to provide a structured and formal opportunity for the District to accept questions from offerors on the solicitation document as well as to clarify the contents of the solicitation. Attending offerors must complete the pre-proposal conference Attendance Roster at the conference so that their attendance can be properly recorded.

Impromptu questions will be permitted and spontaneous answers will be provided at the District's discretion. Verbal answers given at the pre-proposal conference are only intended for general discussion and do not represent the Department's final position. All oral questions must be submitted in writing following the close of the pre-proposal conference but no later than five working days after the pre-proposal conference in order to generate an official answer. Official answers will be provided in writing to all prospective offerors who are listed on the official offerors' list as having received a copy of the solicitation. Answers will be posted on the OCP website at www.ocp.dcgov.org.

SECTION M - EVALUATION FACTORS**M.1 EVALUATION FOR AWARD**

The contract will be awarded to the responsible offeror whose offer is most advantageous to the District, based upon the evaluation criteria specified below. 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.

M.2 TECHNICAL RATING

The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
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.

For example, if a sub factor has a point evaluation of 0 to 6 points, and (using the Technical Rating Scale) the District evaluates as "good" the part of the proposal applicable to the sub factor, the score for the sub factor is 4.8 (4/5 of 6). The sub factor scores will be added together to determine the score for the factor level.

M.3 EVALUATION CRITERIA

Proposals will be evaluated based on the following technical evaluation factors listed in descending order of importance.

M.4.1 TECHNICAL KNOWLEDGE AND EXPERIENCE (70 points)

- M.4.1.a. Understanding the Requirement (Sub-factor 20 points)
- M.4.1.b. Management of Operations/Resumes (Sub-factor 20 points)
- M.4.1.c. Quality Control (Sub-factor 20 points)
- M.4.1.d. Past Performance (Sub-factor 10 points)

M.4.2 PRICE CRITERIA (30%Points)

The price evaluation will be objective. The offeror with the lowest price will receive the maximum price points. All other proposals will receive a proportionately lower total score. The following formula will be used to determine each offeror's evaluated price score:

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

M.4.3 PREFERENCE (12 Points)

M.4.4 TOTAL POINTS (112 Points)

M.5 EVALUATION OF OPTION YEARS

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

SMALL BUSINESS SET-ASIDE SOLICITATION WITH NO SUBCONTRACTING SET-ASIDE (SUPPLIES AND SERVICES)

M.6 Preferences for Local Businesses, Disadvantaged Businesses, Resident-owned Businesses, Small Businesses, Longtime Resident Businesses, or Local Businesses with Principal Offices Located in an Enterprise Zone

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

M.6.1 General Preferences

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

- M.6.1.1 Three percent reduction in the bid price or the addition of three points on a 100-point scale for a small business enterprise (SBE) certified by the Small and Local Business Opportunity Commission (SLBOC) or the Department of Small and Local Business Development (DSLBD), as applicable;**
- M.6.1.2 Three percent reduction in the bid price or the addition of three points on a 100-point scale for a resident-owned business enterprise (ROB) certified by the SLBOC or the DSLBD, as applicable;
- M.6.1.3 Ten percent reduction in the bid price or the addition of ten points on a 100-point scale for a longtime resident business (LRB) certified by the SLBOC or the DSLBD, as applicable;
- M.6.1.4 Two percent reduction in the bid price or the addition of two points on a 100-point scale for a local business enterprise (LBE) certified by the SLBOC or the DSLBD, as applicable;
- M.6.1.5 Two percent reduction in the bid price or the addition of two points on a 100-point scale for a local business enterprise with its principal office located in an enterprise zone (DZE) and certified by the SLBOC or the DSLBD, as applicable; and
- M.6.1.6 Two percent reduction in the bid price or the addition of two points on a 100-point scale for a disadvantaged business enterprise (DBE) certified by the SLBOC or the DSLBD, as applicable.

M.6.2 Application of Preferences

The preferences shall be applicable to prime contractors as follows:

- M.6.2.1 Any prime contractor that is an SBE certified by the SLBOC or the DSLBD, as applicable, will receive a three percent (3%) reduction in the bid price for a bid submitted by the SBE in response to an Invitation for Bids (IFB) or the addition of three points on a 100-point scale added to the overall score for proposals submitted by the SBE in response to a Request for Proposals (RFP).

- M.6.2.2 Any prime contractor that is an ROB certified by the SLBOC or the DSLBD, as applicable, will receive a three percent (3%) reduction in the bid price for a bid submitted by the ROB in response to an IFB or the addition of three points on a 100-point scale added to the overall score for proposals submitted by the ROB in response to an RFP.
- M.6.2.3 Any prime contractor that is an LRB certified by the SLBOC or the DSLBD, as applicable, will receive a ten percent (10%) reduction in the bid price for a bid submitted by the LRB in response to an IFB or the addition of ten points on a 100-point scale added to the overall score for proposals submitted by the LRB in response to an RFP.
- M.6.2.4 Any prime contractor that is an LBE certified by the SLBOC or the DSLBD, as applicable, will receive a two percent (2%) reduction in the bid price for a bid submitted by the LBE in response to an IFB or the addition of two points on a 100-point scale added to the overall score for proposals submitted by the LBE in response to an RFP.
- M.6.2.5 Any prime contractor that is a DZE certified by the SLBOC or the DSLBD, as applicable, will receive a two percent (2%) reduction in the bid price for a bid submitted by the DZE in response to an IFB or the addition of two points on a 100-point scale added to the overall score for proposals submitted by the DZE in response to an RFP.
- M.6.2.6 Any prime contractor that is a DBE certified by the SLBOC or the DSLBD, as applicable, will receive a two percent (2%) reduction in the bid price for a bid submitted by the DBE in response to an IFB or the addition of two points on a 100-point scale added to the overall score for proposals submitted by the DBE in response to an RFP.

M.6.3 **Maximum Preference Awarded**

Notwithstanding the availability of the preceding preferences, the maximum total preference to which a certified business enterprise is entitled under the Act for this procurement is twelve percent (12%) for bids submitted in response to an IFB or the equivalent of twelve (12) points on a 100-point scale for proposals submitted in response to an RFP. There will be no preference awarded for subcontracting by the prime contractor with certified business enterprises.

M.6.4 Preferences for Certified Joint Ventures

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

M.6.5 Vendor Submission for Preferences

M.6.5.1 Any vendor seeking to receive preferences on this solicitation must submit at the time of, and as part of its bid or proposal, the following documentation, as applicable to the preference being sought:

M.6.5.1.1 Evidence of the vendor's or joint venture's certification by the SLBOC as an SBE, LBE, DBE, DZE, LRB, or RBO, to include a copy of all relevant letters of certification from the SLBOC; or

M.6.5.1.2 Evidence of the vendor's or joint venture's provisional certification by the DSLBD as an SBE, LBE, DBE, DZE, LRB, or RBO, to include a copy of the provisional certification from the DSLBD.

M.6.5.2 Any vendor seeking certification or provisional certification in order to receive preferences under this solicitation should contact the:

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

M.6.5.3 All vendors are encouraged to contact the DSLBD at (202) 727-3900 if additional information is required on certification procedures and requirements.

M.7 EVALUATION OF PROMPT PAYMENT DISCOUNT

M.7.1 Prompt payment discounts shall not be considered in the evaluation of offers. However, any discount offered will form a part of the award and will be taken by the District if payment is made within the discount period specified by the offeror.

M.7.2 In connection with any discount offered, time will be computed from the date of delivery of the supplies to carrier when delivery and acceptance are at point of origin, or from date of delivery at destination when delivery, installation and acceptance are at that, or from the date correct invoice or voucher is received in the office specified by the District, if the latter date is later than date of delivery. Payment is deemed to be made for the purpose of earning the discount on the date of mailing of the District check.

END

Attachment A

DCTO-2008-R-0157

Incident Management System Requirements

District of Columbia Fiscal Year 2008

Metropolitan Police Department of the District of Columbia (MPD)

Office of the Chief Information Officer

**STATEMENT OF WORK FOR
INCIDENT MANAGEMENT SYSTEM AND
AUTOMATED FIELD REPORTING SYSTEM MODULES**

Incident Management System Requirements

The Incident Management System (IMS) module must meet the following requirements:

Req#	Incident and Case Reporting Functionality
1.	General Requirements
2.	The IMS shall allow a users to begin the entry of a case from anywhere in the system. For example, it shall be possible for an officer to complete a Field Contact and Stop Report first, and then, upon determining that the subject is wanted, use the same information to populate complete the arrest and other “reports” without duplicating data entry.
3.	Allow more than one user to update a case record at one time, with the application controlling the updates to avoid conflicts. For example, the arresting officer and the booking office must be able to update a prisoner’s record at the same time.
4.	Enter multiple supplemental reports on same case simultaneously.
5.	Display examples of narratives (or synopses) for various types of events.
6.	Copy or move data from one field to another without reentry.
7.	Include a zip code for all addresses entered within any report.
8.	Incident and Case Report Data Entry
9.	Ability to receive selected real-time incident data from the Intergraph CAD system and use this as the default for report entry when an incident report is created. Mug shots of the offender(s), arrest location and suspect(s) residence should also be defaulted to the report as appropriate.
10.	Allow officers to enter a UCR- and NIBRS- compliant incident/offense report in a way that is seamless and hidden to the member.
11.	Shall be NCIC 2000 compliant (all fields and data values shall meet NCIC 2000 standards)
12.	Include space for statements made by an unlimited number of victims, witnesses or other parties at the scene.
13.	Allow documents, audio files and jpeg files to be associated to the incident/offense report.
14.	Include a yes/no indicator for stolen property.
15.	Include fields for stolen property.
16.	Indicate whether evidence was collected from scene, type of evidence (clothing, bedding, carpet, biological), etc.
17.	Indicate whether the mobile crime unit responded (yes/no) and name of unit.

Attachment A
DCTO-2008-R-0157

Incident Management System Requirements

18.	Indicate whether the crime scene search unit responded (yes/no) and name of unit.
19.	Include fields for alarm security to include:
20.	-Alarm on premise or in vicinity (alarm address if not on premise)
21.	-Silent or Audio alarm
22.	-Was alarm tripped (yes/no)
23.	-Alarm company, alarm company address, alarm company telephone.
24.	Permit a user to begin a new case report directly in the IMS. In this case the IMS shall obtain a CCN number from the CAD application.
25.	Assign a unique sequential number for each supplemental investigative report. This shall be linked to the original incident report.
26.	Users shall be able to initiate and complete all reports and forms from:
27.	-A desktop workstation connected to the IMS via a local or wide-area network,
28.	-A mobile computer communicating to the IMS via a wireless connection
29.	-Any computer that supports a browser application and that has access to the Department's local or wide area network.
30.	process data that have been entered into an IMS client application in an off-line mode and then downloaded to the IMS.
31.	When processing reports entered in an off-line mode, the application shall check the validity of all fields and complete other processing tasks as if the report was entered from an on-line client.
32.	Unapproved and approved reports shall be prominently marked as such whether displayed on-screen or printed.
33.	When all required fields on a report have been completed the application shall allow the reporting officer to either route the report to a predetermined supervisor or to a named supervisor for review.
34.	Provide a means of routing a report to a supervisor or another user associated with the case prior to completion of the report.
35.	Include alerts instructing user of routing requirements (ex. User may not forward report to another user not associated with the case without supervisor approval).
36.	Include an audit/logging trail of all report routing.
37.	Provide users with the ability to digitally acquire from an other source mug shots, pictures, and other images and store them for retrieval for any IMS form or record.
38.	Include a notepad function by which a primary or assisting officer can record notes related to a specific case report.
39.	Allow ability restrict access to the notes file to the reporting officer and to the original author (e.g. assisting officers).
40.	Allow ability copy information from a notes file into the related incident report.
41.	Display examples of narratives for various types of incidents and charges.
42.	List all reports and information required for charging by the US Attorney and Attorney General based on the type of charge.

Attachment A
DCTO-2008-R-0157
Incident Management System Requirements

43.	Field Contact and Stop Reports
44.	Record all of the following information related to field stops and interrogations.
45.	The Field Interrogation functionality shall contain the ability to record all of the following fields:
46.	-Number(s) and type(s) of identification provided.
47.	-State(s) of issue
48.	-Social Security number(s)
49.	-Physical build of person stopped
50.	-Clothing Description
51.	-Digital photo of person stopped
52.	-Vehicle description including make, model, year, style, color top, color bottom, license plate number, license plate state, expiration year, VIN number, and damage to vehicle
53.	-Position of person in vehicle
54.	-Officer Name and Member ID
55.	-Second Officer Name and Member ID
56.	Stay Away & Protective orders
57.	Record and store stay-away and protective orders.
58.	Include the following fields for stay-away and protective orders at a minimum:
59.	-Location of property for which order is being issued,
60.	-Name, address(structured as house unit, number, direction, street name, street type, quad) and phone number of property owner
61.	-Name, date of birth, address (structured as house unit, number, direction, street name, street type, quad) and phone number of protected person,
62.	-Date and time of issuance,
63.	-Expiration date,
64.	-Issuing court,
65.	-Reason for order,
66.	-Narrative for comments,
67.	The following information shall be recorded regarding the person ordered to stay away:
68.	-Name, address (structured as house unit, number, direction, street name, street type, quad) and phone number of person ordered to stay-away
69.	-Alias or moniker
70.	-Identification type,
71.	-Identification number,
72.	-State of issue
73.	-Expiration date
74.	-Social Security Number
75.	-Race
76.	-Ethnicity
77.	-Country of Origin
78.	-Citizenship Status
79.	-Gender

Attachment A
DCTO-2008-R-0157
Incident Management System Requirements

80.	-Date of Birth
81.	-Physical Description, including height, weight, hair and eye color, physical build, scars, marks and tattoos.
82.	-Digital photo of person ordered to stay-away
83.	-Vehicle description including make, model, year, style, color type, color bottom/top, license plate number, license plate state, expiration year, type of license plate, VIN number, and damage to vehicle, and
84.	-CCN
85.	Missing Persons
86.	Capture information about missing persons, including the following fields:
87.	-Missing person name,
88.	-Home Address, (structured as house unit, number, direction, street name, street type, quad)
89.	-Business Address, (structured as house unit, number, direction, street name, street type, quad)
90.	-Age,
91.	-Clothing description,
92.	-Physical/Mental description,
93.	-Jewelry worn,
94.	-Mother's maiden name (for juveniles),
95.	-Location last seen,
96.	-Probable cause of absence,
97.	-Destination
98.	-Critical/non-critical classification and classification by, and
99.	-Name of person in missing persons section that was notified.
100.	Case Report Processing
101.	Check each completed form to ensure:
102.	-That the user has entered a value in each mandatory field, and
103.	-That entries in value-restricted fields match the acceptable values for that field
104.	If required fields have not been completed, the application shall denote the missing or incorrect entries in a distinctive manner.
105.	Allow a user to conditionally save a partial report or one with errors, but the application shall notify the user that required fields have not been completed or the report contains errors.
106.	Information included in conditional reports shall be marked in an exceptional manner when it is included in a search return, report or other transaction.
107.	Offer a command or function for auditing the report prior to involving the save command.
108.	Allow the application administrator or other authorized user to determine which reports or forms must be reviewed and approved by a supervisor prior to being committed to the database.
109.	Notify a supervisor each time a report requiring their review is received.
110.	Provide a command for supervisors to display the reports which are:
111.	-Incomplete

Attachment A
DCTO-2008-R-0157
Incident Management System Requirements

112.	-Awaiting their review, or
113.	-Have been rejected and are awaiting corrections by the reporting member
114.	Include a notes field where supervisors can enter comments and flag fields or text that must be corrected prior to the report being accepted.
115.	Provide a command for supervisors to see the reports that they have returned for corrections and that have not been resubmitted.
116.	Notify the responsible supervisor and the commander of the unit to which the supervisor is assigned when required reports have not been completed and/or resubmitted after a Department-definable time period (escalation)
117.	Notify the responsible supervisor and the commander of the unit to which the supervisor is assigned when required reports have not been submitted for review or approved after a Department-definable time period.
118.	Attach scanned images such as pictures, diagrams and witness statements or other relevant importable documents that are associated to a case record.
119.	The IMS shall:
120.	-Automatically route completed reports to the supervisor designated for the officer or user who completes the report.
121.	-Automatically route reviewed reports requiring corrections back to the initiating officer or staff member.
122.	-Return corrected reports to the Supervisor for review.
123.	Automatically route supervisor-approved reports to Staff Review.
124.	-Monitor the number of times a report is submitted and reviewed for each officer in order to identify officers or staff members who may require additional training.
125.	Access to Reports
126.	Allow a user to note the name, address (structured as house unit, number, direction, street name, street type, quad) and phone number of any person from outside the department who receives a copy of a report.
127.	Allow authorized users to restrict the distribution of a report so that it cannot be viewed or printed by other users (Report Hold)
128.	Allow a user to classify certain reports as confidential and restrict distribution to a list defined by the user who is defining the report as Restricted.
129.	Allow certain information to be restricted such as that required by HIPAA.
130.	Allow the application administrator or other authorized user to determine which users will have the authority to classify a report as restricted.
131.	Master Indexes
132.	Allow the user to enter MNI information to track persons.
133.	In addition to MNI information, The IMS shall allow the user to enter the following person information related to a case:
134.	-Relationship to report (e.g. suspect, witness, parent, complainant, etc.)
135.	-Clothing Description
136.	-Blood alcohol level
137.	-Caution field
138.	Include master location indices with the ability to identify residences, shelters, halfway houses, drug/correction locations etc.

Incident Management System Requirements

139.	Include a master index for MPD cameras to include speed cameras, photo radar and any other MPD cameras.
140.	Allow the user to enter MVI information to track vehicles.
141.	UCR/NIBRS Reporting
142.	Receive, store and manage all data elements required for UCR and NIBRS reporting.
143.	Allow authorized users to update case reports with clearance information, and generate a new UCR and NIBRS record.
144.	Allow more than one clearance per case record.
145.	Satisfy all FBI-imposed counting and classification requirements for UCR and NIBRS.
146.	Other
147.	Receive, store and manage court dispositions for each case record.
148.	Offer a way to restore a mistakenly deleted report.

Crime and Event Reports

The IMS module must meet the following requirements:

149.	Print a copy of any crime or event (e.g. traffic accident) report.
150.	Include a Juvenile Offense Summary report that provides a summary of offenses involving juveniles but that does not identify juvenile defendants.
151.	Include a 24-hour report that provides a summary of reported offenses during the previous calendar day for a user-defined area. This report shall include the offense classification, the date and time of the offense, the date and time of the report, the location of the offense, the complainant's name, and the reporting officer.
152.	Include a report listing offenses and calls for service by address (structured as house unit, number, direction, street name, street type, quad) . Indicate if alley too
153.	Include a Complaint Log that shall print a list of complaints with the time, nature and CCN if any for a user-defined date.
154.	Include a Summary of Offenses Report that provides a summary of each offense including the date, time, type, location of occurrence, and status of each offense for a user-defined date range.

**District of Columbia Fiscal Year 2008
Metropolitan Police Department of the District of Columbia (MPD)
Office of the Chief Information Officer**

**STATEMENT OF WORK FOR
INCIDENT MANAGEMENT SYSTEM AND
AUTOMATED FIELD REPORTING SYSTEM MODULES**

Automated Field Reporting System Requirements

The Automated Field Reporting System (AFRS) module must meet the following requirements:

Req#	Mobile Client Software
1.	General Requirements
2.	The field reporting module must present the same user interface as the desktop client for RMS.
3.	The field reporting module must be fully integrated with the RMS server application to avoid any delay in posting information from a mobile report to the RMS and to allow users to access and utilize information stored on the RMS server via the field reporting module.
4.	The field reporting module shall provide a step-by-step process for the completion of an incident report from the transfer of CAD data, to the entry of incident details, to the submission of the report to the RMS system.
5.	Proposals for automated field reporting systems which collect report information in the field and then submit it in a batch mode to the RMS server will be considered.
6.	The RMS shall include a fully-functional RMS client designed for and capable of effective use on the following connections:
7.	Utilize the Microsoft Windows operating system.
8.	Allow the user to access an RMS report form even when the network connection has failed.
9.	Designed so it is able to connect directly with the RMS core application.
10.	If the network connection is lost while a user is completing a report it shall not result in the loss of any data or cause the application to freeze.
11.	Include an autosave function that save every 10 seconds.
12.	User Interface
13.	The user interface for the mobile client application shall resemble the desktop application in the following ways:
14.	-Design
15.	-Navigation
16.	-Field Labels
17.	-Command Codes
18.	-Short-cut keys
19.	-Graphic command buttons
20.	-Logon/Logoff requirements, and system responses

Attachment B
DCTO-2008-R-0157
Automated Field Reporting System Requirements

21.	General Mobile Requirements
22.	For safety purposes the proposed mobile client application shall darken the computer screen immediately with a single keystroke.
23.	For safety purposes the proposed mobile client application shall include a “day/night” feature which shall reverse the video settings in order to make the screen less bright at night than it is during the day.
24.	For information security purposes, the proposed mobile client application shall lock and blank the computer screen immediately with a single keystroke.
25.	The proposed mobile client application shall lock and blank the user interface after a user-defined period of inactivity.
26.	In case the mobile computer is lost or stolen the proposed mobile client application shall store local data in an encrypted manner.
27.	After the application is locked and blanked the user shall be capable of recovering full use of the application through the entry of a unique password.
28.	Functional Requirements
29.	Log the user onto the RMS system when they log on to the mobile data computer
30.	Alert the officer at logon and logoff of any outstanding reports (incomplete reports or runs with no associated report)
31.	Determine the types of queries and searches that may be conducted by a mobile client so as not to overload the communication channel.
32.	Allow the user to search for and retrieve RMS records. For example reports:
33.	-That the user has completed within the last 30 days
34.	-That have occurred within their assigned PSA, or
35.	-That the user has been assigned.
36.	Allow a user to begin any RMS supported report from the field by providing access to the appropriate forms.
37.	The system administrator shall transfer all outstanding reports to the RMS database when the officer logs-off the client. So as not to impede the log-off process the mobile client shall not edit check the report if it is being transferred due to a log-off.
38.	The proposed mobile client shall allow the user to upload a partial or complete report to the RMS server at any time.
39.	Subject to security restrictions the RMS shall allow any authorized user to retrieve and edit a partially or fully completed report from a desktop client or another mobile client which was begun on a mobile client once it has been submitted to the RMS database.
40.	Incomplete reports shall be marked as Conditional by the database until such time as they have been completed and approved by a supervisor.
41.	In the event that the user completes the entire report on the mobile client, the RMS shall route the report for approval according to previously defined criteria.
42.	Enable the user to search for and access records stored in the RMS application in order to assist in the completion of a report. For example, if the user arrests Mr. Smith as a result of an investigation for assault, the mobile client shall allow the officer to retrieve previous arrest information about Mr. Smith and transfer it to the appropriate fields in the new arrest and incident reports.
43.	Provide a command for the user that lists all incomplete reports that are the user’s

Attachment B
DCTO-2008-R-0157
Automated Field Reporting System Requirements

	responsibility to complete.
44.	Include CAD records for which CCNs have been assigned but for which the user has not entered all of the required information.
45.	Users shall be able to retrieve a report that they are responsible for completing directly from the incomplete report list.
46.	Include a notepad function for each officer logged on to the mobile client.
47.	Provide a private storage area of a system administrator determined size for each authorized user to store notes, inquiries or other miscellaneous items.
48.	Offer the officer the ability to transfer the contents of their notepad to a CD/DVD or memory stick at logoff.

ATTACHMENT #2

Meeting Notes – MPD Bidders Conference Incident Management System (IMS) and Automated Field Reporting System (AFRS)

Who: Dan C.
What: MPD Vendor/Bidders Conf. – See Above
When: Thursday Aug. 7th, 2008
Where: 411 4th Street, NW Wash. DC

In attendance:

- 1 Cathy and “slick Marketing guy” from [Denali Solutions](#) out of Columbia, MD
- 2 [Transglobal Business Systems](#)
- 3 [Vantix](#)
- 4 AITC
- 5 Intergraph
- 6 Two others who walked in late for the RMS Bidders Conf.
- 7 From MPD:
 - Ann Grant / Business Analyst – nice lady
 - Mike Kernany (sp?) consultant – Project manager – lot of experience, mild mannered...
 - Leon Borroum
 - Thelma James
 - Note: Travis had a crisis and could not be present

General Notes:

- 1 IMPORTANT: If Venona wants to submit questions in writing, I need to do so my Tuesday or so...please advise...
- 2 Important: Why isn't YHA listed in the DC Certified Small and Local Business Database: <http://olbd.dc.gov/olbd/site/>
- 3 This is a certified set aside for DC Based companies (which begs question regarding Denali and their Maryland status...perhaps they really were looking to team vice compete).
- 4 Police Chief's Priority is “technology”
- 5 Traffic Crash System was very recently awarded to somebody – we can inquire as to the awardee if this is interesting.
- 6 Mostly internal development has taken place, however, although Ann Grant did acknowledge there were a couple of small development contractors that they used, she did not mention any names.
- 7 PPMS system was outsourced.
- 8 Denali had a lot of questions related to data conversion. This is either a strength or a weakness.

- 9 Columbo, which Denali asked about specifically, is going to be phased out...probably slowly. This seems to be true for most of their legacy systems.
- 10 IMPORTANT: be on the lookout for a separate RFP related to Business Intelligence Tools for MPD. No time frame given but this sounded imminent;
- 11 Denali will probably want to show off their existing products and installation in Baltimore and Annapolis. Cathy asked about a BAFO demonstration (?!!!!!) before the final decision... I can't imagine there would be time but Ann was positive about the idea...(don't know how to take this...perhaps this was simple politeness).
- 12 Denali asked about client counts; there seem to be approx. 5150 total users that would need access to the RMS.
- 13 Intergraph is well-liked by MPD. This is not going anywhere; I did not understand the comment regarding Cerillion or Serillion;
- 14 The data warehouse project for MPD is also recently awarded and will concurrently take place with the RMS AFRS development. Both are supposed to be completed by approx. May of 2009.
- 15 Funding for this project is FY 2008 and is capital funding.
- 16 The dapper Black guy asked about an incumbent and the MPD folks suggested there is not incumbent on this particular project.

ATTACHMENT #3

Date: Fri, 15 Aug 2008 01:29:23 -0400
From: "Richard Harris" <rich@yellowhouseassociates.net>
Sender: craaan@gmail.com
To: "Michael Schader (YHA)" <michael@yellowhouseassociates.net>
Subject: Proposal requirement estimates

Mike,

I tracked down the massive spreadsheet Anne and Mike K. had put together a month or so ago which was a compilation of all the requirements they wanted in an RMS. I went through that and tried to somewhat logically group the requirements and then chunk them into 2 week blocks of development effort. Anne then went through that and reordered some things based on her priorities. She also added comments here and there in the comments column. There were many duplicate requirements so they are either marked or redundant entries removed.

I've added a column to the beginning of the spreadsheet that ties the entries in this spreadsheet to the PDF requirements number. So PDF attachment B (Automated Field Reporting) is AFR<req#> and PDF attachment A is IMS<req#>.

All that said only 2 of the PDF requirements were not in our spreadsheet. I've added IMS7 (Include a zip code for all addresses) to the spreadsheet. The other, AFR5 (Proposals for automated field reporting systems which collect report information in the field and then submit it in a batch mode to the RMS server will be considered) I think means 'we'll accept an inferior product maybe'. Since everything in our system is updated/saved step by step I didn't bother adding that to the spreadsheet. Every other requirement in the PDF is exact wording from the spreadsheet.

All of the requirements were given some level of thought by me except for the Master Name Index section. Ignoring that for the moment, the hour estimates I've given are old and naive based on more complexities uncovered by Andy, Anne and myself. So these estimates are best considered minimal and should probably be doubled. As for the master name index, I didn't bother with much thought about it and immediately estimated 3 months (at least) of work. Much of the difficulty with the MNI requirements and some of the other requirements is the older? mindset that is used to word the requirements and translating that to modern terms.

I hope this helps.

--Rich

ATTACHMENT #4

	A	B	C	D	E	F	G	H	I	J
1		RQ #	Category	Requirement Description - RMS Completed Items	Priority	Est Hrs	Completed	Comments	ACG Priority	ACG Comments
2	AFR2	1		The field reporting module must present the same user interface as the desktop client for RMS.			X			
3	AFR3	2		The field reporting module must be fully integrated with the RMS server application to avoid any delay in posting information from a mobile report to the RMS and to allow users to access and utilize information stored on the RMS server via the field reporting module.			X			
4	AFR4	3		The field reporting module shall provide a step-by-step process for the completion of an incident report from the transfer of CAD data, to the entry of incident details, to the submission of the report to the RMS system.						
5	AFR7	4		Utilize the Microsoft Windows operating system.			X			
6	AFR9	5		Designed so it is able to connect directly with the RMS core application.			X			
7	AFR13-20	6		The user interface for the mobile client application shall resemble the desktop application in the following ways: Design, Navigation, Field Labels, Command Codes, Short-cut keys, Graphic command buttons, Login/Logoff requirements, and system responses			X			
8	AFR29	7		Log the user onto the RMS system when they log on to the mobile data computer			X			
9	AFR38	8		The mobile client shall allow the user to upload a partial or complete report to the RMS server at any time.			X			
10	AFR39	9		Subject to security restrictions, the RMS shall allow any authorized user to retrieve and edit a partially or fully completed report from a desktop client or another mobile client which was begun on a mobile client once it has been submitted to the RMS database.			X			
11	AFR40	10		Incomplete reports shall be marked as Conditional by the database until such time as they have been completed and approved by a supervisor.			X	Term usage is Draft		
12	AFR41	11		In the event that the user completes the entire report on the mobile client, the RMS shall route the report for approval according to previously defined criteria.			X			
13		12		The system must support in-vehicle printing.			X			
14		13		Able to sustain approximately 500 concurrent users at any given time and approximately 4,500 total users.			X			
15		14		The RMS must be designed to operate as a component of a comprehensive, multi-jurisdiction, multi-agency, multi-user, incident-based Public Safety Information Technology environment.			X			
16		15		Include extensive "drill down" capabilities. For example, if a name search returns four potential candidates, the user shall be able to view each record by selecting it in some manner. If the record displayed then had a co-defendant, the user would be able to select that record and see the co-defendant records, and so on.			X	With tabbing system drill down action is built-in		
17		16		Ability to retrace the drill down steps to return to where the drill down began.			X	Tabs are kept available for retracing steps		
18		17		All narrative fields shall have the ability to accept no less than 32, 000 characters of text.			X			
19		18		Support cut and paste functions.			X			
20		19		Each RMS record shall retain the CCN number assigned by the CAD system.			X			
21		20		Define & enforce workflow based on operational processes			X			
22		21		Guide user to next logical step/form during data entry			X			
23		22		Drop-down lists for data entry			X			
24		23		Scrollable narrative			X			
25		24		User import of data must not result in slowdowns, downtime or the breaking of any relational linkages.			X	Data import accomplished by filling out data entry screens		
26		25		All information contained within the RMS must be available for inquires and report production.			X			
27		26		Ability to search code tables by code or by code description.			X			
28		27		Allow the System Administrator to control security, maintenance of tables, backups, maintenance of reports, screens, etc.			X			
29		28		Must have a web interface.			X			
30		29		Shall be accessed over the Intranet using web software.			X			
31		30		Allow the design and addition of data fields to the existing application.			X			

	A	B	C	D	E	F	G	H	I	J
32		31		There shall be no artificial limits imposed on the number of forms attached to master case records. For example, there shall be no artificial limits on the number of persons, items of property, statements, arrest reports, suspect descriptions or supplemental reports associated with a single incident.			X			
33		32		Make use of Graphical User Interface (GUI) and "Windows" Technologies for both mobile and desktop environments, designed for ease of use, taking advantage of industry standard graphical interfaces.			X			
34		33		Provide a standard, uniform, user friendly/intuitive graphical user interface (GUI) for all client applications.			X	Web app appears the same to all clients		
35		34		Include drop down lists for restricted entry fields but shall not require the user to access the list if they know and wish to enter a correct value directly.			X			
36		35		The RMS must take advantage of native Windows user interface capabilities to enhance the data entry process: Drop-down lists, Auto fill-in/auto completion, Check boxes, radio buttons, Tool bars, pull-down menus, On-screen buttons, shortcuts			X			
37		36		The interface must utilize tabs to keep forms self-contained, as opposed to using multiple, separate windows to perform all available functions.			X			
38		37		The system must allow users to cancel and exit a search query while it's active.			X			
39		38		Allow the administrator or other authorized user to add new data elements to the database, to forms, or to report formats.			X			
40		39		Allow the administrator or other authorized user to automatically route reports according to a pre-defined chain of command.			X			
41		40		Allow the user to track what action has taken place on the report (eg, whether it has been approved, returned for correction, etc.).			X			
42	IMS12	41		Include space for statements made by an unlimited number of victims, witnesses or other parties at the scene.			X			
43	IMS14	42		Include a yes/no indicator for stolen property.			X			
44	IMS15	43		Include fields for stolen property.			X			
45	IMS6	44		Copy or move data from one field to another without reentry.			X			
46	IMS24	45		Permit a user to begin a new case report directly in the RMS. In this case the RMS shall obtain a CCN number from the CAD application.			X			
47	IMS26-29	46		Users shall be able to initiate and complete all reports and forms from: A desktop workstation connected to the RMS via a local or wide-area network, A mobile computer communicating to the RMS via a wireless connection, Any computer that supports a browser application and that has access to the Department's local or wide area network.			X			
48		47		Check each completed form to ensure: That the user has entered a value in each mandatory field, and , That entries in value-restricted fields match the acceptable values in reference table for that field			X			
49	IMS104	48		If required fields have not been completed, the application shall denote the missing or incorrect entries in a distinctive manner.			X			
50	IMS111-113	49		Provide a command for supervisors to display the reports which are: Incomplete, Awaiting their review, or Have been rejected and are awaiting corrections by the reporting member			X	Todo Queue		
51	IMS36	50		Include an audit/logging trail of all report routing.			X			
52	IMS120	51		Automatically route completed reports to the supervisor designated for the officer or user who completes the report.			X			
53	IMS121	52		Automatically route reviewed reports requiring corrections back to the initiating officer or staff member.			X			
54	IMS122	53		Return corrected reports to the Supervisor for review.			X			
55	IMS123	54		Automatically route supervisor-approved reports to Staff Review.			X			
56	IMS124	55		Monitor the number of times a report is submitted and reviewed for each officer in order to identify officers or staff members who may require additional training.			X			
57	IMS142	56		Receive, store and manage all data elements required for UCR and NIBRS reporting.			X			
58	IMS145	57		Satisfy all FBI-imposed counting and classification requirements for UCR and NIBRS.			X			

	A	B	C	D	E	F	G	H	I	J
59	IMS151	58		Include a 24-hour report that provides a summary of reported offenses during the previous calendar day for a user-defined area. This report shall include the offense classification, the date and time of the offense, the date and time of the report, the location of the offense, the complainant's name, and the reporting officer.			X	PD93 report		
60		59		The AFR will include electronic versions of critical forms used in incident reporting. These include the PD-251, PD-252, PD-81 and PD-10					1	
61	AFR8	60		Allow the user to access an RMS report form even when the network connection has failed.				Tabled	2	
62	AFR10	61		If the network connection is lost while a user is completing a report it shall not result in the loss of any data or cause the application to freeze.				Need customer input	1	
63										
64		RQ #	Category	Requirement Description - Mobile Client Software - General	Priority	Est Hrs	Completed	Comments		
65	AFR11	62		Include an auto save function that save every 10 seconds.		4		Currently saved at each step	1	
66	AFR22	63	Disp	For safety purposes the proposed mobile client application shall darken the computer screen immediately with a single keystroke.		4			2	
67	AFR23	64	Disp	For safety purposes the proposed mobile client application shall include a "day/night" feature which shall reverse the video settings in order to make the screen less bright at night than it is during the day.		8		Difficult through web browser interface. New day/night color scheme	2	
68	AFR24	65	Disp	For information security purposes, the proposed mobile client application shall lock and blank the computer screen immediately with a single keystroke.		8			2	
69	AFR25	66	Disp	The proposed mobile client application shall lock and blank the user interface after a user-defined period of inactivity.		8			1	
70	AFR26	67	Dataflow	In case the mobile computer is lost or stolen the proposed mobile client application shall store local data in an encrypted manner.				N/A. No sensitive data stored by RMS on client	2	
71	AFR27	68	Display	After the application is locked and blanked the user shall be capable of recovering full use of the application through the entry of a unique password.		8			2	
72				TOTAL HOURS		40				
73		RQ #	Category	Requirement Description - Mobile Client Functional Requirements						
74	AFR30	69		Alert the officer at logon and logoff of any outstanding reports (incomplete reports or runs with no associated report)		16		What constitutes an incomplete report? Runs without an attached report need to query CAD?	1	This would serve as an "inbox" to the officer. If no report is required, then the officer can choose an option that will track the CCN for reconciliation but also allow user to move on. Need to determine what they will be moving on to...
75	AFR31	70		Determine the types of queries and searches that may be conducted by a mobile client so as not to overload the communication channel.				Need customer input	3	
76	AFR32-35	71		Allow the user to search for and retrieve RMS records. For example reports: That the user has completed within the last 30 days, That have occurred within their assigned PSA, or That the user has been assigned.		16			2	
77						40				
78	AFR36	72		Allow a user to begin any RMS supported report from the field by providing access to the appropriate forms.				N/A with the Choose Your Own Adventure question process	N/A	
79	AFR37	73		The system administrator shall transfer all outstanding reports to the RMS database when the officer logs-off the client. So as not to impede the log-off process the mobile client shall not edit check the report if it is being transferred due to a log-off.		8		Bypassing validation is not ideal. Field reports not submitted (still in draft form) can be found and altered by supervisor	TBD	
80	AFR42	74		Enable the user to search for and access records stored in the RMS application in order to assist in the completion of a report.		8		Basic search capability by CCN, Offense	TBD	Satisfied by #71?
81	AFR43	75		Provide a command for the user that lists all incomplete reports that are the user's responsibility to complete.		8			TBD	Satisfied by #69?
82	AFR44	76		Include CAD records for which CCN's have been assigned but for which the user has not entered all of the required information.		16			2	Part of the transfer of CCN reconciliation functions
83	AFR45	77		Users shall be able to retrieve a report that they are responsible for completing directly from the incomplete report list.		8			1	

	A	B	C	D	E	F	G	H	I	J
84						48				
85	AFR46,IMS	78		Include a notepad function for each officer logged on to the mobile client.		40			1	
86	AFR47	79		Provide a private storage area of a system administrator determined size for each authorized user to store notes, inquiries or other miscellaneous items.		24			1	
87	AFR48	80		Offer the officer the ability to transfer the contents of their notepad to a CD/DVD or memory stick at logoff.		8			3	Not a high priority unless auto-save feature is not working
88						72				
89		81		Each authorized user should have the ability to create and save their own report narratives/templates to their system profile.				Need customer input	3	
90		82		Allow the system administrator to remotely update MDC and desktop computers with user-definable report templates.				Need customer input	2	I think this may involve creating narrative templates based on offense type (see #194 & #195)
91		83		Ability to receive information (name, address, vehicle, etc.) from NCIC and transfer that information directly into case reports, and any other system generated reports.		24		Need username/password access to NCIC plus any additional privileges to access data tables	2	
92		84		The originating officer must be able to view the reviewing official's notes and the returned report on the screen simultaneously.		32		Allow each error to be annotated and displayed for a returned report	1	
93		85		The system must be configurable to allow agency-definable report type(s) to be reviewed for quality control.				Need customer input	1	This may have to do with the forms we need to make public and identifying which fields should be published; see #134, #152 and #204
94						56				
95				TOTAL HOURS		216				
96		RQ #	Category	Requirement Description - General Module Requirements - RMS						
97		86		The numbering system should be designed to allow for reconciliation				Need customer input	TBD	Not sure which numbering system exists except for the CCNs
98		87		Insert dynamic reminders for follow up actions		32		Need customer input of what a follow up action is	3	These would have to be user-defined later in the RMS
99		88		Create suspense entries and tickler files for necessary subsequent actions				Need customer input of what types of actions can be set	TBD	
100						32				
101		89		Support definition & generation of standard reports & ad hoc queries & reports		80		Need standard reports defined	1	See #113
102						80				
103		90		Allow role based query for frequently used functions & scheduled report or query				Need customer to identify what roles have what reports	3	These would have to be user-defined later in the RMS
104		91		Field validations (Edit checks and rules)				Customer to define mandatory fields and we will add as necessary	1	Will depict these in data matrix
105		92		Linking of common data				Need customer input	1	Will depict these in data matrix
106										
107		93		Spell Check		32			1	
108		94		Sound ex Search		40			3	Associated w/master indexes?
109						72				
110		95		Full Text Searching		40			3	
111		96		Include simple methods for exporting RMS data into Access, EXCEL, and other industry standard formats.		40		Customer input to determine how record data should be layed out for excel, access	1	
112						80				

	A	B	C	D	E	F	G	H	I	J
113		97		Allow access by point-and-click to all forms, images, and other database items associated with a given case.		8			2	
114		98		Data quality tools-mandatory field indication, rule enforcement, logical comparison				Customer will provide needed rules	1	Will depict these in data matrix
115		99		Automated Scheduler to track and coordinate actions (example, release & disposal of property)		40		Customer to define actions needed to be tracked	3	Reserve for later development of Property & Evidence RMS module
116						48				
117		100		Include as many labor saving routines as possible. For example, when an officer is preparing several police reports related to a single event the officer will not have to reenter his/her badge number for each item, or the location where the event occurred.				Autopopulation	2	
118		101		Ability to archive selected records to off-line devices such as optical disk and transmit the data to off-site servers.		24		Customer to determine format of record stored to offline device and whether it shall be encrypted. Database replication can sync data to an offsite location more easily.	3	
119		102		Allow authorized end-users to copy information and reports in the RMS to compact disk and other removable media storage.		24		Customer to determine format of record stored to offline device and whether it shall be encrypted.	3	
120						48				
121		103		IRMS CORE Include a mapping component that provides analytical tools for viewing and accessing spatial relationships among stored data. Any data that is capable of having an address or coordinates should be capable of being represented visually on the map. This includes incidents and other events, districts, stations, jurisdictional boundaries, and hospitals. The GIS mapping system must interface with the MPD & DC GIS resources and must be able to import the District's GIS data. It must provide means to facilitate new uploads of GIS data into the RMS.		80			1	
122						80				
123				TOTAL HOURS		440				
124		RQ #	Category	Requirement Description - Database Requirements - RMS						
125		104		Employ field-level record locking so that two users can retrieve, view, and edit different parts of the same record at the same time.		40			1	
126		105		Ability to store all types of MS Windows files to include text, sound, image and other objects.		24			2	See #175 and #191
127						64				
128		106		Ability to define conditions under which an alert or notification is issued.		40			2	
129		107		Ability to change parameters such as juvenile default age, and name match rules.		40			1	
130						80				
131		108		Ability to define and maintain codes for as many data elements as possible		40			1	
132		109		Ability to "Hide" data elements in tables/drop-down lists (example retired officers)		40			1	Ability needs to be created but will only be used after consensus has been reached by user community on a field-by-field basis
133						80				
134		110		Ability to link data elements in tables/drop-down lists (maiden name and married name of officer)		40			1	
135		111		Ability to change field names		24			1	Allow administrator to do this
136						64				
137				TOTAL HOURS		288				
138		RQ #	Category	Requirement Description - User Interface Design - RMS						

	A	B	C	D	E	F	G	H	I	J
139		112		The design of the user interface must assist both experienced and novice users to complete individual police forms and entire reports.				Need customer input	1	Think the "pick your own adventure" will help, but I will need to create a comprehensive user's manual, and pop-up help screens would help (again, I can help you write those)
140		113		Provide a client application for producing all predefined ad hoc RMS supported reports.				Need customer input	1	See #89; This is going to be critical for Ray's shop, Brenda's shop and ours at first; can then expand to other units
141		114		Include context sensitive help for module operation.		40		Need customer input for help text	1	See #112
142		115		Allow an authorized user to update several related cases at once with the same information.		24			3	This would be a fantastic feature for Staff Review
143						64				
144		116		The module should not allow the user to enter a future date. The module should manage the correct date sequence.		8			1	
145		117		When a user is required to enter their name and ID number, the module shall automatically enter the name and ID of the user that is logged on.		8			1	
146		118		Tabs must group all related data.					1	Isn't this already done?
147		119		Provide a clear/reset button that removes data from all fields on the current screen.		4			3	
148		120		Allow users to use forms for searching. The intent is to simplify use of the system by making data entry and search forms user friendly.				Need customer input	2	
149		121		Provide a "concept" space that can be used as a universal search field similar to Google or Yahoo		16			3	
150						36				
151		122		Utilize a concept algorithm or "fuzzy logic" to automatically compute the strength of relationships between each possible pair of concept descriptors identified in a search. For example, if a user is searching for all case reports where a "boom-box" was reported stolen, the system will return a summary listing of all case reports where boom-box, boom box, personal stereo, and portable stereo, etc. were listed as stolen. If a user is searching the RMS for all records containing the name "Jacobson", the system will return a summary report of records listing names that are similar like "Jacobsen", "Jaycobsin" etc.		40			2	
152		123		Ability to query multiple databases, eg., local and state name databases, through use of a single transaction.		40		Need username/password and access to state and local systems	TBD	
153						80				
154		124		When a user is searching the RMS for information a single inquiry must yield results that contain all RMS records including associated electronic files (eg, scanned images, and all other available objects) via a summary page with hyperlinks.		40			2	
155		125		When users enter a search parameter the system must display a summary of multiple valid records and allow the user to select the desired record.		40			2	
156						80				
157		126		The system must allow individual users to save search criteria in their profile for re-use.		40			3	
158		127		Allow configuration of the types and numbers of internal and external databases searched for both the desktop and mobile computing environment.		40		Need username/password and access to all systems to be searched	TBD	
159						80				
160		128		It is expected that PSA boundaries will change in order to ensure appropriate staffing based on workload demands. Therefore, when conducting historical searches, the RMS must: Ensure that boundary changes are reflected in the Master Address Index so that historical data searches return only data contained within the new boundaries and/or (user-definable) data contained within the old boundaries for comparative analysis.		40			TBD	This will have to be controlled through the master address file and/or the web service
161		129		Ensure that boundary changes are reflected in every other proposed module. For example, when a pre-boundary change case report is reviewed as part of a search return, both the new and old PSA numerical designator will appear in the appropriate fields.		40			TBD	This will have to be controlled through the master address file and/or the web service

	A	B	C	D	E	F	G	H	I	J
162						80				
163				TOTAL HOURS		420				
164		RQ #	Category	Requirement Description - System Administration - RMS						
165		130		Allow the administrator or other authorized user to modify the layout and data elements displayed on forms and screen masks.		40			1	
166		131		Allow the administrator or other authorized user to create macros for completing common user functions.				Need customer input	3	
167		132		Allow the administrator or other authorized user to easily create reports.				Need customer input	1	See #89 and #113
168		133		Allow the administrator or other authorized user to add a report, macro, or function to the application menu.				Need customer input	3	
169						40				
170		134		Allow the application administrator or other authorized user to determine and redact which fields may not be printed on copies of reports that are to be distributed to the public. Such fields might include: juvenile names, victims' names, victim addresses, phone numbers, employment information, SSN, and date of birth.		40			1	See #85, #152 and #204
171		135		Allow the administrator or other authorized official to designate for routing & approval control which reports must be approved by a supervisor prior to being recorded in the central database.		16			1	
172		136		Provide a simple mechanism for assigning the supervisor designated to review reports for any given member of the Department.		16			1	
173						72				
174		137		Allow the administrator or other authorized user to define which fields are mandatory based on the event or incident type.		32			1	Will depict these in data matrix
175		138		Provide a simple mechanism for changing the supervisor designated to review reports for any given member of the Department based on person or role.		16			3	
176		139		Allow the administrator or authorized user to identify a new case and, when appropriate, to associate these cases with existing master index records.				Need customer input	3	Reserve for later RMS development
177		140		Allow the application administrator or authorized official to remove an association between a case record and a master index entry. This shall allow the application administrator or other authorized user to correct an incorrect association.				Need customer input	3	Reserve for later RMS development
178						48				
179		141		Include a configuration table which allow the administrator or authorized official to determine the routing of case reports to named persons, or to position titles.		32			2	
180		142		Ability for a user to manually route a copy of a report to one or more user titles or individual names.		16			2	
181						48				
182		143		Allow the user to send reports just for information purposes only.				Need customer input	2	
183		144		Capability to set flags to request alerts on person, vehicle, location, incident, type case		32			3	
184						32				
185				TOTAL HOURS		240				
186		RQ #	Category	Requirement Description - Security - RMS						
187		145		Shall not allow an approved report to be updated. Information on approved reports shall be changed through the submission of a supplemental report.		40			1	
188		146		Maintain a complete audit trail of all user actions including: Date and time of each user login and log off, Case records or forms accessed, and crime and event reports printed.		40			2	
189						80				
190		147		Maintain a complete audit trail of all changes to database records or forms changed, including the following information: Identification of the user making the change, Identification of the record being changed, The old and new value of each field changed, and The date, time and location from which the changes were made.		40			2	
191		148		Allow the user to filter the audit trail display. For example, to choose to review only logons and logoffs.		16			3	
192		149		Record the date, time, and user ID for all report holds and releases.				Need customer input	3	

	A	B	C	D	E	F	G	H	I	J
193		150		Ability to send alerts through an email system.		24			3	
194						80				
195		151		Ability to copy records to other storage devices for archival purposes.		24		Need customer input on storage format and encryption	3	
196		152		Ability to redact data for delivery of documents in both paper and electronic format.		40			1	See #85, #134 and #204
197						64				
198		153		Record users accessing records with special flags.		24			3	
199		154		A "jacket" for which the administrator or other authorized user shall be able to define the types of forms, notes, images and activities to be included.		40			3	
200						64				
201		155		A "public jacket" which includes forms defined by the administrator or other authorized employee as being of public record.		40			3	
202		156		A single user-selected form, activity, image, or note from the case file.		8			3	
203						48				
204		157		Provide a means of storing the electronic signature of each employee so that when an approved report is printed in the absence of the reporting, or approving officer, their signature shall be printed on the report.		40		Customer to provide digital signatures?	1	
205		158		Shall not allow a public jacket to be printed before all reports are approved.		16			3	Priority 3 because creation of "public jacket" is priority 3 (see #155)
206						56				
207				TOTAL HOURS		392				
208		RQ #	Category	Requirement Description - Forms Data Entry - IMS						
209		159		Ability to direct output of any inquiry or report to: A screen (workstation), A Network connected fax modem, Email, ASCII file formats (eg .csv), or A printer, Incident and Case Report Entry		40			2	
210	IMS10	160		Allow officers to enter a UCR- and NIBRS- compliant incident/offense report in a way that is seamless and hidden to the member.		40			1	For example, need to control which SR fields other members have access to
211						80				
212	IMS11	161		Shall be NCIC 2000 compliant (all fields and data values shall meet NCIC 2000 standards)				Need customer input	TBD	Checking into this; requirements seem rather extensive
213	IMS16	162		Indicate whether evidence was collected from scene (Y/N), if yes then type of evidence (clothing, bedding, carpet, biological) etc.		16			1	
214	IMS17	163		Indicate whether the mobile crime unit responded (yes/no) and name of unit.		4			1	
215	IMS18	164		Indicate whether the crime scene search unit responded (yes/no) and if yes then name of unit.		4			1	
216	IMS20-23	165		Include fields for alarm security to include: Alarm on premise or in vicinity (alarm address if not on premise), Silent or Audio alarm, Was alarm tripped (yes/no), Alarm company, alarm company address, alarm company telephone.		4			1	
217	IMS25	166		Assign a unique sequential number for each supplemental investigative report. This shall be linked to the original incident report.		8			1	
218						36				
219				TOTAL HOURS		116				
220		RQ #	Category	Requirement Description - Field Contact and Stop Report - IMS						
221	IMS44-55	167		Record all of the following information related to field stops and interrogations. Number(s) and type(s) of identification provided., State(s) of issue, Social Security number(s), Physical build of person stopped, Clothing Description, Digital photo of person stopped		16			1	Use the fields already built into the Vehicle Stop Database
222	IMS44-55	168		Vehicle description including make, model, year, style, color top, color bottom, license plate number, license plate state, expiration year, VIN number, and damage to vehicle, Position of person in vehicle, Officer Name and Member ID, Second Officer Name and Member ID		16			1	Use the fields already built into the Vehicle Stop Database

	A	B	C	D	E	F	G	H	I	J
223	IMS57-84	169		Include the following fields for stay-away and protective orders at a minimum: Location of property for which order is being issued, Name, address(structured as house unit, number, direction, street name, street type, quad) and phone number of property owner, Name, date of birth, address (structured as house unit, number, direction, street name, street type, quad) and phone number of protected person, Date and time of issuance, Expiration date, Issuing court, Reason for order, Narrative for comments,		16			2	
224						48				
225	IMS57-84	168		The following information shall be recorded regarding the person ordered to stay away:Name, address (structured as house unit, number, direction, street name, street type, quad) and phone number of person ordered to stay-away Alias or moniker, Identification type, Identification number, State of issue, Expiration date, Social Security Number, Race, Ethnicity, Country of Origin, Citizenship Status, Gender, Date of Birth, Physical Description, including height, weight, hair and eye color, physical build, scars, marks and tattoos, Digital photo of person ordered to stay-away, Vehicle description including make, model, year, style, color type, color bottom/top, license plate number, license plate state, expiration year, type of license plate, VIN number, and damage to vehicle, and CCN		32			2	
226						32				
227					TOTAL HOURS					
228		RQ #	Category	Requirement Description - Missing Persons - IMS		80				
229	IMS86-99	169		Capture information about missing persons, including the following fields: Missing person name, Home Address, (structured as house unit, number, direction, street name, street type, quad), Business Address, (structured as house unit, number, direction, street name, street type, quad) Age, Clothing description, Physical/Mental description, Jewelry worn, Mother's maiden name (for juveniles), Location last seen, Probable cause of absence, Destination, Critical/non-critical classification and classification by, and Name of person in missing persons section that was notified.		16			1	
230						16				
231	IMS86-99,1	170		In addition to MNI information, The RMS shall allow the user to enter the following person information related to a case: Relationship to report (eg suspect, witness, parent, complainant, etc.), Clothing Description, Blood alcohol level, Caution field					1	
232					TOTAL HOURS					
233		RQ #	Category	Requirement Description - Incident/Case Reporting - IMS		32				
234	IMS2	171		The RMS shall allow a users to begin the entry of a case from any PD device in the system. For example, it shall be possible for an officer to complete a Field Contact and Stop Report first, and then, upon determining that the subject is wanted, use the same information to populate complete the arrest and other "reports" without duplicating data entry.		40			1	
235						40				
236	IMS3	172		Allow more than one user to update a case record at one time & the application must control the updates to avoid conflicts. For example, the arresting officer and the booking office must be able to update a prisoner's record at the same time with recognition of relative order.		40			1	
237	IMS4	173		Enter multiple supplemental reports on same case simultaneously& related to correct case.		16			1	
238					56					
239		174		Capability to develop and enforce efficient workflow processes		24			1	
240	IMS13	175		Allow documents, audio files and jpeg files to be associated to the incident/offense report.		24			2	See #105 and #191
241	IMS30	176		Process data that have been entered into an RMS client application in an off-line mode and then downloaded to the RMS.				Data entry done through the application. Offline entry tabled.	N/A	
242	IMS31	177		When processing reports entered in an off-line mode, the application shall check the validity of all fields and complete other processing tasks as if the report was entered from an on-line client.				Data entry done through the application. Offline entry tabled.	N/A	
243					48					
244	IMS32	178		Unapproved reports shall be prominently marked as such whether displayed on-screen or printed.		16			1	
245	IMS37	179		Provide users with the ability to digitally acquire from another source mug shots, pictures, and other images and store them for retrieval for any RMS form or record.		40			2	

	A	B	C	D	E	F	G	H	I	J
246	IMS39	180		Ability to restrict access to the notes file to the reporting officer and to the original author (eg assisting officers).		16			2	
247	IMS7			Include a zip code for all addresses entered within any report		8				
248						80				
249	IMS40	181		Ability to copy information from a notes file into the related incident report.		32			1	
250	IMS105	182		Allow a user to conditionally save a partial report or one with errors, but the application shall notify the user that required fields have not been completed or the report contains errors.		16		User can save any report in draft form but must meet minimum mandatory field criteria before saving	N/A	...but must meet mandatory field criteria before <i>submitting</i> ???
251	IMS106	183		Information included in conditional reports shall be marked in an exceptional manner when it is included in a search return, report or other transaction.		16			2	
252						64				
253	IMS107	184		Offer a command or function for auditing the report prior to involving the save command.		32			3	How much auditing is needed depends on how much logic is already incorporated into the system
254	IMS108	185		Allow the application administrator or other authorized user to determine which reports or forms must be reviewed and approved by a supervisor prior to being committed to the database.		32		Need customer input	TBD	
255						64				
256	IMS109	186		Notify a supervisor each time a report requiring their review is received.		16			1	At minimum, have reports that require review marked clearly when they login to app
257	IMS114	187		Include a notes field where supervisors can enter comments and flag fields or text that must be corrected prior to the report being accepted.		32			1	
258	IMS115	188		Provide a command for supervisors to see the reports that they have returned for corrections and that have not been resubmitted.		16			1	
259						64				
260	IMS116	189		Notify the responsible supervisor and the commander of the unit to which the supervisor is assigned when required reports have not been completed and/or resubmitted after a Department-definable time period (escalation)		16			2	
261	IMS117	190		Notify the responsible supervisor and the commander of the unit to which the supervisor is assigned when required reports have not been submitted for review or approved after a Department-definable time period.		16			2	
262	IMS118	191		Attach scanned images such as pictures, diagrams and witness statements or other relevant importable documents that are associated to a case record.		16			2	See #105 and #175
263	IMS147	192		Receive, store and manage court dispositions for each case record.				Need customer input	3	Talk to Curtis Pearson: CourtView already set to pre-populate CJIS?
264	IMS148	193		Offer a way to restore a mistakenly deleted report.		16			3	
265						64				
266				TOTAL HOURS		480				
267		RQ #	Category	Requirement Description - Reference and CAD - IMS						
268	IMS5	194		Display examples of narratives (or synopsis) for various types of events to assist in data entry.		16		Need customer input on narrative examples	2	See #82 and #195
269	IMS41	195		Display examples of narratives for various types of incidents and charges to assist data entry.		16		Need customer input on narrative examples	2	See #82 and #194
270	IMS9	196		Ability to import selected real-time incident data from the Intergraph CAD system and use this as the default for report entry when an incident report is created. Mug shots of the offender(s), arrest location and suspect(s) residence should also be defaulted to the report as appropriate with ability to override default data if necessary.		32			1	
271						64				
272				TOTAL HOURS		64				
273		RQ #	Category	Requirement Description - Routing - IMS						

	A	B	C	D	E	F	G	H	I	J
274	IMS33	197		When all required fields on a report have been completed the application shall allow the reporting officer to either route the report to a predetermined supervisor or to a named supervisor for review.		16			1	
275	IMS34	198		Provide a means of routing a report to a supervisor or another user associated with the case prior to completion of the report.		16			2	
276	IMS35	199		Include alerts instructing user of routing requirements or constraints (ex. User may not forward report to another user not associated with the case without supervisor approval).		16			3	
277						48				
278				TOTAL HOURS		48				
279		RQ #	Category	Requirement Description - Reporting - IMS						
280	IMS42	200		List all reports and information required for charging by the US Attorney and Attorney General based on the type of charge.		40	Need customer input		3	ACG to research
281	IMS126	201		Allow a user to note the name, address (structured as house unit, number, direction, street name, street type, quad) and phone number of any person from outside the department who receives a copy of a report.		16			3	To assist Public Documents
282	IMS127	202		Allow authorized users to restrict the distribution of a report so that it cannot be viewed or printed by other users (Report Hold)		16			2	
283						72				
284	IMS128	203		Allow a user to classify certain reports as confidential and restrict distribution to a list defined by the user who is defining the report as Restricted.		24			2	
285	IMS129	204		Allow certain information to be restricted such as that required by HIPAA.		16	Need customer input		1	Only an issue for reports being made public? If so, see #85, #134 and #152
286	IMS130	205		Allow the application administrator or other authorized user to determine which users will have the authority to classify a report as restricted.		16			2	
287						56				
288	IMS143	206		Allow authorized users to update case reports with clearance information, and generate a new UCR and NIBRS record.		16			1	
289	IMS144	207		Allow more than one clearance per case record.		16			1	
290	IMS149	208		Print a copy of any crime or event (eg traffic accident) report.		16			1	
291						48				
292	IMS150	209		Include a Juvenile Offense Summary report that provides a summary of offenses involving juveniles but that does not identify juvenile defendants.		24			2	
293	IMS152	210		Include a report listing offenses and calls for service by address (structured as house unit, number, direction, street name, street type, quad) . Indicate if alley too		16			1	
294	IMS153	211		Include a Complaint Log that shall print a list of complaints with the time, nature and CCN if any for a user-defined date.		16			2	
295	IMS154	212		Include a Summary of Offenses Report that provides a summary of each offense including the date, time, type, location of occurrence, and status of each offense for a user-defined date range.		16			1	Include the narrative too
296						72				
297				TOTAL HOURS		248				
298		RQ #	Category	Requirement Description - AFR Additional User Requirements						
299		213		Shortcut keys		16	Need customer input		TBD	
300		214		Track first TYCOD and track TYCOD history		16			3	
301		215		Change TYCOD to Call Type		4			1	
302		216		Add Dispatch Notes to CAD section		4			2	Only as pop-up if the member wants to see them since a lot of times they may be extensive
303		217		Add Call Time Received (When Dispatch received call)		8			1	
304		218		Change Shift label to Event Shift		4			1	
305		219		Add Officer Response Start and End Date and times		8			N/A	Can be seen in dispatcher notes (see #216)

	A	B	C	D	E	F	G	H	I	J
306		220		Add Second sight info		8			2	
307						68				
308		221		Add Subject Type to Subject Panel		8			1	
309		222		Add Field Report Question for additional arrestees		16			1	
310		223		Track offense changes		8			1	
311		224		Add Property District to indicate where property is stored		4			1	
312		225		Transfer vehicle info from property to Vehicle tab		32			1	
313						68				
314		226		Add Stolen to vehicle type and remove stolen bool		16			1	
315		227		Update vehicle type list		4		Need customer input	1	I am revising look-up table
316		228		Filter response of sensitive information		40			TBD	
317						60				
318		229		Allow admins to add new options to select lists		24			1	
319		230		Allow search by address, names, district, tour, dates/times		24			1	
320		231		Add Common Place Name to entity		4			1	
321		232		Add Reporting Person to Subject type		8			1	
322		233		Move Entity after Subject		4			1	
323		234		Move Pattern and Bias type out of MO		4		Need customer input	N/A	This may fall into the Case Management module of the RMS
324						64				
325		235		Enhance field report summary to show detailed record		24			1	
326		236		Tabbing back into a field report should restart field report questions		16			1	
327		237		Add a weekly run report for officers		16			1	
328		238		Change My Records to show daily records		8			1	
329						60				
330				TOTAL HOURS		320				
331		RQ #	Category	Requirement Description - RMS Master Indices						
332		239		Upon the entry of data into any field which is associated with a master index the module shall automatically search the appropriate master index for similar entries. (the administrator shall be able to set rules for similarity)					2	
333		240		In the event that the master index contains a similar name or item, a summary list shall display showing the particulars of the names or items that are similar to the one being entered.					2	
334		241		The Master Name Index must incorporate subject records from various sources. Individuals identified in any record (suspect, victim, witness, complainant, etc.) will be stored.					2	
335		242		Information from field interview records, case reports, warrants, and all other data sources must be indexed to this file					2	
336		243		Provide a means for name and object search (including aliases) both by exact spelling, diminutives and phonetic search capability.					2	
337		244		Notify users of possible matches (hits) immediately.					2	
338		245		Capability to assign agency-specified descriptions of an individual and create a Master Name record without having a specific name (eg, person known for a nickname, attribute).					2	
339		246		Ability to cross reference the Master Name file with all other records associated with an individual i.e., case reports, images, businesses, pawn information, vehicles, phone numbers, warrants, co-defendant(s), etc.					2	
340		247		Ability to combine records of an individual if they have been entered under different names and to automatically track those names as aliases of the individual. This would apply to a situation where the same person has two identities.					2	
341		248		Ability to combine records of an individual if they have been entered under different names and to reconcile those names if a duplicate entry exists for the same person.					2	

	A	B	C	D	E	F	G	H	I	J
342		249		Ability to attach additional/multiple identifiers (DOB, SSN, DL, user defined, etc.) to the same name/aliases.					2	
343		250		Allow the user to associate the name or item being entered with one on the list retrieved from the master index.					2	
344		251		When a user who is completing a case report, elects to associate a verified a name or item with an existing master index record the module shall create a conditional association.					2	
345		252		Once a user has created a conditional association the module shall cease searching the master indexes for that particular name or item during the remainder of the report entry process.					2	
346		253		Conditional associations shall remain until the application administrator or another authorized user reviews the conditional association.					2	
347		254		If the two names or items refer to the same person or item, the authorized reviewer shall approve the conditional association and make it permanent.					2	
348		255		Shall clearly delineate between associations that are conditional and those that have been positively verified through a fingerprint identification.					2	
349		256		If the names or items have been incorrectly associated, the authorized reviewer shall have the ability to remove the conditional association and create a new master index record for the newly entered name or item.					2	
350		257		Allow authorized users to delete or transfer master index associations from one master index record to another.					2	
351		258		Allow an authorized user to join two or more master index records that erroneously appear in multiple master index records.					2	
352		259		When joining two master index records the application shall preserve the most recently entered information.					2	
353		260		Users should have the ability to make annotation of their interest in the subject of a master index record (Person or Item of Interest).					2	
354		261		When a user runs a search on a person or item of interest name (POI), the module should notify the user making the search or update that the record is the subject of interest to another user if the security settings are set to allow all users to be notified.					2	
355		262		When a master index record with a POI indication is retrieved, the module should notify the user initiating the POI.					2	
356		263		Allow the user entering a POI to specify a "blind" notification when someone else conducts a search for the same POI.					2	
357		264		Hits on "blind" persons or items of interest shall notify the person who entered the "blind" notification request but shall not notify the user conducting the search.					2	
358		265		No one, other than the person entering the POI, the administrator or other authorized user, shall be able to see a list of POI entries.					2	
359		266		Users shall easily be able to select and view mugshots associated with a master name index record on any workstation.					2	
360		267		Include automated and semi-automated routines to assist the administrator or other authorized user with managing the indexes. The purpose of these features will be to ensure that index associations are correct and to prevent, as much as possible, cases from being associated with the wrong entry in an index. For example, the application should be able to identify when a record does not have an associated master index entry, or if a master index entry has a duplicate record.					2	
361		268		Allow authorized users to delete or transfer master index associations from one master index record to another.					2	
362		269		Ability to make a notation of their interest in the subject of a master index record. (Person or Item of Interest such as a car, telephone number, location, etc.)					2	
363	IMS132	270		Allow the user to enter Master Name Index (MNI) information to track persons.					2	
364	IMS138	271		Include master location indices with the ability to identify residences, shelters, halfway houses, drug/correction locations etc.					2	
365	IMS139	272		Include a master index for MPD cameras to include speed cameras, photo radar and any other MPD cameras.					2	
366	IMS140	273		Allow the user to enter MVI information to track vehicles.					2	
367				TOTAL HOURS					480	

ATTACHMENT #4



Yellow House
Associates

Proposal
in response to
MPD Solicitation
DCTO-2008-R-0157

entitled

**MPD INCIDENT MANAGEMENT
SYSTEM / AUTOMATED FIELD
REPORTING SYSTEM**

RESPONSE TO DISCUSSION QUESTIONS

Submitted by
Yellow House Associates, LLC
1200 G Street NW, 8th Floor
Washington, D.C. 20005

December 15, 2008

1. Discussion Questions and Responses

1.1. “Please elaborate on your plan for establishing gates for each 2-week interval of a project in the context of ‘...binary milestones’ (Technical Proposal, p 7).”

YHA uses short-term binary milestones as a key means of measuring project health. The common practice of tracking “% complete” for a grab-bag of tasks leads to the common pathology of the appearance of rapid progress followed by long periods of being “90% finished” due to the fact that difficult work was postponed to the end of the project. This dysfunction makes percentage complete a lagging indicator that trails by so much time as to make it ineffective for determining the true status of a project. Binary milestones, on the other hand, are either met or not met. Because they are not susceptible to optimism or fudging, they allow the project manager to take any needed corrective action early enough for it to take effect.

1.2. “You did not specify any issues with the listed requirements. Does that mean you are able to satisfy all of them in their entirety?”

Yes. The many MPD-specific requirements for IMS/AFRS make this project particularly well-suited for YHA’s development methodology, which focuses on constant communication with the customer to ensure stated and emergent needs are met.

1.3. “In re: MPD Requirements #142 and #145, has the logic built into the NIBRS/UCR reporting in your system been approved by the FBI?”

Yes. YHA has previously implemented NIBRS/UCR reporting for MPD as part of the web-based DENT project, which has already been used to submit crime statistics to the FBI for calendar year 2007. Our implementation uses a sophisticated and configurable XML rules engine to process crime records, flag any that require additional information to be valid, and categorize and summarize the data as per the FBI reporting handbook.

1.4. “We assume that the Business Process Reengineering (BPR) document you reference on p. 8 will be part of *Deliverable B: Validation and finalization of module requirements (see Attachments A & B)*. We also agree this is critical; however, even given all you know about MPD’s systems, is three weeks sufficient to complete both Deliverables A & B?”

Yes. The BPR document that will be valuable for the IMS/AFRS project is not a bottom-up review of crime and incident reporting practices: that function has been performed several times at MPD, and there is a surplus of good documentation on best practices and how to organizationally implement them. What YHA will provide is the mating-up of MPD’s

business objectives with the technical implementation approach. In addition, if the customer's understanding of its own requirements evolves in a way that prompts changes to the IMS/AFRS implementation, our agile process will easily accommodate such updates, treating them as lessons learned rather than failures of prediction.

1.5. "Is the team you propose large enough to handle all the work that needs to be done over 8 months, especially given that you anticipate it to be a '...demanding assignment' (p. 4)?"

Yes. We have built a detailed project plan based on the full list of stated requirements and our own quantitative estimation methodology and are confident of success with our proposed team.

1.6. "Do you have a program manager chosen for this project?"

Yes. To manage the IMS/AFRS program, YHA intends to place Ms Pennie Drinkard, a Program Manager and Systems Engineer with 22 years of related work experience and 4 years experience with MPD.

1.7. "Will all five staff members be working on-site?"

Yes, if MPD so wishes. Otherwise, YHA will provide the engineers office space at our 1200 G Street NW headquarters.

1.8. "What sort of training will you provide to MPD staff as part of the transfer of development knowledge?"

YHA will work side-by-side with MPD staff developers to pass on all knowledge of how the IMS/AFRS system works and can be modified and expanded in the future. Our use of software industry best practices and open source tools and frameworks make it a straightforward matter to get competent engineers up to speed in a short time.

1.9. "Does your deployment plan include training of all sworn MPD members on the new IMS/AFRS system? If so, what will that involve? Will your trainers be available to conduct training during the evening and midnight shift?"

No, YHA's proposal does not include training of all sworn MPD members. Such systems instruction has historically been performed by MPD personnel at the MPD Police Academy as part of recruit or refresher training. We do expect to supply training materials under this contract, to include step-by-step documentation, recorded audio/visual screen walkthroughs, and train-the-trainer sessions. If so contracted, we would also be willing and able to supply trainers to cover all MPD personnel, including those on evening and midnight shifts.

1.10. “Will you work with MPD to provide written documentation for an end-user manual or compose a cheat sheet for members?”

Yes. YHA will build step-by-step explanations with screen shots to document the system, and will develop a quick reference card for the most commonly-used functions.

1.11. “What other activities will be included in your deployment plan?”

Our deployment plan will include the installation of online monitoring tools to allow YHA and MPD personnel to observe the health of the new production system; manning a telephone and email help desk to capture and resolve any issues that come up during the deployment; and regular reports on system usage and end user comments during the initial production deployment period.

1.12. “Will you provide a troubleshooting document for the application?”

Yes. Any recurring issues will be captured in a Frequently Asked Questions (FAQ) document that will be readily available to administrators and users.

1.13. “What other direct/indirect costs are included in your hourly rates?”

YHA’s hourly rates cover internal expenditures for employee fringe benefits, engineer training programs, software development tools, corporate office space, and executive oversight.

1.14. “What sort of features will you incorporate to make maneuvering thought the application for the average user user-friendly?”

All YHA engineers are sent through an Information Design seminar taught by Dr. Edward Tufte, the acknowledged leader in the field. Some specific techniques that will be used in the IMS/AFRS application are micro/macro views that always show data in context; pageflows designed to match the end user’s own workflow; and AJAX-driven Web 2.0-style interactivity to make page loading fast and transparent. The tight feedback loop between developer and end-user that is a central part of our development methodology quickly exposes any non-intuitive user interface issues so they can be easily corrected long before full-scale deployment.

1.15. “Will the final product have a form designer tool for public forms, other user-designed forms?”

YHA’s technology platform is built on open source standards and libraries and can accommodate a wide variety of free and commercial designer tools. Adobe Acrobat, Macromedia Dreamweaver, and Sun NetBeans can all be used by developers, designers, or

administrators to design forms which can be easily linked to database structures and incorporated into the production application.

1.16. “How will the final product support redundancy of the data?”

YHA will implement a standard high-assurance setup with the IMS/AFRS SQL Server database. An automated maintenance plan will perform a full backup of the data every 24 hours and a transaction log backup every hour. All backup files will be stored on a physically distinct storage device from the data and log drives. A second SQL Server instance will be set up with real-time database replication in order to maintain a hot spare capability in case of primary failure.

1.17. “What do you see as the biggest risks to the project, and how do you plan to mitigate them?”

The biggest risk to the project is MPD’s ability to implement the human side of the business process reengineering (BPR) inherent in transitioning from paper-based to all-electronic crime and incident reporting. Department officers have been filing paper reports based on citizen complaints since MPD’s founding in 1861. Shifting to an online system will require unflagging support from all levels of leadership. As the software developer, YHA will limit the BPR risk by maintaining close links with a wide sample of end users, to ensure the delivered software meets both their explicit and implicit needs; and by regularly communicating the operational impact of executive decisions to the MPD chain of command.

1.18. “Can you go into detail about what your warranty will provide?”

YHA will warrant that all software built by us for MPD under this contract will be fully operational, efficient, and free from defect according to the stated customer requirements. We will correct all malfunctioning software in a timely manner (no more than 30 days from notification with test cases) at no additional cost during the 12-month warranty period.

1.19. “It appears as if your Small and Local Business Development Certificate expired on 11/8/07. Has this been renewed?”

YHA’s Certified Business Enterprise (CBE) status is pending recertification. We have followed the instructions given to us by Mr. Duane Kokesch, General Counsel of the Department of Small and Local Business Development (DSLBD), on October 9, 2008. As of today, we have responded to all requests for documentation from the DSLBD, the most recent being on December 11, 2008.

1.20. “Can you provide a detailed cost proposal?”

Yes. Please see the attached project plan, with each granular task costed out.

2. Administrative Information

The Yellow House Associates, LLC contact for contracting matters is Catherine King, located in our main office at 1200 G Street NW, 8th Floor, Washington, DC 20005, email catherine@yellowhouseassociates.net, office phone (202) 434-4548, FAX (202) 434-8707.

We hold GSA Schedule contract number GS-35F-0647P. Our federal tax identification number is 54-2056560 and our DUNS number is 00-849-0950.

Yellow House Associates, LLC is a registered Local, Small and Disadvantaged Business Enterprise (LSDBE) with certification number LSD00109112007 and 7 preference points (LBE, SBE, and DBE).

ATTACHMENT #5



Yellow House Associates, LLC

1200 G Street NW
8th Floor
Washington, DC 20005

(202) 434-4548 FAX (202) 434-8707

December 17, 2008

Kenneth Morrow, Contracting Officer
Office of Contracting and Procurement
Government of the District of Columbia

Subject: Best and Final Offer
Solicitation No.: DCTO-2008-R-0157
“Incident Management System /
Field Reporting System”

Mr. Morrow:

We greatly appreciated the opportunity to discuss our subject proposal with you on **December 15, 2008**. It is clear that you and your group are conducting a high-quality review of those vendors seeking to build this mission-critical system for the Metropolitan Police Department (MPD).

We have received your Request for Best and Final Offers dated December 16, 2008. I would like to take this opportunity to reiterate the fact that MPD is a unique organization playing a vital role in a unique jurisdiction, and that deploying a solution crafted to meet MPD’s specific needs is the only way to succeed with this effort. Yellow House Associates, LLC, is the only company with the knowledge, skills, and experience required to perform this duty.

Confident that our response to your solicitation is without peer in providing outstanding value to the District of Columbia, we stand by the **pricing quoted in our solicitation response of August 28, 2008**. To recap, we propose a base cost of \$595,787.20 and option year maintenance costs of \$22,724.00.

Thank you for your consideration.

Michael D. Schader, CEO
Yellow House Associates, LLC

ATTACHMENT #6

SECTION B: SUPPLIES OR SERVICES AND PRICE

B.1 The Government of the District of Columbia, Office of Contracting and Procurement, on behalf of The Metropolitan Police Department (the District) is seeking a contractor to provide the following systems: Incident Management System (IMS) and an Automated Field Reporting System (AFRS).

B.2 The District contemplates award of a Firm Fixed Price (FFP) contract.

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
0001 (Base Year - 8 Months)	Develop, configure and implement IMS, and ARFS modules, integrate and deploy activities including daily operations, maintenance and migration of existing data from legacy system as described in C.3.1 thru C.5.17 of the SOW.	
0001AA	Plan & Project Schedule Validation and Finalization of module requirements (see Attachments A&B). Design IMS and AFRS modules in relation to overall RMS and in compliance with requirements, database schema and technical standards. Development and integration of IMS and AFRS modules in relation to overall Records Management System (RMS) and in compliance with requirements, database schema and technical standards. Implementation of systems' functionality tests Implementation of user functionality tests End of year testing of IMS and AFRS modules Deployment of system Maintenance Support Services Total CLIN 0001 (Base Year)	\$596,787.20

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
1001 (Option Period 1 – 12 months)	Incident Management System and Field Reporting System Modules	
1001AA	Maintenance Support Service IAW paragraph C.3.6 of SOW.	\$22,724.00
1001AB	License Agreement IAW paragraph C.3.5 of SOW	\$ FREE
	Total CLIN 1001 (Option Period One)	\$22,724.00

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
2001 (Option Period 1 – 12 months)	Incident Management System and Field Reporting System Modules	
2001AA	Maintenance Support Service IAW paragraph C.3.6 of SOW.	\$22,724.00
2001AB	License Agreement IAW paragraph C.3.5 of SOW	\$ FREE
	Total CLIN 2001 (Option Period One)	\$22,724.00

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
3001 (Option Period 1 – 12 months)	Incident Management System and Field Reporting System Modules	
3001AA	Maintenance Support Service IAW paragraph C.3.6 of SOW.	\$22,724.00
3001AB	License Agreement IAW paragraph C.3.5 of SOW	\$ FREE
	Total CLIN 3001 (Option Period One)	\$22,724.00

B.3 PRICE SCHEDULE – FIRM FIXED PRICE

Contract Line Item No. (CLIN)	Item Description	Price
4001 (Option Period 1 – 12 months)	Incident Management System and Field Reporting System Modules	
4001AA	Maintenance Support Service IAW paragraph C.3.6 of SOW.	\$22,724.00
4001AB	License Agreement IAW paragraph C.3.5 of SOW	\$ FREE
	Total CLIN 4001 (Option Period One)	\$22,724.00

Total Amount Base of Period: \$ 596,787.20

Total Amount Option Period One: \$ 22,724.00

Total Amount Option Period Two: \$ 22,724.00

Total Amount Option Period One: \$ 22,724.00

Total Amount Option Period Two: \$ 22,724.00

Grand Total Amount: \$ 687,683.20

3.4 Designation of Solicitation for the Small Business Set Aside Market Only

This Invitation for Bids or Request for Proposals is designated for certified business enterprise (CBE) Offerors only under the provisions of the “Small, Local, and Disadvantaged Business Enterprise Development and Assistance Act of 2005” (the Act), Title II, Subtitle N, of the “Fiscal Year 2006 Budget Support Act of 2005”, D.C. Law 16-33, effective October 20, 2005.

An CBE must be certified as small in the procurement category of “Goods and Equipment and General Services” in order to be eligible to submit a bid or proposal in response to this solicitation.

DCTO-2008-R-0157
Incident Management System/Automated Field Reporting System

ATTACHMENT #7



COST / PRICE DISCLOSURE CERTIFICATION

RFP Number: DCTO-R-2008-0157 Closing Date: 8/25/2008

Caption: MFD IMS/AFRS Total Proposed Amount: \$687,683.20

The undersigned Michael J. Schader, CEO, Yellow House Associates, LLC

(please print name and title of offeror's authorized signatory) hereby certifies that, to the best of my knowledge, the cost and pricing data (i.e. at the time of price agreement this certification represents that all material facts of which prudent buyers and sellers would reasonably expect to affect price negotiations in any significant manner) submitted was accurate, complete, and current as of 8/25/2008 (date of RFP closing or conclusion of negotiations as appropriate). The undersigned further agrees that it is under a continuing duty to update cost or pricing data through the date that negotiations, if any, with the District are completed. The undersigned further agrees that the price, including profit or fee, will be adjusted to exclude any significant price increases occurring because the cost or pricing data was inaccurate, incomplete or not current. (See D.C. Procurement Regulations, 27 DCMR, Section 1624; and Section 25 of the Standard Contract Provisions for Use with District of Columbia Government Supply and Services Contracts, November, 2004, as amended).

Signed: Michael J. Schader Date: 12/16/2008

Title: CEO

Company: Yellow House Associates, LLC

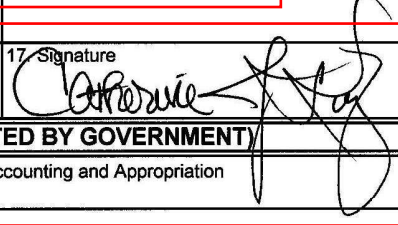
Address: 1200 G Street, NW
Washington, DC 20005

DUNS #: 00-849-0950

Phone: (202) 434-4548

Fax: (202) 434-8707

ATTACHMENT #8

SOLICITATION, OFFER, AWARD				1. Caption		Page of Pages	
				Incident Management System/Automated Field Reporting System		1	43
2. Contract Number		3. Solicitation Number		4. Type of Solicitation		5. Date Issued	
				<input type="checkbox"/> Sealed Bid (IFB) <input checked="" type="checkbox"/> Sealed Proposals (RFP) <input type="checkbox"/> Sole Source <input type="checkbox"/> Human Care Agreements <input type="checkbox"/> Emergency		7/25/2008 6. Type of Market <input type="checkbox"/> Open <input checked="" type="checkbox"/> Set Aside <input type="checkbox"/> Open with Sub-Contracting Set Aside	
DCTO-2009-C-0085		DCTO-2008-R-0157					
7. Issued By:				8. Address Offer to:			
Office of Contracting and Procurement Office of the Chief Procurement Officer 441 4th Street, N.W. Suite 930 South Washington, DC 20001				Office of Contracting and Procurement 441 4TH Street, NW Suite 703 (Bid Room) Washington, DC 20001			
NOTE: In sealed bid solicitations "offer" and "offeror" means "bid" and "bidder"							
SOLICITATION							
9. Sealed offers in original and <u>3</u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at <u>See Block 8 of this form</u> until <u>2:00pm</u> local time <u>25-Aug-08</u> (Hour) (Date)							
CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.							
10. For Information Contact		A. Name		B. Telephone		C. E-mail Address	
		Leon T. Borroum		(Area Code) 202 (Number) 727-6793 (Ext) 202 727-6793		leon.borroum@dc.gov	
11. Table of Contents							
(X)	Section	Description	Page No.	(X)	Section	Description	Page No.
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES			
X	A	Solicitation/Contract Form	1	X	I	Contract Clauses	23-27
X	B	Supplies or Services and Price/Cost	2-4	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS			
X	C	Specifications/Work Statement	5-8	X	J	List of Attachments	28
x	D	Packaging and Marking	9	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
X	E	Inspection and Acceptance	9	Representations, certifications and other statements of offerors			
X	F	Deliveries or Performance	10-11				
X	G	Contract Administration Data	12-16	X	L	Instructions, conditions & notices to offerors	32-38
X	H	Special Contract Requirements	17-22	X	M	Evaluation factors for award	39-43
OFFER							
12. In compliance with the above, the undersigned agrees, if this offer is accepted within <u>180</u> calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.							
13. Discount for Prompt Payment		10 Calendar days %		20 Calendar days %		30 Calendar days %	
14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):				Amendment Number		Date	
				A0001		8/8/2008	
				A0002		8/21/2008	
				A0003		8/27/2008	
15A. Name and Address of Offeror				16. Name and Title of Person Authorized to Sign Offer/Contract			
Yellow House Associates, LLC 1200 G St NW 8th Floor Washington, DC 20005				Catherine King, President			
15B. Telephone		15 C. Check if remittance address is different from above - Refer to Section G		17. Signature		18. Offer Date	
(Area Code) 202 (Number) 434-4548 (Ext)						26 FEB 09	
AWARD (TO BE COMPLETED BY GOVERNMENT)							
19. Accepted as to items Numbered 0001AA			20. Amount \$596,727.20		21. Accounting and Appropriation		
22. Name of Contracting Officer (Type or Print)			23. Signature of Contracting Officer (District of Columbia)			24. Award Date	

ATTACHMENT #9

COTR RESOURCE GUIDE

GENERAL OVERVIEW

This guide is issued by the Division of Procurement to provide personnel who are designated as Contracting Officer's Technical Representatives (COTRs) and others involved in the procurement process with a source of basic contracting information.

This guide establishes standards, describes the assignment of responsibilities, and prescribes procedures for evaluating contract proposals, negotiating, awarding, and administering contracts. It is designed to provide COTRs with a convenient source of basic information about their role in administering and monitoring contracts. It delineates the duties that the Contracting Officer (CO) may require of the COTR and explains which functions are the responsibility of the COTR and which are those of the CO.

The direction provided is based on the authorities implemented by the Federal Acquisition Regulation (FAR) and supplemented by the Department of Treasury Acquisition Regulation (DTAR). If any inconsistencies are found, the FAR and supplements take precedence over this guide.

Finally, please note that this guide references the Federal Acquisition Regulation (FAR) in many instances (i.e., "FAR 6.302"). Excluding a few lesser documents, the FAR guides procurement activities throughout the Federal Government. At times, it may be useful for you to have a basic understanding of some of its provisions. To access the FAR, you can go to the website www.arnet.gov.

COTR RESOURCE GUIDE

THE DIVISION OF PROCUREMENT

MISSION OF THE DIVISION OF PROCUREMENT

The mission of the Division of Procurement is to provide operational procurement for the Bureau of the Public Debt and its customers and to do so in compliance with relevant regulations and policies.

FUNCTION OF THE DIVISION OF PROCUREMENT

The Division of Procurement is the only organizational entity within Public Debt with the authority delegated to perform the procurement function. For its franchise customers and depending upon its relationship with the customer, it may be the only source for acquiring required supplies or services or it may simply be another outlet for obtaining these requirements. It is responsible for soliciting, awarding, and administering contracts, purchase and delivery orders, and other procurement-related activities in support of the Bureau of the Public Debt and its customers.

ORGANIZATION OF THE DIVISION OF PROCUREMENT

The Division of Procurement is organizationally located within the Bureau of the Public Debt's Administrative Resource Center. The division consists of two groups, the Contracts Branch and the Simplified Acquisition Branch. Generally, the Contracts Branch acquires goods and services estimated to cost \$100,000 or more and the Simplified Acquisition Branch acquires those goods and services estimated to cost less than \$100,000.

COTR RESOURCE GUIDE

THE COTR

THE ROLES OF THE COTR AND THE CO

Once a decision is made to acquire supplies or services through the contracting process, a partnership is created between the COTR and the CO. This partnership is essential to establishing and achieving contract objectives because these two officials are responsible for ensuring that the contracting process is successful.

COs and COTRs have both separate and mutual responsibilities, with lead responsibility shifting from one to the other during the various stages of the contracting process. During the pre-solicitation phase, the COTR has the lead and the CO operates in an advisory capacity. However, as this phase ends and the solicitation and award phase begins, the lead responsibility shifts to the CO, with the COTR acting largely as an advisor. During post-award administration, the COTR assumes lead responsibility for some functions, and the CO for others.

COs sign the contract on behalf of the Government and bear the legal responsibility for the contract. They alone can enter into, terminate, or change a contractual commitment on behalf of the Government.

COTRs support the CO. As a team, they must ensure that program requirements are clearly defined and that the contract is designed to meet them. Together, they are responsible for ensuring that competitive sources are solicited, evaluated, and selected; and that the price the Government pays for the supplies and services it acquires is fair and reasonable. They must establish quality standards and performance measures, delivery requirements, and make sure that these are met. COTRs monitor the contractor's performance in reference to the contract requirements, and must report any deviation to the CO.

The principal role of the COTR is to furnish technical direction, monitor contract performance, and maintain an arm's-length relationship with the contractor. The word "direction" is misleading to many COTRs. First, it *does not* mean "to control, to order or command, or to take authoritative charge." Technical direction means *"to guide, to show or to indicate the way, to conduct."*

One of the primary functions of the COTR involves the issuance of technical guidance to the contractor. Performance work statements are often inexact, resulting in the need for technical instructions as the work progresses. However, the COTR must ensure that the contract is not converted to a personal services contract through the use of excessive or overly detailed technical directions.

The COTR should act as the focal point for all correspondence and discussions with the contractor concerning technical direction and issue all technical direction that provides specific details and milestones. The COTR is responsible for ensuring that all technical directions are reduced to writing to avoid misunderstandings and disagreements, to avoid unnecessary costs, and generally to maintain proper control of the contract.

COTR RESOURCE GUIDE

The COTR plays a critical role in influencing the outcome of the contract administration process. The technical administration of Government contracts is an essential activity. The primary role of the COTR is to provide technical clarification and to monitor contract performance, thus ensuring the Government pays only for the services, materials, and travel authorized and delivered under the contract. A COTR must be a Government employee, thus this function cannot be contracted for, as certain CO responsibilities are delegated to a COTR. A contractor cannot act as an agent of the Government.

NOMINATION AND DELEGATION OF COTRS

The COTR is nominated in writing by the requirements generating organization, designated in writing at the time of contract award, and notified by letter signed by the CO. The contracting office should tailor this letter to the needs of each specific contract. A copy of the letter should be sent to the contractor.

The designation does not change or supersede the established line of authority and/or responsibility of an organization. If the COTR changes, a new designation letter must be completed and the Contractor notified. A copy of the notification/designation letter shall be maintained in the contract file.

A substitute or alternate COTR may be designated to fill in for the primary COTR. Due to the scope or technical complexity of some contracts, "sub-COTRs" may also be designated for specific aspects of the contract. If sub-COTRs are necessary, they will be appointed by the CO, with their authorities and duties included in the letter of appointment of the COTR. Sub-COTRs will be the responsibility of, and responsive to, the COTR.

COTR CERTIFICATION

The COTR Certification Program established by Treasury's Assistant Secretary for Management in 1989 set the following minimum standards for Treasury COTRs: 24 hours basic COTR training, 4 hours of procurement ethics training, and an 8-hour refresher course after 3 years.

COTR RESPONSIBILITIES

Subject to program policy and operational procedures, individuals designated by the Contracting Officer as COTRs are assigned specific responsibilities including, but not limited to, the following:

- (1) Participating in acquisition planning and market research to promote the acquisition of commercial items and full and open competition;
- (2) Developing the statement of work to promote full and open competition, including restrictions only as necessary to satisfy the minimum, and stating requirements in terms of functions to be performed, performance required, or essential physical characteristics;
- (3) Identifying and addressing issues such as customary commercial practices for commercial item acquisitions, systems life support and maintenance requirements, compatibility limitations, and environmental and energy conservation objectives;
- (4) Reviewing proposed actions for consideration of sources such as excess from

COTR RESOURCE GUIDE

other agencies, contracts available for use from other agencies, the Committee for Purchase From People Who Are Blind or Severely Disabled, Federal Prison Industries, and small business and 8(a) set-asides, and other socioeconomic program goals;

(5) Developing an independent Government estimate of the cost or value of purchase;

(6) Coordinating with the program office actions relating to funding, delivery or performance schedules, and changes in scope of work;

(7) Developing source selection evaluation factors and assisting with the review of the solicitation prior to issuance;

(8) Assisting in technical evaluation of offers and supporting the CO in the debriefings of offerors;

(9) Requesting the CO to authorize Government-furnished property and, when requested by the CO, furnishing disposition advice on Government-furnished property or contractor-acquired property;

(10) Coordinating with facility maintenance, security, and administrative office actions such as the use of Government-furnished property, background investigations, facility and system security clearances for contractor employees, delivery, and on-site work performance schedules;

(11) Controlling all Government technical interfaces with the contractor;

(12) Assuring that appropriate action is taken on technical correspondence pertaining to the contract and maintaining adequate files;

(13) Assuring that changes in work and any resulting effects on delivery schedules are executed by contract modifications by the CO before the contractor proceeds with the changes;

(14) Assuring prompt review of draft and final reports so distribution of the reports can be made within the specified completion date of the contract and assuring prompt inspection and acceptance or rejection of other deliverable items or services;

(15) Informing the CO immediately of any indications that a contractor is behind schedule and coordinating corrective actions with the CO;

(16) Providing suggestions to the CO for improvements and changes that would facilitate better work performance or streamline processes to the advantage of the Government and/or the contractor;

(17) Furnishing to the CO a copy of Government-contractor conference reports and correspondence, and coordinating with the CO on the content of any contractually significant correspondence addressed to the contractor, in order to prevent possible misunderstanding or the creation of a condition that may be the basis of a later claim. All correspondence addressed to the contractor must be signed by the CO;

(18) Reviewing the contractor's invoices to ensure that they reflect accurately the work completed in accordance with the requirements of the contract and certifying acceptance.

(19) Furnishing the Contracting Office a notice of satisfactory or unsatisfactory completion; of delivery or performance of a contract, purchase order, delivery order, task order, or any modification thereto;

(20) Tracking and reporting equipment and system downtime to the CO;

(21) Reporting promptly and directly to the Inspector General or Agency Ethics Officer, any suspected procurement fraud, bribery, conflicts of interest, and other

COTR RESOURCE GUIDE

improper conduct;

(22) Notifying the CO of possible conflicts of interest;

(23) Reviewing and submitting recommendations to the CO on subcontracts, considering the privity of the contract that exists between the prime contractor and subcontractor;

(24) Recommending to the CO approval/disapproval of the contractor's requests for public release of information regarding work being performed under the contract;

(25) Notifying the CO of inventions by the contractor during the performance of the contract;

(26) Furnishing the CO a formal request for termination, when required;

(27) Evaluating the contractor's request for travel;

(28) Monitoring and coordinating financial management controls with budget and paying offices and program fund managers;

(29) Evaluating contractor performance as directed by the CO and providing support to the CO and final reviewing official in subsequent issues concerning the contractor's performance; and

(30) Notifying the security office at contract completion for the timely cancellation of facility security clearances, collection of security badges, and cancellation of system access.

COTR PROHIBITIONS

The COTR is prohibited from performing or being responsible for the items listed below. This list is not meant to be all inclusive but rather a list of the major areas of focus.

(1) Making commitments or promises to any contractor relating to a contract;

(2) Writing contract requirements around the product or capacity of one source;

(3) Soliciting proposals;

(4) Modifying any of the stated terms of the contract;

(5) Issuing instructions (oral or written) to a contractor to start or stop work;

(6) Approving items of cost not specifically authorized by the contract;

(7) Directing changes (oral or written);

(8) Signing supplemental agreements;

(9) Negotiating;

(10) Taking any action with respect to termination, except to notify the CO that the action is desired and to assist with the process as requested;

(11) Authorizing delivery or disposition of Government-furnished property;

(12) Giving guidance to a contractor, either orally or in writing, which might be interpreted as a change in scope or terms of the contract;

(13) Discussing procurement plans or any other advance information that might provide preferential treatment to one firm over another when a solicitation is issued for a competitive procurement; and

(14) Directing a contractor to begin work prior to contract or task/delivery order award date.

Violation of the foregoing may give the appearance that we are not acting in good faith. Commitments made to a contractor by other than duly appointed COs can result in formal protests by other companies, appeals or disputes, embarrassment, criticism by the General

COTR RESOURCE GUIDE

Accounting Office, and possible monetary loss to the COTR and the firm involved.

COTR RESOURCE GUIDE

CONTRACT BASICS

NATURE OF A CONTRACT

A contract is a mutually binding legal relationship obligating the seller to furnish the supplies or services and the buyer to pay for them. In nearly all Government contracts, the offeror is obligated by the contract to provide supplies or services. The other party is the Government which is obligated to pay for those supplies or services.

All contracts contain five elements:

- An Offer (a bid or proposal by an offeror that a contract be entered into)
- An Acceptance (the expression by the offeree of his/her assent to the offer and communication of that assent to the offeror)
- For Mutual Consideration (something of value in the eyes of the law exchanged by the parties to bind the agreement)
- Between Competent Parties
- For a Lawful Purpose

In Government contracting, offerors seeking to do business with the Government, submit bids, quotes, or proposals in response to Government solicitations which are either invitations for bid (IFB), requests for quotes (RFQ), or requests for proposals (RFP).

When the Government, after bid opening or proposal review and negotiation, chooses one bidder/offeror to contract with, it performs the act of acceptance by award, usually by signing the contractual instrument. The consideration in Government contracts is typically the delivery of supplies or services by the contractor and payment by the Government. The contract must also have a lawful purpose--it cannot violate a statute, for example--and contracts must be entered into by mentally and legally competent parties for the contract to be valid.

Contracts must have certainty of terms and conditions to be enforceable. Since courts have to rely on the meaning of the language of a contract to enforce it, this language must be clear and certain. Specifications or work statements, for example, must communicate clear requirements. Although non-Government contracts may sometimes be oral, Government contracts (including modifications) are always in writing.

AUTHORITY

The authority to contract is delegated to certain key officials who, in turn, redelegate this authority to COs. Although COs, in turn, may redelegate certain limited authority to administer parts of the contract, they are the only persons authorized to enter into or modify contracts.

As the United States' agents for the acquisition of supplies and services, COs have an important stewardship role in the acquisition process. They are responsible for ensuring that contractors live up to their contracted obligations. COTRs must ensure that they do nothing to infringe upon unique CO responsibilities.

COTR RESOURCE GUIDE

COTRs may be given certain limited authority to act on behalf of the CO, particularly in providing technical direction to the contractor. It is important to point out that COTRs cannot obligate the Government or change the terms or conditions of contracts--only the CO can do that.

Just as the Government requires agents to act on its behalf, so does the contractor. Agents will almost always be used by the contractor to enter into and carry out the contract with the Government. One important difference is that only a person with actual authority (by statute, regulation, or contract terms) may bind the Government. A contractor's employee, though, may have apparent authority, and thus may be considered to be an agent and bind the contractor, even in the absence of actual authority. Because of this, contractors usually try to limit and specify those who are its authorized agents, and COs will usually verify that authority so as to avoid any possible future legal complications that might arise when dealing with an individual who has only apparent authority.

DIMENSIONS OF ACQUISITION

Federal procurement laws and policies have streamlined acquisition methods, emphasizing innovation and the use of sound business judgment and establishing new preferences. The vision for the Federal Acquisition System is to deliver on a timely basis the best value product or service to the customer while maintaining the public's trust and fulfilling public policy objectives. To that end, the Federal Acquisition Streamlining Act of 1994 (FASA) established the preference for the acquisition of commercial or nondevelopmental items, outlines the market research required to determine the availability of such items, and requires consideration of contractor past performance for source selection purposes.

OMB policies emphasize performance-based contracting for services to ensure that the appropriate performance quality level is achieved and that payment is made only for services which meet or exceed contract standards.

Full and open competition is the norm in Federal contracting as set forth in the Competition in Contracting Act (CICA). COs are required to promote and provide for full and open competition through procedures best suited to the circumstances of the contract action. Decisions to award without full and open competition requires careful justification and high-level approval.

With certain limited exceptions, COs are mandated by law to promote and provide for full and open competition in soliciting offers and awarding Government contracts. This shall be accomplished through the use of competitive procedures that are best suited to the circumstances and consistent with the need to fulfill the Government's requirements efficiently.

Acquisition can be viewed in four dimensions: commercial versus non-commercial requirements, the degree of competition, the method of solicitation, and the type of contract ultimately awarded. These four dimensions are interrelated and interactive.

COTR RESOURCE GUIDE

COMMERICAL ITEMS ACQUISITION

The preference for the acquisition of commercial items (CI) is implemented in FAR Part 12. The policies and procedures are unique to Federal acquisitions and were established to more closely resemble those of the commercial marketplace and to encourage the acquisition of commercial items and components.

COs shall use CI policies in conjunction with the solicitation, evaluation, and award procedures for simplified acquisitions, sealed bidding, and negotiated contracts in Parts 13, 14, and 15.

FAR Part 10 outlines the market research required to plan and prepare for an acquisition. This is especially important for CI acquisitions in order to answer these questions:

- Are commercial items available to meet the Government's needs;
- What are the customary conditions for sales, warranties, etc.;
- What are the capabilities of potential suppliers; and
- What are the size and status of potential sources?

The program office and COTR, working closely with the CO, have a significant role in gathering this information.

The Standard Form 1449 Solicitation/Contract/Order for Commercial Items is used with CI specific provisions and clauses. A streamlined solicitation option for CI acquisitions allows the solicitation and synopsis to be combined into one document. The synopsis/solicitation is published based on the needs of the individual action. The use of this option, as appropriate, greatly simplifies the acquisition process and saves considerable time and resources.

The streamlined process for evaluating CI offers is designed to select the source whose offer will provide the Government with the greatest value in terms of performance and other factors.

In the CI provision "Instructions to Offerors", the Government expresses to offerors the intent to award a contract without discussions. This alerts the offerors to submit their best offer with the initial proposal; there may be no opportunity to submit a proposal revision.

COMPETITION IN CONTRACTING

It is in the Government's best interests to maximize the use of competition in its acquisitions. Competition is a marketplace condition under which both the buyer and the seller expect that the buyer will have alternate sources of supply. This can be reflected in technical and/or price terms.

The Competition in Contracting Act (CICA) made competition in Federal contracting the law of the land. It holds COs statutorily responsible for maximizing competition, and strictly defines and limits the use of other than fully competitive procedures.

COTR RESOURCE GUIDE

Full and open competition is required by law with certain limited exception. Competitive procedures include sealed bids, the use of GSA multiple award schedules, competitive proposals, a combination of competitive procedures, and other competitive procedures.

Full and open competition after exclusion of sources is primarily used for the set-aside of acquisitions for small businesses, HUBZone small businesses, and 8(a) businesses. Discretion in the use of a set-aside resides with the CO.

When circumstances make it impossible to obtain full and open competition, or when competition is limited, the COTR shall provide the CO sufficient information to justify the award of a contract on a sole-source basis or with limited competition. For other than full and open competition, clear and convincing evidence must be provided.

METHODS OF SOLICITATION

The third dimension of acquisition involves the method of solicitation, which subsequently determines the processing of requirements through to award. The primary solicitation techniques are Invitation for Bids for sealed bidding and Requests for Proposals when contracting by negotiation. At Public Debt, sealed bidding is rarely used and will, therefore, not be detailed.

Most acquisitions in which COTRs will be involved are made through the process of contracting by negotiation. Contracting by negotiation includes several discrete steps. After the requirement is determined and the acquisition is planned, an advance notice or synopsis must be published to inform the vendor community of the forthcoming solicitation.

Solicitations for negotiated contracts should be structured to provide for the selection of the source whose proposal offers the greatest value to the Government. Quality, which may be more or less important than price or cost, shall be addressed in every source selection with the use of non-cost evaluation factors such as past performance, compliance with solicitation requirements, technical excellence, management capability, personnel qualifications, and prior experience. Price or cost to the Government shall also be evaluated in every source selection. Past performance shall be evaluated. The solicitation must state all factors and significant subfactors that will affect contract award and their relative importance and whether all evaluation factors other than cost or price, when combined, are more or less than important than cost or price.

A solicitation is prepared and transmitted, or mailed on rare occasion, to a number of sources, some of whom are identified from an established list of offerors or through market research, those recommended by the Small Business Specialist, and others who responded to the synopsis or other advertising.

Offerors then prepare and submit proposals in response to the solicitation. These proposals normally consist of a technical proposal to be evaluated by a technical evaluation team and a business or cost proposal to be evaluated by the CO. Technical

COTR RESOURCE GUIDE

proposals are evaluated against a set of technical evaluation factors that are sometimes included in the solicitation. The cost proposals are also evaluated as described in the solicitation but also evaluated to determine whether the proposed costs and prices are reasonable and to determine the offerors' understanding of the work and their ability to perform the contract. Proposals may also be evaluated against any other criteria specified in the solicitation.

If there is a need to conduct discussions with an offeror, the CO next determines which proposals are in the competitive range based on the evaluation of the technical and price or cost evaluation.

The next step is to conduct oral and/or written discussions. Although this is not a mandatory step, it is a common one. During discussions, the CO attempts to resolve uncertainties concerning any part of the proposal and to provide the offerors a reasonable opportunity to revise their proposals as a result of the discussion. The scope and extent of discussions are a matter of CO judgment. After discussions are concluded, each offeror still in the competitive range shall be given an opportunity to submit a proposal revision.

The CO, often with the assistance of the COTR or a technical evaluation team, will evaluate the proposal revisions. The CO will select the offeror whose proposal is most advantageous to the Government considering price and the other factors included in the solicitation and the responsibility of the offeror and proceed with award.

TYPES OF CONTRACTS

FAR Part 16 provides for two families of contract types: fixed-price and cost-reimbursement. Each family consists of variations on the type, but the essential characteristics within each family are the same.

COTRs need to understand the characteristics of each major contract type because these can significantly affect acquisition planning and contract administration duties. You may need to provide input to your CO regarding which contract type will be the most appropriate for the supplies or services being procured. Ultimately, it is the CO's decision as to what type of contract will be used. Contract type is also negotiable.

The contract types differ in two key respects. One difference is the amount of risk placed on the Government and the contractor. The other is the degree of contract management or administration that each type requires.

Fixed-Price Contracts

Firm-fixed-price contracts place maximum risk on contractors and little risk on the Government. The contractor has made a commitment in the contract to deliver all it promised in return for the specified consideration. The Government has the right to receive what it contracted for at the price it promised to pay. If the contractor fails to perform at the contract price, it is liable for default which can bring severe additional costs on the contractor.

COTR RESOURCE GUIDE

Because the risk is high to contractors, their incentive to perform according to the terms and conditions of the contract is quite high. Therefore, the Government's contract monitoring requirements are usually far less than those for other contract types.

If firm-fixed-price contracts confer maximum risk on contractors while minimizing Government risk and if they minimize Government monitoring responsibility, why aren't they always used for Federal acquisitions? The main reason is that many Government requirements cannot always be translated into the definable and clear-cut specifications needed for this kind of contract. For an offeror to prepare a realistic bid or proposal on a fixed-price basis, the specification must contain little or no uncertainty. If such specifications are possible, then responsible potential contractors are willing and able to develop a fair and reasonably priced bid or offer and to assume a reasonable risk.

For commercial item acquisitions, only firm-fixed-price or fixed-price with economic price adjustment contracts are allowed.

Many of our requirements, however, cannot be specified with the certainty required for fixed-price contracts. In the absence of this certainty, responsible potential contractors have no way of estimating the price of the work with the degree of accuracy needed to assume fixed-price contract risk. Research and development and related requirements are typical examples of work that may have too much uncertainty attached to them to use fixed-price contracts. If the Government used a fixed-price contract to meet these needs, it could either result in offers from sources that are not responsible or capable of doing the work or offers that have unreasonably high prices to cover the great potential risk to contractors.

Cost-Reimbursement Contracts

There are several variations of cost-reimbursement contracts, the most common being the cost-plus-fixed-fee contract. This type of contract is used when the uncertainties involved in contract performance are of such magnitude that cost of performance cannot be estimated with sufficient reasonableness to permit use of fixed-price type contracts. Rather than guaranteeing to perform all contract terms and conditions at a specified price, the contractor agrees to deliver its "best efforts" to perform the requirements in return for costs incurred and a reasonable fee (profit). This type of contract provides for negotiations of estimated cost and a payment of a fixed dollar fee to the contractor. This fee cannot be changed unless the scope of work in the contract is changed by the Government. Other variations of cost-reimbursement contracts include a cost-plus-award-fee contract that provides for a fee consisting of a base amount fixed at the inception of the contract and an award amount that the contractor may earn with exceptional performance or a cost contract which is virtually the same as a cost-plus-fixed-fee contract except that there is no provision for a fee.

In cost-reimbursement type contracts, the contractor's risk is minimal. The Government's risk is commensurately high. It has no guarantee that it will get the specified product. If the product is not completed and the maximum costs have been reimbursed to the

COTR RESOURCE GUIDE

contractor, the Government has two choices, sometimes equally unsatisfactory. It can elect to not add funds to the contract and therefore not get any further work, or it can elect to add money to the contract to fund the remaining work.

Given the nature of the work acquired by cost-reimbursement contracts, contractor performance often evolves in ways neither the contractor nor the Government foresaw at the time of award. Because of the high Government risk and the lack of guaranteed performance, cost reimbursement contracts must be monitored far more closely than fixed-price types. The COTR and CO spend an extreme amount of time to insure that the contractor is indeed providing its best efforts and that it is judiciously expending funds and controlling costs and in simply ensuring that all required administrative details are fulfilled.

Cost type contracts should not be used for repetitive buys. If you have a recurring requirement, a definite statement of work should be developed with the goal of reducing risk to the Government through the use of a fixed price contract.

Time-and-Materials and Labor-Hour Contracts

Although the two broad categories of contract types are fixed-price and cost reimbursement, there are variations. The most important, in terms of our use, are time-and-materials and labor-hour contracts. These contract types are often used in conjunction and allow the best features of fixed price and cost reimbursement contracts to be brought to bear. These contract types are appropriate when the exact level of effort required to complete a task or deliver a product are impractical to determine, which is required in a fixed-price contract, due to the Government's inability to provide exact specifications or scope of work prior to initiation of work. While oversight is still considerable, it is far less burdensome than required by a cost-reimbursement contract.

Indefinite Delivery Contracts

Indefinite delivery clauses can be combined with any of the preceding contract types. There are three types of indefinite delivery contracts: definite-quantity, requirements contracts, and indefinite-quantity contracts. In a contract utilizing indefinite delivery clauses, the Government can enter into a contract without definite needs as to the quantity (indefinite-quantity) or delivery schedule (definite-quantity). A requirements contract is similar to the indefinite-quantity and definite-quantity types, but does not promise a minimum order; it only holds the promise that the Government will order exclusively from the contractor if the supplies or services are required.

FUNDING

Before entering into a contract, COs are responsible for ensuring that sufficient funds are available. In a fully funded contract, funds are obligated to cover the price or target price of a fixed-price contract or the estimated cost and any fee of a cost-reimbursement contract.

An incrementally funded contract is a contract in which the total work effort is to be performed over a long time period and funds are allotted to cover discernible phases or

COTR RESOURCE GUIDE

increments of performance. The incremental funding technique is usually applied to indefinite delivery, indefinite quantity or cost-reimbursement contracts. This funding technique allows for contracts to be awarded for periods in excess of one year, even though the total estimated amount of funds expected to be obligated for the contracts are not available at the time of the contract award. If incremental funding is considered for a requirement, the CO will provide additional guidance.

A contract funded by annual appropriations may not cross fiscal years with the exceptions of:

- Contracts calling for end products that cannot feasibly be subdivided for separate performance in each fiscal year (e.g., contracts for expert or consultant services), or
- Basic contracts, options, or orders under that contract for severable services for a period that begins in one fiscal year and ends in the next, for a period of performance not exceeding one year.

As this can have considerable effect on budget management, consult the CO for further guidance.

SOURCES FOR SOLICITATION

Within a particular industry, a COTR becomes familiar with many potential sources and acquires knowledge of each source's technical capability, physical resources, experience in a given area, and performance history. The COTR should use this knowledge in developing a recommended source list for the CO. The COTR also should review appropriate industry journals to identify new sources in addition to those the CO will obtain from synopsis. The Government must publicize contracting actions in order to increase competition, broaden industry participation in meeting Government requirements, and assist HUBzones, small business concerns, small minority business concerns, and women-owned small business concerns in obtaining contracts and subcontracts.

When market research conducted by the usual methods fails to yield sufficient information, "Sources Sought" notices may be a useful tool for expanding the search. We may use these notices to request information on products of a certain type or simply to locate possible sources for unusual requirements.

The Small Business Specialist maintains listings of companies that can provide supplies and services for your recurring needs. All reasonable efforts to maximize competition must be made. The CO is charged by Federal law to do this and must have the COTR's full understanding and cooperation to do it well.

ACQUISITION THROUGH OTHER THAN FULL AND OPEN COMPETITION

"Other than full and open competition" is authorized under certain conditions. Other than full and open competition covers both noncompetitive and limited competitive acquisitions. Contracting without providing for full and open competition or full and open competition after exclusion of sources is a violation of statute, unless permitted by one of the exceptions listed below. It should be noted that lack of advance planning or

COTR RESOURCE GUIDE

concerns about funds availability are not bases for avoiding competition. Use of an exception requires an approved "Justification for Other Than Full and Open Competition" (JOFOC) for all but part of exception number 5. The exceptions are:

1. *Only one responsible source, and no other supplies or services will satisfy agency requirements.* Examples include follow-on contracts for major systems; unsolicited proposals; existence of limited rights in data, copyrights, patent rights, secret processes, or control of basic materials; public utilities; or contracts pursuant to an agency standardization program. Use of this exception must be supported by a synopsis of the proposed contract action for acquisitions exceeding \$25,000.

2. *Unusual and compelling urgency.* This exception applies to situations wherein unusual and compelling urgency precludes full and open competition, and delay would result in serious injury to the Government. The JOFOC must contain the rationale as to the extent and nature of harm to the Government. In addition, the Government must still solicit and consider as many potential sources as practicable. A typical example is acquisitions to support disaster relief efforts.

3. *Industrial mobilization, engineering, developmental, or research capability; or expert services.* This exception is used to maintain suppliers for national emergency or to achieve industrial mobilization; to establish or maintain essential engineering, research, or development capability of an educational or other nonprofit institution or a federally funded research and development center; or to acquire the services of an expert for any current or anticipated litigation or dispute.

4. *International agreement.* This exception is authorized where terms of an international agreement preclude full and open competition, or when directed in writing by a foreign Government which reimburses the agency for the cost of the acquisition, or the supplies or services for such Government.

5. *Authorized or required by statute.* Full and open competition need not be provided for when a statute expressly authorizes or requires that the acquisition be made through another agency or from a specified source, or when the agency needs a brand name commercial item for authorized resale. Examples include acquisitions from Qualified Nonprofit Agencies for the Blind or other Severely Handicapped, acquisitions under the Small Business Administration's 8(a) Program, or acquisitions from Federal Prison Industries. Acquisitions from some of these sources do not need to be supported with a JOFOC.

6. *National security.* This exception may be used when disclosure of the agency's needs would compromise the national security unless the agency is permitted to limit the number of sources from which it solicits offers. This exception cannot be used merely because an acquisition carries a security classification. The acquisition must still be synopsized if that will not violate security and as many sources as possible must be solicited.

7. *Public interest.* The other requirements of CICA notwithstanding, the head of the agency may determine that conducting a particular acquisition with less than full and open competition is in the public's interest. Only the head of the agency may make this determination, it must be in writing, and the Congress must be notified in writing of such determination not less than 30 days before award of the contract.

COTR RESOURCE GUIDE

Justifications and Approvals Required

The program office should discuss prospective requests with the CO as early as possible during the acquisition planning stage, preferably before submitting the purchase request. The discussions may resolve uncertainties, provide program offices with names of other sources, allow proper scheduling of the acquisition, and avoid delays that might otherwise occur should it be determined that the request for other than full and open competition is not justified. Simplified acquisitions require only a minimal sole source justification.

UNSOLICITED PROPOSALS

An "unsolicited proposal" is a written proposal to perform a task or effort, prepared and submitted by an organization on its own initiative without solicitation. It must be an original effort by the offeror in the form of new ideas, which must meet a series of tests to be considered. Advertising material, commercial product offerings, and contributions or inventions are not considered to be unsolicited proposals.

Contact with agency technical personnel prior to proposal submission is permissible and is encouraged to determine if preparation of a formal submission is warranted. Such discussions, confined to the limited objectives of conveying to the potential offeror an understanding of the agency mission and needs relative to the type of effort contemplated, do not jeopardize the unsolicited status of any subsequently submitted proposal.

It should be emphasized that acceptance of an unsolicited proposal and its subsequent award as a contract constitutes a contract award with other than full and open competition. It must be supported by an approved justification for other than full and open competition and by a synopsis of proposed contract action.

SMALL BUSINESS PROGRAM

It is our policy to ensure that a fair proportion of procurement expenditures go to small business firms, small minority businesses, and women-owned small business enterprises. The COTR, with the assistance of the Division of Procurement's Small Business Specialist (SBS), shall seek, identify, and tailor bureau requisitions to permit participation of qualified HUBzone, small, small minority, and women-owned small businesses. The CO and the COTR share the responsibility for meeting small business program goals and can participate actively toward their achievement by identifying portions of work suitable for performance by small businesses that can assist in meeting the goals.

The SBS will assist in identifying appropriate requirements for which there may be prospective HUBzone, small, small minority and women-owned small business sources available.

8(a) Program

The program, which is detailed in FAR 19.8, takes its name from Section 8(a) of the Small Business Act. The Act created the 8(a) program so that the SBA could assist small companies owned and operated by socially and economically disadvantaged persons to

COTR RESOURCE GUIDE

develop their businesses. One of the business development tools of the 8(a) program is the award of Federal contracts. Used properly, the program can be a boon to requestors.

There is no limit on the type or size of 8 (a) procurements. Also, acquisitions under \$3 million are usually not competed.

A proposed 8(a) acquisition should not have been publicly synopsisized as a small business set-aside and should not have been performed most recently by a small business. If an acquisition is one that could reasonably be expected to be won by a small disadvantaged business under normal competitive procedures, it is not appropriate for an 8(a) set aside. Also note that cutting edge technologies are usually the result of full and open competition, so an 8(a) set aside may not be the most advantageous acquisition method when state-of-the-art results are required.

In order to determine if there are any eligible 8(a) concerns for an action, the CO will consult with the SBS who will conduct the research.

For services other than construction, at least 50% of the cost of performance incurred for labor must be for the contractor's employees. The proposal must be carefully reviewed for the amount of subcontracting planned. An 8(a) contractor providing supplies must be either a regular dealer or a manufacturer. The intent of the program is not for 8(a) firms to act simply as a broker or to funnel work to another company - this has been reinforced by numerous court decisions.

COTR RESOURCE GUIDE

THE PRESOLICITATION PHASE

The contracting process can be broken into three phases - preparing for the solicitation, soliciting and awarding the contract, and administering an awarded contract. This section is concerned with the first of these phases - pre-solicitation activities. It outlines the basic tasks that the Government must complete before it approaches the business community for offers. It concentrates on the responsibilities of the COTR, although many of these tasks require close cooperation with the CO to be accomplished effectively.

ACQUISITION PLANNING

Planning for an acquisition is the best way of ensuring that a supply or service is acquired in the most efficient manner. This process should be coordinated with the Contracting Office as soon as a program need is identified and it becomes obvious that the need must be met outside the Government. Acquisition planning involves a general consideration of all the elements required in connection with a particular acquisition.

Planning helps both the CO and the COTR by enabling them to allocate and schedule the work involved and to resolve potential problems early in the process. Failing to schedule the overall acquisition workload may result in an inordinate percentage of contract awards being made in the closing months, weeks, and even days of the fiscal year where fiscal year constraints exist. Excessive year-end spending diminishes the integrity of the acquisition process, is not conducive to full and open competition and invites increased intervention and scrutiny by outside sources.

SOLICITATION TIMELINES

Depending on the complexity of the acquisition, the dollar value of the acquisition, whether or not oral presentations will be required, and various other factors too numerous to mention, the solicitation process will generally take from under two to over four months from the time the solicitation document is finalized and all necessary preparations have been made to proceed with conducting the solicitation process. The time required to prepare the solicitation for legal review and special clearances will add to the overall time required to complete the action.

It is difficult to generalize the time required to prepare a solicitation for release as it is dependent upon the quality and stage of completion of the market research, the SOW, and other necessary information and documentation provided to the CO. Further, the speed and willingness with which requestors work with the CO in finalizing the solicitation document for release will greatly impact the timing of its release.

The CO assigned to handle your acquisition will be able to provide you with a timeline detailing the significant milestones of your acquisition.

COTR RESOURCE GUIDE

Shown below is a typical timeline for a simple solicitation action:

<u>Starts</u>	<u>Ends</u>	<u>Primary</u>	
<u>Day</u>	<u>Day</u>	<u>Responsibility</u>	<u>Action</u>
0	0	Procurement	Finalization of solicitation document (RFP)
1	30	Procurement	Issuance of solicitation
31	31	Procurement	Offers due
32	46	Requestor	Evaluation of proposals
47	61	Procurement	Contract award

Shown below is a more complex acquisition that makes use of competitive range determinations, oral presentations, discussions/negotiations, and best and final offers (final proposal revisions). Some acquisitions could take longer than this example:

<u>Starts</u>	<u>Ends</u>	<u>Primary</u>	
<u>Day</u>	<u>Day</u>	<u>Responsibility</u>	<u>Action</u>
0	0	Procurement	Finalization of solicitation document (RFP)
1	30	Procurement	Issuance of solicitation
31	31	Procurement	Offers due
32	46	Requestor	Evaluation of proposals
47	50	Procurement	1 st competitive range determination/schedule oral presentations
51	65		Offerors prepare for oral presentations
66	73	Requestor	Offerors deliver oral presentations
74	81	Procurement	Evaluate oral presentations/2nd competitive range determination
82	89	Procurement	Discussions/negotiations
90	97	Procurement	Revised proposals
98	105	Requestor	Evaluate revised proposals
106	120	Procurement	Contract award

MARKET RESEARCH AND ACQUISITION STRATEGY

Market research is a required part of acquisition planning and is conducted during pre-solicitation, followed by the development of the acquisition strategy.

Market research begins when the program office realizes that an acquisition is necessary and defines, in broad terms, what this effort will entail. It includes assessment of prior contracts, in-depth research for commodities available in the commercial marketplace, and discussions with technical personnel, both inside and outside of the Government. These discussions serve to help determine interest, scientific approaches, technical capabilities, availability of commercial items, and the state-of-the-art relevant to the subject area. In such discussions with people outside the Government, care must be taken not to disclose advance information on any specific acquisition.

COTR RESOURCE GUIDE

Once the market research has been completed and the acquisition strategy formulated, it must be reviewed for program relevance, need, merit, priority, and timeliness by the appropriate management staff. In many agencies, the acquisition strategy development is intimately connected with its budget process because these agencies use the budget process as the primary means of identifying, defining, and approving agency acquisitions.

Although a few COTRs do not become involved with an acquisition until after the initial budgeting has been accomplished, all COTRs have to deal with budget considerations. This happens, for example, when the initial cost of an acquisition is underestimated and additional funds are required. Although it is important to have funds for an acquisition--especially a major one--included in the agency's budget, occasionally one that has not been included is turned over to a COTR. If funds have not been budgeted, it may still be possible to fund a particular acquisition. COTRs faced with this situation should contact their budget representative for advice and guidance.

It should be emphasized that the CO has an integral part with the program offices and COTRs in finalizing the acquisition strategy. For example, he or she can discuss types of contracts suitable for the contemplated acquisition, which impacts the amount and timing of funding needed, and will assist in conducting market research and assessing the capability of the marketplace. Program offices and COTRs must work with the CO early in the development of all requirements.

CONDUCTING MARKET RESEARCH

Market research is defined as “collecting and analyzing information about capabilities within the market to satisfy agency needs.” Market research should also promote and provide for the acquisition of commercial items or, to the extent that commercial items suitable to meet the agency’s needs are not available, non-developmental items.

Following are some methods that can be utilized in doing market research:

- Contacting knowledgeable individuals in Government and industry regarding market capabilities to meet requirements
- Reviewing the results of recent market research undertaken to meet similar or identical requirements
- Publishing formal requests for information in appropriate technical or scientific journals or business publications (following review by the Division of Procurement)
- Querying Government data bases that provide information relevant to agency acquisitions
- Participating in interactive, on-line communication among industry, acquisition personnel, and customers (with the involvement of the Division of Procurement)
- Obtaining source lists or similar items from other contracting activities or agencies, trade associations, or other sources
- Reviewing catalogs and other generally available product literature published by manufacturers, distributors, and dealers or available on-line
- Conducting meetings or holding presolicitation conferences to involve potential offerors early in the acquisition process (only with the substantial involvement of the Division of Procurement)

COTR RESOURCE GUIDE

You should not request potential sources to submit more than the minimum information necessary. Also, the results of the market research should be documented in a manner appropriate to the size and complexity of the acquisition and provided to the CO.

STATEMENTS OF WORK

Requirements are to be stated, to the maximum extent possible, in terms of:

- Functions to be performed;
- Performance required; or
- Essential physical characteristics.

In this way, offerors can propose methods that will best meet the needs of the Government. Again, the FAR stated preference is for requirements to be defined in terms that enable and encourage offerors to supply commercial items, or nondevelopmental items.

When preparing a statement of work (SOW), the work should be described in terms of what is to be the required output rather than how the work is to be accomplished. As much as possible, the contractor shall be assigned full responsibility for quality performance with the standards against which contractor performance will be measured and positive or negative incentives detailed in the SOW. Refer to Attachment A for more guidance on performance-based service contracting.

The SOW may be the single most important document in the acquisition process. It describes the work to be performed or the services to be rendered, defines the respective responsibilities of the Government and the contractor, and provides an objective measure so that both the Government and the contractor will know when the work is complete. It should be noted that the description should define requirements that are reasonable and necessary, and for supplies, shall not merely repeat commercial specifications from a preferred source.

The SOW must be precisely worded because it will be read and interpreted by a variety of people such as attorneys, acquisition personnel, cost estimators, accountants, technical specialists, etc. If it does not state precisely what the required outcomes are, it will generate contract administration problems.

SOWs are sometimes referred to administrative boards or the courts for interpretation. These interpretations represent what an objective third party thinks is the intention of the document. Generally speaking, the court or board will not concern itself with what the drafter intended to express, but will look at what was expressed. This determination is usually made solely on the bases of the words used and the context in which they appear.

How the SOW is written affects the entire acquisition cycle. It determines the type of contract that is awarded; it influences the number and quality of proposals received; and it serves as a baseline against which to evaluate proposals and, later, contractor performance. Thus, the SOW is the key element in shaping and directing all stages of the acquisition cycle: pre-solicitation, solicitation, contract award, and post-award

COTR RESOURCE GUIDE

administration.

INDEPENDENT GOVERNMENT ESTIMATES

The CO uses several methods to analyze prices proposed by offerors to ensure a fair and reasonable price. One method compares the proposed prices with an independent Government estimate developed by the COTR or program office during the pre-solicitation stage. This is an estimate of the proper price level or value of the supplies or services to be purchased.

While independent Government estimates are critical to the acquisition process, to be of substantive value they must truly be independent. COTRs must use restraint in contacting potential offerors to elicit information to help develop their cost estimate; they can ask for literature or pricing commonly available but should not ask for information or pricing specifically tailored to the Government's requirement. Technical personnel should normally have a good estimate of staff hours, equipment, travel requirements, etc., that will be required to meet the Government's requirement.

Independent Government estimates are developed by (or under the auspices of) the COTR and come in two types: lump sum and detailed. Lump-sum cost estimates are the most prevalent, comprising the "total cost" entered on the purchase request. The lump-sum may be simply a "best guess" on the part of the COTR or it may be the product of an informal, detailed cost estimation. Either way, the lump sum estimate is generally useful only for broad comparison with offered costs/prices.

Following is a description of the factors that affect overall price as well as a format by which requesters may use to arrive at a cost estimate:

1. Direct Labor Costs - This is the cost of the direct labor provided by Contractor employees. To calculate this, determine the type of skills required to complete the services desired and translate these skills into a labor category; estimate the number of hours required in each labor category; and multiply the number of hours in each category by the appropriate hourly, weekly, or monthly wage rate (this rate should be multiplied by a factor which accurately reflects the average cost of benefits including leave, retirement contributions, health and life insurance, etc.)
2. Material and Subcontract Costs - Material costs consist of tangible items that must be purchased in order to perform the services required. Subcontracts for activities to be performed or products/services supplied from other than the principal Contractor should be estimated in this category.
3. Travel Costs - Travel costs are estimated using the federal travel regulations as a guide. This will include per diem and transportation charges required to support the contracted service.
4. Indirect Costs - Indirect costs are those that cannot be directly attributable to any specific project that must be paid for by all projects that a business undertakes. To arrive

COTR RESOURCE GUIDE

at a reasonable estimate of the indirect costs for a project, add items 1 through 4 above and add the percentage from the ranges below. Please note that it is difficult to provide an accurate range of appropriate indirect cost rates, as these rates vary depending on the nature of the business. Small businesses typically have higher indirect cost rates than large businesses.

- 8(a) Contractors -- 85% - 175%
- Small business Contractors -- 80% - 130%
- Large business Contractors -- 15% - 100%

5. General and Administrative Costs - General and administrative (G&A) costs refer to any management, financial, and other expenses which are incurred by or allocated to a business unit and which is for the general management and administration of the business unit as a whole. G&A rates vary widely from 8% to 30%. Multiply the total of items 1 through 5 by a percentage within this range.

6. Fee or Profit - This amount represents the Contractor's profit or earnings for the particular service contract and varies depending on a variety of considerations including the type of skills required, the type of contract, and the nature of the contract. For figuring the fee or profit, a range of 5% to 10% of the total of items 1 through 6 is appropriate.

7. Total - The total of items 1 through 6 should yield the total Government estimate for services.

EVALUATION PLANNING

The evaluation of proposals is based on the evaluation factors specified in the solicitation. The SOW and the evaluation factors, taken together, establish the principle ground rules for these acquisitions. The SOW states what supplies or services the Government is requesting, while the evaluation factors clearly state the factors that will be used in evaluating proposals and the relative importance of each factor.

The COTR shall work closely with the CO to prepare evaluation factors during the development of the SOW because these two parts of the solicitation are closely connected. Evaluation factors are generally developed, at a minimum, to address these areas:

- Technical;
- Price or cost; and
- Past performance

The Government must state in its solicitation whether technical and past performance, when combined, are more or less important than price or equal to it. It is up to the CO and the requisitioner to determine the relative importance of these factors. How the Government describes the relative importance of these factors is critical and has been the subject of many protests where the Government did not strictly adhere to the language contained in the solicitation. If the Government says that technical and past performance are significantly more important than price, then the Government could be on the hook

COTR RESOURCE GUIDE

for paying a great deal more money for a marginally better product or service.

The CO will exercise discretion in using other factors; only those factors that will have an impact on the source selection decision shall be used. It is important that the evaluation factors be tailored for each solicitation to achieve the objectives of the acquisition strategy.

COTR RESOURCE GUIDE

THE SOLICITATION AND AWARD PHASE

The primary responsibility shifts to the CO during most aspects of the solicitation and award of an acquisition. The COTR primarily plays a supporting role at this stage.

Contracting by negotiation is the most commonly used approach. It is also the most complex and places the most demands on the COTR. In this contracting approach, the Government communicates its requirements to the business community by means of a solicitation document known as a Request for Proposals. In addition to the SOW, this document contains various representations and certifications to be completed by offerors and the proposed terms and conditions for the resulting contract. Also included are instructions to offerors to guide them in preparing their proposals and information telling offerors how the Government will evaluate proposals to determine which offer will be selected for contract award.

In the simplified commercial item format many requirements have been eliminated. Although CI provisions and clauses more closely resemble marketplace practices, some unique Government requirements still apply. These include certifications and representations (such as those relating to the Small Business Act, Equal Opportunity, and Buy American Act), instructions to offerors, and warranty terms and conditions. It is important to remember that the CI acquisition package will combine commercial item requirements with negotiated, sealed bid, and simplified acquisitions processes, as applicable to the subject acquisition.

THE REQUEST FOR PROPOSALS

The purpose of the solicitation is to convey information that prospective offerors need to prepare a proposal. The solicitation describes all the information that prospective offerors must furnish to permit a meaningful and equitable evaluation of their offers. The solicitation must be clear, complete, accurate, and consistent with the requirements of the acquisition so that it provides all who receive it with the same understanding of the requirements.

The CO is responsible for preparing the solicitation with the assistance of the COTR. However, much of the information in the solicitation is derived directly from the purchase request and supporting documentation or is otherwise furnished by the COTR. Normally, the CO does not have the technical knowledge to uncover or correct any substantive deficiencies that may exist in the technical data. The COTR must, therefore, take care to develop a purchase request and supporting documentation during the pre-solicitation phase that will fully satisfy program needs and objectives when included in the solicitation.

AMENDING THE SOLICITATION

It may be necessary to amend the solicitation during the solicitation period. This circumstance could occur for a variety of reasons (i.e., material changes are made in the specifications, terms, or conditions contained in the original solicitation or quantities are increased or decreased). Amendments to solicitations increase administrative effort and

COTR RESOURCE GUIDE

costs and they may delay contract award and performance. For this reason, they should be held to a minimum through careful planning. An amendment may be unavoidable, as in situations where questions from contractors regarding the solicitation must be answered. Amendments issued before the established time and date for receipt of proposals shall be issued to all parties. Amendments issued after the established time and date for receipt of proposals shall be issued to all offerors that have not been eliminated from consideration.

RECEIPT AND MANAGEMENT OF PROPOSALS/BIDS

Offers received under a competitive procurement may be accepted only by the Division of Procurement. Their receipt will be recorded and they will be properly safeguarded from unauthorized disclosure throughout the source selection process.

No proposal/bid received after the time and date specified in the solicitation will be accepted unless it is received before an award is made and meets specific requirements outlined in the FAR (i.e., it was the only offer received).

One of the most important administrative responsibilities of program and contract personnel during the pre-award period is to maintain the confidentiality of the offers received. Unless offerors are assured that their data will not be revealed to their competitors, they may be unwilling to compete for our business. Care must be taken when considering the use of disclosure of technical data to ensure that Treasury has sufficient rights to use the data in the desired manner. To preclude the improper use or disclosure of the offeror's data, program personnel must ensure that their receipt, storage, and handling of proposals/bids for evaluation include all the safeguards necessary to prevent disclosure.

In addition, program personnel must not reveal any information related to the identity or number of potential contractors, information concerning any proposal or bid, or the status of any offer in relation to others.

COMMUNICATION WITH OFFERORS

Effective communication between Government and industry during all phases of the acquisition process is critical for success. The Government must strike a balance between promoting partnerships with industry and ensuring that no firm is given a competitive advantage over another. COTRs should discuss procedures for communicating with industry with the CO before proceeding with any contacts.

All information exchanges should be conducted with due consideration for procurement integrity and nondisclosure requirements. While general information about future requirements or mission needs may be disclosed at any time, if information necessary for proposal preparation is disclosed to one vendor, it must be disclosed to the public as soon as possible. An unfair competitive advantage should not be provided to one vendor at the expense of others. If materials or handouts are provided to attendees at presolicitation meetings and conferences, those materials should be made available to all potential offerors. It is important that information provided to an individual or group of vendors be

COTR RESOURCE GUIDE

made available to all interested parties. Also, if information is to be provided at a meeting about potential contract terms and conditions, the CO must be present.

All correspondence to prospective offerors (relating to the particular acquisition) must be signed by the CO.

REVIEW OF PROPOSALS/BIDS

Contractors are selected based on the evaluation of offers and source selections should be thoroughly documented. These evaluations are generally accomplished by the combined efforts of the CO, the COTR, and other personnel as may be necessary. The mix and degree of participation of these individuals depend upon the type of offer(s) being evaluated.

A proposal evaluation is an assessment of the proposal and the offeror's ability to perform the prospective contract successfully. An agency shall evaluate competitive proposals and then assess their relative qualities solely on the factors and subfactors specified in the solicitation (for commercial item acquisitions under \$5 million there is no requirement to include the subfactors in the solicitation). Evaluations may be conducted using any rating method or combination of methods, including color or adjectival ratings and numerical weights. The relative strengths, deficiencies, significant weaknesses, and risks supporting proposal evaluation shall be documented in the contract file.

The COTR/evaluation team is responsible for evaluating the original technical proposals, ranking them in order of merit (or low price or cost, if price or cost is more important), making recommendations to the CO regarding clarifications needed and deficiencies identified, reviewing supplemental and/or revised offers, and, if required, assisting the CO during discussions. The same evaluators should be available throughout the entire evaluation and selection process to ensure continuity and consistency in the treatment of proposals.

THE TECHNICAL EVALUATION REPORT

When the CO forwards the technical proposals to the evaluation team for evaluation, they will be accompanied by specific guidance for conducting the evaluation and for preparing the evaluation report.

In any source selection, the evaluation report represents the findings of the evaluation team members and is signed by its chairperson. The report is maintained in the contract file. The report should reflect the ranking of proposals (on a technical basis unless price or cost is more important) and identify each proposal as acceptable or unacceptable. The report must also include a narrative evaluation specifying the strengths and weaknesses of each proposal and any uncertainties, reservations, qualifications, or areas to be addressed that might affect the selection of the source for award.

The report should include specific points and questions that are to be raised in subsequent discussions with offerors. A determination of technical unacceptableness must be supported with concrete technical data and/or other rationale. Since the narrative forms

COTR RESOURCE GUIDE

the basis for later debriefings, specific references and terms must be used.

REVIEW OF PRICE/COST PROPOSALS

Offerors responding to a solicitation must submit a price proposal in addition to a technical proposal. Regardless of whether or not price competition will be obtained, the COTR needs to make sure that the prices offered are within the range that the program has budgeted and that offered prices reflect an understanding of the Government's requirements. The COTR often assists the CO in determining whether offered prices are fair and reasonable.

Normally, competition establishes price reasonableness. Therefore, when contracting on a firm-fixed-price or fixed-price with economic price adjustment basis, comparison of the proposed prices will usually satisfy the requirement to perform a price analysis, and a cost analysis need not be performed. In limited situations, a cost analysis may be appropriate to establish reasonableness of the otherwise successful offeror's price. When contracting on a cost-reimbursement basis, evaluations shall include a cost realism analysis to determine what the Government should realistically expect to pay for the proposed effort, the offeror's understanding of the work, and the offeror's ability to perform the contract. The CO shall document the cost or price evaluation.

The CO is responsible for evaluating contract terms and conditions, cost/price, the offeror's responsibility (e.g., adequate financial resources, ability to comply with delivery or performance schedule, satisfactory record of performance, etc.). The CO may need the evaluation team's assistance to effectively accomplish this. The CO may also be assisted by auditors.

The COTR/evaluation team may be required to analyze such items as:

- Number of labor hours proposed for various labor categories;
- Mix of labor hours and categories of labor in relation to the technical requirements of the project; and
- Proposed travel, including number of trips, locations, purpose, and travelers.

In addition, the CO may request that the COTR/evaluation team review cost or pricing data as a means of facilitating the decision about including a proposal in the competitive range.

DETERMINING THE COMPETITIVE RANGE

The old rule of when in doubt *include* offerors has been revised to when in doubt *exclude* offerors. Agencies shall evaluate all proposals and, if discussions are to be conducted, establish the competitive range. Based on the ratings of each proposal against all evaluation criteria, the CO shall establish a competitive range comprised of all of the most highly rated proposals, unless the range is further reduced for purposes of efficiency.

If the CO decides that an offeror's proposal should no longer be included in the competitive range, the proposal shall be eliminated from consideration for award. If an

COTR RESOURCE GUIDE

offeror's proposal is eliminated or otherwise removed from the competitive range, no further revisions to that offeror's proposal shall be accepted or considered. Written notice of this decision shall be provided to unsuccessful offerors. Offerors excluded or otherwise eliminated from the competitive range may request a debriefing.

EXCHANGES WITH OFFERORS AND NEGOTIATIONS

After the CO has determined the competitive range the process moves into the discussion or exchanges with offerors stage. Negotiations are exchanges, in either a competitive or sole source environment, between the Government and offerors, that are undertaken with the intent of allowing the offeror to revise its proposal. These negotiations may include bargaining. Bargaining includes persuasion, alteration of assumptions and positions, give-and-take, and may apply to price, schedule, technical requirements, type of contract, or other terms of a proposed contract. When negotiations are conducted in a competitive acquisition, they occur after establishment of the competitive range and are called discussions.

Discussions are tailored to each offeror's proposal and shall be conducted by the CO with each offeror within the competitive range. The primary objective of discussions is to maximize the Government's ability to obtain best value, based on the requirement and the evaluation factors set forth in the solicitation. The scope and extent of discussions are a matter of CO judgment.

The CO and the evaluation team should discuss uncertainties and/or other deficiencies that are included in the technical evaluation report for each proposal in the competitive range. Technical questions should be developed by the evaluation team and should be included in the technical evaluation report. Any other questions, such as those regarding price, should be prepared by the CO.

Under certain conditions, award may be made without holding discussions. The use of clarifications is permitted. Clarifications are limited exchanges, between the Government and offerors, that may occur when award without discussions is contemplated. If award will be made without conducting discussions, offerors may be given the opportunity to clarify certain aspects of proposals (e.g., the relevance of an offeror's past performance information and adverse past performance information to which the offeror has not previously had an opportunity to respond) or to resolve minor or clerical errors.

Award may be made without discussions if the solicitation states that the Government intends to evaluate proposals and make award without discussions. If the solicitation contains such a notice and the Government determines it is necessary to conduct discussions, the rationale for doing so shall be documented in the contract file.

The CO may request or allow proposal revisions to clarify and document understandings reached during negotiations. At the conclusion of discussions, each offeror still in the competitive range shall be given an opportunity to submit a revised proposal.

COTR RESOURCE GUIDE

SELECTION FOR AWARD AND AWARD

Upon completion of all negotiations, the CO will make the final award decision. The source selection decision shall be documented and the documentation shall include the rationale for any business judgments and tradeoffs made, including benefits associated with additional costs.

The CO is responsible for preparing the final contract document. Before release of this document to the contractor for signature, the CO coordinates with all parties to the negotiation to assure that the final document fully delineates the agreement reached at negotiations and is representative of the needs of the program office. An important element of this final phase is to ensure that the schedule anticipated for receipt of supplies and/or services remains accurate.

DEBRIEFINGS

Unsuccessful offerors may request a debriefing. A written request for a pre-award debriefing must be submitted to the CO within three calendar days after receipt of notice of exclusion from consideration. A pre-award debriefing shall not disclose:

- Number or identity of offerors;
- Content of other offerors' proposals or their rankings;
- Evaluation of other offerors; and
- Any information prohibited under FAR Part 15.

Offerors are entitled to a post-award debriefing if a request is received by the agency within three calendar days after receipt of notice of award. To the maximum extent possible, the debriefing should be given within five calendar days of receipt of an offeror's request. The post-award debriefing must include the Government's evaluation of weaknesses or deficiencies in the offeror's proposal; the overall evaluated price and technical rating of the successful offeror and past performance information on the debriefed offeror; the overall ranking of all offerors; a summary of the rationale for award; for commercial items, the make and model of the item to be delivered by the successful offeror; and reasonable responses to relevant questions.

The CO may determine the best method for debriefing an offeror, whether orally, in writing, or by other method. A summary of the debriefing must be included in the file.

A debriefing must not reveal confidential or privileged commercial or financial information, trade secrets, techniques, or processes of the other offerors; point-by-point comparisons with proposals of other offerors; or names of individuals providing reference information about an offeror's past performance.

COTR RESOURCE GUIDE

CONTRACT ADMINISTRATION

Contract administration involves ensuring that the contract is performed, as written, by both the contractor and the Government. No matter what type of contract is involved, a breakdown in administration can undo all previous achievements discussed in the other parts of this guide. On the other hand, effective administration can overcome problems the parties had not anticipated when drafting the contract. The COTR must monitor a contractor's progress closely and make known to the CO potential problems that threaten performance so that remedial measures may be taken.

Administration of a contract begins after negotiations have been successfully concluded and the contract has been signed; it ends at the closeout of the contract when performance has been completed and the contractor has received final payment. Some related duties are:

- Monitoring the contractor's technical progress;
- Approving invoices for payment in accordance with contractual terms;
- Controlling Government property;
- Monitoring subcontractors;
- Reviewing purchase, delivery, and task orders;
- Tracking and reporting system and equipment downtime;
- Evaluating cost and technical proposals submitted as a result of changes or as requested by the CO;
- Overseeing contract modifications and terminations where authorized; and
- Performing any and all other administrative tasks required by the contract.

Contract administration can be simple, or complex and time consuming, depending on the type of contract, contractor performance, and the nature of the work. For example, a fixed-price contract may require relatively little post-award administration, whereas a cost-type contract requires careful technical surveillance and auditing of cost.

POST-AWARD CONFERENCES

The fundamental task of Government contract administration is to ensure that the contractor fulfills its obligations. A post-award conference is a useful tool for ensuring good contractor performance by:

- Ensuring that the contractor understands the contract requirements;
- Identifying and assisting the CO in resolving potential problems;
- Clarifying contract administration procedures that will be applied; and
- Clarifying the roles of Government personnel whom will be involved in administering the contract.

These conferences are held following the award of contracts to ensure a complete understanding of the contract requirements by all involved parties. As an alternative to a formal post-award conference, the CO may issue a letter or conduct the orientation telephonically. This letter would also identify the Government officials responsible for contract administration and clearly identify any special or unusual requirements, such as

COTR RESOURCE GUIDE

production tests, special reports, and subcontracting consent requirements.

Any post-award orientation conference will usually be preceded by a meeting of all the Government personnel with administrative responsibilities for the contract to establish a coordinated Government position regarding the agenda and the specific responsibility of each Government representative. The agenda will cover all matters that need to be confirmed or otherwise discussed with the contractor to avoid misunderstanding of the contract requirements.

The conference should be conducted in a businesslike manner with the recognition that both parties have an existing contractual relationship and that the purpose of the conference is to promote accurate understanding of the contract, not to alter it.

Post-award orientation of subcontractors is the responsibility of the prime contractor. If it appears desirable for Government personnel to attend a subcontractor orientation conference, Government representatives attending should recognize that the Government has no privity of contract with the subcontractor. All instructions, interpretations, or other contractual dealings with the subcontractor are the business of the prime contractor, unless problems arise that cannot be resolved by the prime contractor.

INSPECTION AND ACCEPTANCE RESPONSIBILITIES

Before supplies or services required by the contract can be accepted, acceptability must be determined by review, test, evaluation, or inspection. These functions are performed by the COTR, who then reports the results to the CO. In purchases of commercial items, the Government shall rely on the contractor's current quality assurance program in lieu of complying with the Government's systems of inspection and testing prior to acceptance.

Final acceptance of the supplies or services by the CO concludes performance by the contractor, except for administrative details relating to contract closeout. Generally, after final acceptance, the contractor can no longer be held responsible for unsatisfactory effort, unless otherwise specified in the contract. The COTR must ensure that the work performed under the contract is measured against the work statement. If performance does not meet contract requirements, it is incumbent upon the COTR to identify deficiencies and to recommend changes to the CO so that remedial action can be taken before final payment and contract closeout.

CONTRACT MONITORING

In monitoring a contractor's performance, the Government is primarily interested in progress toward completion of the specified requirements and the financial status of the contract. One valuable tool in this area is reporting requirements. The Government may require in the contract document that the contractor provide progress or administrative reports. It must be remembered, however, that the contractor may charge the Government for such reports.

Additional information may be obtained from letters and phone calls between the contractor and COTR and CO. Visits to the contractor's facilities are sometimes

COTR RESOURCE GUIDE

necessary to evaluate the contractor's performance. However, it is important to maintain a reasonable balance. Although the Government has a right and a duty to monitor contractor performance, Government personnel may be subject to charges of interference in the contractor's operation or of making unreasonable demands if discretion is not used in this area.

PROGRESS REPORTS

Often, progress reports are a contract deliverable. Progress reports should include all relevant details to provide the COTR with information on the progress of the work. However, they should not become too burdensome to prepare. Progress reports may be submitted in letter form and may include the number and names of persons working on the project, the facilities devoted to the work, the number of workdays expended, the direction of the work, and the latest observations, problems encountered, predictions, plans for the next reporting period, and actions required by the Government, if any. For any contract type other than fixed price, financial information, such as funding remaining, should be included.

REVIEWING INVOICES AND VOUCHERS

Contractors are required to submit invoices and vouchers for work completed or costs incurred. COTRs are responsible for thoroughly reviewing and approving or disapproving invoices and vouchers on contracts. The Prompt Payment Act requires that the Government pay its debts in a timely fashion. Interest is generally imposed when payment for supplies or services are not paid by the date payment is due under the contract. Therefore, it is imperative that invoices are processed for payment as expeditiously as possible.

CONTRACTOR PERFORMANCE EVALUATION

FAR 42.15, *Contractor Performance Information*, sets forth the policies and responsibilities for evaluating contractor performance for contracts exceeding \$100,000. In many cases, the COTR may be required to provide the Contracting Office with performance evaluations for assigned contract. Typically, the evaluation is done annually. From contract inception, the COTR should, as part of his/her contract files, include copious notes regarding performance related to the contract.

INADEQUATE CONTRACTOR PERFORMANCE

In a delinquency or default situation, contractor performance is delayed, inadequate, or both. COTRs must thoroughly understand the rights and responsibilities of both the Government and the contractor so that they will do nothing that might be considered prejudicial to either party.

When unsatisfactory contract performance is identified, the COTR should notify the CO promptly so that remedial steps can be taken. Silence on the part of the Government could be interpreted by the contractor as acceptance by the Government. Such situations could adversely affect the Government's right to withhold payments, terminate for default, or otherwise exercise certain rights under the contract.

COTR RESOURCE GUIDE

The Government's actions can be oriented to correct the unsatisfactory performance or to protect the Government's interest in the event of contractor's default. Depending upon the CO's evaluation of the seriousness of the unsatisfactory performance, he or she may:

- By letter or through a meeting, bring the particular deficiency to the attention of the contractor and obtain a commitment for appropriate corrective action;
- Extend the contract schedule if excusable delays in performance are involved;
- Withhold contract payments if the contractor fails to comply with delivery or reporting provisions of the contract or correct payments to reflect actual services performed satisfactorily;
- Negotiate consideration and establish new due dates; or
- Terminate the contract for default or cause.

After a complete review of the situation, the CO may send a "show cause" or "cure notice" of failure of performance to the contractor. These notices, which officially notify the contractor of the delinquency, require the contractor to inform the CO of the cause(s) of the delinquency so that a proper determination can be made concerning continuation of, or partial or complete termination of, the contract.

Without express authority from the CO, the COTR should have no contact with the contractor during this period.

WITHHOLDING PAYMENT

Contracts generally contain one or more clauses allowing the Government to withhold payments. A contractor's failure to either submit a report or perform or deliver supplies or services when required by the contract is considered a default in performance. In either circumstance, the CO will usually issue a formal "cure notice" which is to include a statement to the effect that contract payments will be withheld if the failure is not "cured" or is not determined to be excusable. A "cure notice" from the CO points out a deficiency in contractor performance and directs that it is "cured" within 10 days or a longer period of time.

If the failure is not determined to be excusable or a response is not received within the allotted time, the CO initiates withholding action on all contract payments and determines whether termination for default or other action would be in the best interest of the Government. When determination is made that contract payments should be withheld, the CO will immediately notify the contractor in writing that payments have been suspended until the failure is cured.

TERMINATIONS

Situations may arise when the work contracted for does not run to completion. Standard contract clauses are designed to cover this eventuality. The Government may terminate for a contractor's default or at the Government's convenience. Terminations can be either partial or complete; that is, all or any part of the work can be subject to the termination. The portion that is not terminated must be completed by the contractor. The contractor has no contractual right to decide that the remaining work is insufficient to merit its attention and then opt not to continue with it. No matter what type of termination is

COTR RESOURCE GUIDE

issued, or the extent of the terminated portion of the work, the decision to terminate is a unilateral right of the Government.

Termination for Convenience

The Termination for Convenience clause gives the Government the right to cancel a contract when is in the best interest of the Government, notwithstanding the contractor's ability and readiness to perform. Termination for convenience may require that a financial settlement be made for the work that has been accomplished under the contract up to the effective date of the termination. Following the termination, the Government and the contractor may need to reach an agreement on an equitable settlement. The CO evaluates the contractor's settlement claim and establishes the Government's position with respect to the various elements of cost or price included. A cost or price analysis must be performed and, in some cases, the contractor's books and records must be audited. A memorandum documenting the negotiations must be placed in the contract file.

Termination for Default

The Termination for Default clause allows the Government to terminate the contract when the contractor fails to perform the work within the time specified in the contract, to prosecute the work so as to endanger performance of the contract, or to perform any other contract requirements within the period provided by a "cure notice." Once a CO has determined that it is necessary to invoke the Termination for Default clause, the COTR should have no further contact with the contractor unless specifically directed to do so by the CO. The contractor shall be liable to the Government for all rights and remedies provided by law. However, if it is decided that the Government improperly terminated this contract for default, the termination will be deemed a termination for convenience.

For commercial items contracts, the equivalent of this clause is titled Termination for Cause.

CONTRACT MODIFICATIONS

A contract modification is a written alteration of contract provisions (e.g., work statement, period of performance, quantity, price or other terms of a contract, exercise option to renew) accomplished in accordance with a contract clause or regulation. During the contract life, different types of modifications may be necessary to incorporate new requirements or to handle problems that develop after contract award.

All contract modifications must be issued in writing by the CO. Requiring modifications to be in writing reduces potential for misunderstanding between the parties concerning work to be performed.

Consideration for Contract Modification

Often, there must be consideration whenever a contract is modified. "Consideration" is the benefit each party confers upon the other for the modification. Although contract modifications usually result in price increases, they may sometimes result in price reductions or no change in price. The requirement for consideration, as set forth in various decisions of the Comptroller General, is that no officer or employee of the

COTR RESOURCE GUIDE

Government may alter a contract to the prejudice of the Government unless the Government receives corresponding, tangible contractual benefits. Thus, there is really no such thing as a "no cost" extension to the period of performance of a contract. If the Government allows a longer period of time for delivery, the "cost" to the Government is its right to delivery of the product or service by the date agreed upon. The law requires the contractor to provide some form of consideration for the Government's giving up of that right.

Certain administrative changes may be made without consideration provided the contractor's rights are not affected (e.g., change in the appropriation data or a change in the paying office). Once a valid contract is executed, no adjustment can be made to its terms merely because it may appear, in retrospect, that either the contractor or the Government had made a "bad bargain."

Change Orders

Generally, Government contracts contain a changes clause that permits the CO to make unilateral changes in designated areas, within the general scope of the contract. There are several changes clauses addressing different contract types and each one has several alternate versions. In all instances the changes are limited to those provided for in the text of the applicable clause. The Changes clause allows the CO to alter the work to be performed without the consent of the contractor.

The Changes clause provides, in essence, that the CO may by written order make any change in the work within the general scope of the contract. Such a change may result also in an appropriate upward or downward equitable adjustment in the contract price, delivery schedule, or time for performance. Additionally, the clause provides that dispute over the equitable adjustment is a question of fact under the Disputes clause, and that nothing in the clause excuses the contractor from proceeding with the contract as changed. This power, unique to Government acquisition, allows the CO to alter performance without unnecessary interruption and to subsequently determine the appropriate contract price adjustment.

Options

An option is a unilateral right of the Government, for a specified time, to purchase additional supplies or services listed in the contract or to elect to extend the term of the contract. An option may call for delivery of the option quantity within the initial contract period or may call for delivery of the option quantity subsequent to the initial contract period.

Options are most often used in situations where the Government is uncertain as to the quantities it requires. A contract with an option clause will allow for the purchase of a specified quantity, with the Government retaining the right to purchase a specified further quantity at a set price at some later time, or at a cost to be determined later. A service contract may include an option clause that provides for extended periods of performance.

The option clause that allows the Government to extend the term of the contract contains

COTR RESOURCE GUIDE

the requirement that the Government will notify the contractor within some specified time (e.g., 60 days before the expiration date of the contract) of its intent to exercise the option while most other option types require issuance of only a modification or order. The decision to acquire the option quantity is primarily the COTR's. In order to avoid the possibility of losing the Government's right to exercise the option, the COTR must notify the CO of this decision in sufficient time to allow the CO to put the contractor on notice within the time specified in the contract.

It is necessary to revalidate the requirements, as well as to analyze the current market to establish that exercising the option is in the Government's best interest. The COTR plays a significant role in these functions. The COTR is also responsible for ensuring that the funds necessary to pay for the option quantity or the option to extend the performance period are available.

SUBCONTRACTS

Subcontracting is defined as contracting between a prime contractor and one or more other organizations or individuals to obtain supplies or services to carry out the objective of the prime contract. The prime contractor, not the Government, is responsible for administering subcontracts. When the Government buys the services of a contractor it is buying, among other services, its management services. It is the responsibility of the prime contractor in an acquisition to ensure the performance of the subcontractor. There exists no "privity of contract" between the Government and subcontractors.

Nevertheless, there are a number of monitoring and contract administration functions a COTR performs that promote effective subcontract operations.

Action Prior to Award

If extensive subcontracting may be required in the performance of a contract, the CO follows the guidance at FAR Subpart 44.201 and includes applicable clauses in the solicitation and contract. The CO will evaluate, with the COTR's assistance, a proposed subcontract submitted with an offeror's proposal. The CO then either consents to the subcontract or rejects the proposal to subcontract.

Action After Award

After the subcontract has been let, it is the prime contractor's responsibility to manage. But here again, the COTR has certain responsibilities to ensure that the prime contractor is managing it adequately. The COTR can review the effectiveness of the contractor's subcontract administration function by making observations of such things as the support, direction, and timeliness of actions provided by the contractor to subcontractors.

SECURITY

If contract performance involves access to sensitive or classified information by contractor personnel, a security clause will be included in the contract. The COTR will be responsible for administering the security aspects of the contract

GOVERNMENT PROPERTY

When Government property is required for performance, the COTR must submit to the

COTR RESOURCE GUIDE

CO a written request for delivery to the contractor. The request will be forwarded to the CO regardless of the source of the property. The CO will normally approve transportation costs as a reimbursable item.

Each request for Government-furnished property will identify the items to be furnished, serial number, date required, the name and address of the person to receive the property, the name of the contractor, contract number, and the contractor's need for the equipment in performance of the contract. Authorization for delivery of Government-furnished property shall be made only by the CO. The COTR will be responsible for furnishing recommendations to the CO for the disposition of Government-furnished property in the hands of the contractor.

The contractor is responsible and accountable for all Government property in its possession. Therefore, the contractor must keep accurate records of that property. The COTR shall verify the contractor's inventory of Government property periodically as directed by the CO.

TRAVEL BY CONTRACTORS

Unless travel is included in a fixed price unit price, the COTR will ensure that travel to be performed by a contractor is authorized in the contract in accordance with FAR Subpart 31.205-46 and the Federal Travel Regulations (FTR). The COTR will review for allowability contractor submitted documentation substantiating costs for all travel expenses incurred under a contract that permits reimbursable travel.

In evaluating contractor documentation of travel costs, at a minimum, the COTR will ensure that:

- Travel proposed is essential to the effective performance of the contract;
- The contractor and any subcontractor(s) are limiting daily per diem rates to the rates prescribed by the General Services Administration (GSA) in the FTR. Some circumstances would allow these rates to be exceeded, but only if CO approval is given;
- The contractor and any subcontractor(s) have screened reimbursable travel to avoid nonessential participation in conferences, meetings, or conventions; and
- The contractor and any subcontractor(s) are not using airfares above the coach-level.

CONTRACT CLOSEOUT

Contract closeout actions are primarily the responsibility of the CO, but the COTR may be required to certify that all services have been rendered in a satisfactory manner and all deliverables are complete and acceptable. The COTR's assistance is indispensable when disputes, litigation, and patent and copyright problems are involved.

Upon completion of the contract, the CO must ensure or determine, as applicable, that:

- All services have been rendered;
- All supplies have been delivered and accepted;
- Required evaluations of contractor performance have been completed and documented;

COTR RESOURCE GUIDE

- All payments and collections have been made;
- Releases from liabilities, obligations, and claims have been obtained from the contractor;
- Assignments of refunds, credits, etc., have been executed by the contractor;
- All administrative actions have been accomplished, including the settlement of disputes, protests, and litigation; determination of final overhead rates; release of funds; and disposal of property; etc., and
- The file is properly documented.

Contract closeout is necessary to ensure that Government funds were properly expended, excess funds are deobligated, Government property, if used, is properly returned, contractor releases from further claims are obtained and the contractor's performance is rated for future Government use. Failing to complete contract closeout in a timely manner increases the staff time needed to complete the closeouts because the passage of time makes it more difficult to obtain the necessary information.

ATTACHMENT #10

From: Grant, Anne (MPD)

Sent: Friday, November 05, 2010 10:45 AM

To: James, Thelma (MPD); Pradhan, Santosh (MPD); Gonzalez, Sheryl (MPD)

Cc: Asbell, Richard (MPD); Gersten, Barry (MPD); Vaughn, Gina (MPD); Sunil Samuel; mpdteam@websulting.com; Castelli, Kaylin (MPD); Palmer, Kevin (MPD); Hanson, Polly (MPD)

Subject: RE: Final SiTEL

Great thanks. The Special Event Permit items that Kaylin sent the other day will act as a perfect example for how to make updates to the LEDC. I will also ask Sunil to set up that process for daily Dispatch updates I mentioned below.

From: James, Thelma (MPD)

Sent: Friday, November 05, 2010 10:36 AM

To: Grant, Anne (MPD); Pradhan, Santosh (MPD); Gonzalez, Sheryl (MPD)

Cc: Asbell, Richard (MPD); Gersten, Barry (MPD); Vaughn, Gina (MPD)

Subject: RE: Final SiTEL

Good morning,

Gina Vaughn has been assigned to maintain the LEDC Portal. Sunil can setup the meeting and define the time for training her.

Preventing terrorism is everybody's business.

If you SEE something, SAY something.

Call the Metropolitan Police Department at (202) 727-9099 or email at SAR@DC.GOV to report suspicious activity or behavior that has already occurred.

Call 911 to report in-progress threats or emergencies.

To learn more, visit <http://www.mpd.dc.gov/operationstipp>.

From: Grant, Anne (MPD)

Sent: Wednesday, November 03, 2010 8:56 AM

To: Pradhan, Santosh (MPD); Gonzalez, Sheryl (MPD)

Cc: James, Thelma (MPD)

Subject: RE: Final SiTEL

Per the message below, the SiTEL for the new LEDC is almost done. I hope to begin releasing it to the members early next week, to give them time to review the SiTEL and login once before we cut-over right after Thanksgiving.

I am still assuming that updates to the LEDC will be done by MPD IT staff, not by Kaylin/Kevin.

Sunil can build the capability to easily add documents and "headlines" to the main page for the Dispatch, which is the only thing Kaylin/Kevin may be involved in.

As we discussed, please advise as soon as possible who in IT will be the manager of changes to the LEDC (once they are approved by the CCB) and/or daily updates so I can have Sunil train that person and set up a quick discussion between that person and Kaylin to define a daily process moving forward. I know you need to speak with Barry and Rich about who that person will be.

Just FYI: Sunil is updating the project schedule so we can see if we can add the additional GUI you wanted to add applications to the LEDC. If so, I will prepare a no-cost modification change to the contract.

Thanks,
Anne

Preventing terrorism is everybody's business.

If you SEE something, SAY something.

Call the Metropolitan Police Department at (202) 727-9099 to report suspicious activity or behavior that has already occurred.

Call 911 to report in-progress threats or emergencies.

To learn more, visit <http://www.mpd.dc.gov/operationstipp>.

From: Grant, Anne (MPD)

Sent: Wednesday, November 03, 2010 8:48 AM

To: 'Sunil Samuel'; 'Srinivas Rao Raghupatruni'; 'mpdteam@websulting.com'

Subject: Final SiTEL

Good news. I finished the voice over for the SiTEL at the Academy this morning. I think it went very well. I think the presentation may be posted as early as today, so I need to prepare a draft TT for Barry.

Can you take a look at the final PPT we created and make sure everything is still accurate? I know some of the screen shots are not right, but I want to make sure all the functionality we discuss is still there (just being paranoid).

Thanks,
Anne

Anne C. Grant

Director, Crime Data Quality Branch

Metropolitan Police Department of the District of Columbia

202.727.7765 (Direct line)

202.270-6133 (Cell)

202.727.1646 (Fax)

anne.grant@dc.gov

ATTACHMENT #11

Subject: FW: REQUEST FOR QUOTE - RQ262439 - Columbo and WACIIS
Administration
Date: Wed, 12 Jul 2006 17:21:32 -0400
From: Reynolds, Darlene (OCP) <darlene.reynolds@dc.gov>
To: 'Catherine King' <catherine@yellowhouseassociates.net>
CC: Brownlee, Matt (MPD) <Matt.Brownlee@dc.gov>

Catherine:

*I'm forwarding this request to you for information purposes only. YOUR
BID DATED JUNE 19, 2006 IS RESPONSIVE. You need not forward a new
proposal.* The attached Statement of Work has evaluation criteria
listed for your review and revised dates to reflect July 2006 -
September 30, 2006 for the base period because the process has been
delayed. The SOW forwarded on June 7, 2006 did not list the evaluation
criteria. If you have any questions, please feel free to contact me.
Thanks.

Darlene D. Reynolds
Contract Specialist
OCP/OCTO
202-727-8903 (office)
202-727-1679 (fax)
darlene.reynolds@dc.gov

From: Reynolds, Darlene (OCP)
Sent: Wednesday, July 12, 2006 5:18 PM
To: Reynolds, Darlene (OCP)
Cc: Brownlee, Matt (MPD); White, Sonja (OCP); Bailey, Dorothea (OCP)
Subject: REQUEST FOR QUOTE - RQ262439 - Columbo and WACIIS
Administration

To All Offerors:

This is a re-solicitation to a previous RFQ issued on June 7, 2006 with

a response due date of June 19, 2006. The offers received did not address the appropriate Statement of Work. This is an opportunity to respond accordingly. Please submit a new proposal in accordance with the attached Request for Quote and Statement of Work. *Responses received on June 19, 2006 are considered non-responsive*. This requirement has a quick response due turn-around, so please respond accordingly. Thank you in advance for your participation in the bid process.

Darlene D. Reynolds

Contract Specialist

OCP/OCTO

202-727-8903 (office)

202-727-1679 (fax)

darlene.reynolds@dc.gov

ATTACHMENT #12

Catherine King
Owner-Member
Chief Financial Officer
Intelligence & IA Principal
Yellow House Associates
DC (202) 434-4548
Fax (202) 434-8707
VA (703) 914-9155
Fax (703) 354-1185
Cell (703) 861-4792
Subject: RQ262439
Date: Fri, 14 Jul 2006 17:37:58 -0400
From: Reynolds, Darlene (OCP) <darlene.reynolds@dc.gov>
To: 'Catherine King' <catherine@yellowhouseassociates.net>

Catherine:

Time got away from me. I haven't had a chance to send out amendment.
The NOVELL certification is not required for this requisition. Thanks.

Darlene D. Reynolds
Contract Specialist
OCP/OCTO
202-727-8903 (office)
202-727-1679 (fax)
darlene.reynolds@dc.gov

ATTACHMENT #13

District of Columbia Fiscal Year 2010
Metropolitan Police Department of the District of Columbia (MPD)
Office of the Chief Information Officer

**STATEMENT OF WORK FOR
PHASE II OF THE
RECORDS MANAGEMENT SYSTEM (RMS)
SERVICES AND SUPPORT CONTRACT**

SECTION C: SPECIFICATIONS/WORK STATEMENT

C.1 SUMMARY AND OVERVIEW

- C.1.1 The Metropolitan Police Department of the District of Columbia's (MPD) Office of the Chief Information Officer (OCIO) is modernizing the IT infrastructure to provide the Department and its members with systems and information they need to support the community. Part of this effort involves building a Records Management System (RMS) to integrate disparate databases into one system that supports MPD's administrative and functional mission.
- C.1.2 MPD implemented the first of the RMS modules, **Field Reporting (AFRS)**, on April 6, 2009. This application includes the PD 251 Event Report and a handful of the supplemental reports. It contains the building blocks for all remaining RMS modules. To date, the application has over 100,000 records in it, with over 75 percent of all sworn members using the application.
- C.1.3 Phase I of the development of the Field Reporting Module has concluded, but there are several critical user requirements pending that will improve the performance and functionality of the application. Phase II will address these requirements.
- C.1.4 The prototype for the **Arrest and Booking** and **Adult Case Management (called Investigative Case Management, or ICM)** modules are contained in the RMS. Phase II also includes some enhancements and new functionalities on both modules.
- C.1.5 **MPD requires contractor services to complete all Field Reporting, Arrest and Booking and ICM Phase II requirements as listed in Appendix A of this Statement of Work.** Specifically, MPD requires a contractor with expertise in Java development to provide high-level technical expertise in application development, data management, and testing and quality assurance.
- C.1.6 In addition, MPD requires maintenance, support and systems administration for several of its mission-critical systems, databases, and applications, to include the three modules listed above as well as the following:
- C.1.6.1 **Columbo.** The Columbo Criminal Intelligence Tool MPD's data mining and information exchange application, used by officers, officials and detectives. Support of this application will enable these members to search all of MPD's data repositories, and provide assurances that the information contained within these systems are protected and that the data exchange agreements with criminal justice partners are honored.
- C.1.6.2 **WACIIS.** The Washington Area Criminal Intelligence Information System (WACIIS) is the Metropolitan Police Department's criminal intelligence and case management application, used on a daily basis by all detectives throughout the department. It is expected that this system will only require support until the new ICM module is implemented in the first couple weeks of task order award.

C.1.6.3 **Emergency Response Support.** With continued and increasing levels of terrorist activity, as well as the number of events hosted by MPDC, there is a real and regular need for emergency response support. During these events, the availability of MPDC's information systems is most critical and necessary 24x7. -This task provides a realistic number of contingency support hours, should the Joint Operations Control Center be activated and staffing levels increased.

C.1.6.4 Maintenance on all these systems will be re-evaluated at the point when MPD implements the Intergraph I/LEADS COTS solution, which will replace many of MPD's customized RMS modules. Estimates for the option years are based on the following preliminary assumptions:

C.1.6.4.1 Option Period One will include minimal new development and maintenance of the three (3) RMS modules, Columbo and Emergency Response Support.

C.1.6.4.2 Option Period Two will include minimal development and maintenance of Columbo and Emergency Response Support.

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C.2 GENERAL SCOPE OF WORK

- C.2.1 Contractor shall provide support to the Chief Information Officer and staff in the maintenance and functional enhancement of the existing Field Reporting, Arrest and Booking, and ICM Modules and the applications listed in C.1.
- C.2.2 Contractor shall maintain a high-availability of all systems and support all aspects of operations of this project to include daily maintenance, fixing of critical bugs and development of new features and enhancements as listed in Appendix A.
- C.2.3 The period of performance of the resultant task order will not exceed twelve-eight (128) successive months, and will include two (2) option periods not to exceed twelveeight (128) months each. Work will commence immediately upon award of this task order. As noted in C.1.6.43, maintenance on individual systems will be evaluated as MPD implements I/LEADS.

C.3 DETAILED SUPPORT REQUIREMENTS

- C.3.1 Field Reporting, Arrest and Booking, and ICM Modules: provide routine and critical support for existing and new user issues that arise, maintain the servers where the applications are housed, and perform routine, daily maintenance tasks.
- C.3.2 **Columbo. Monitor and maintain the Columbo application and data warehouse servers.** Respond to user requests for assistance when possible. Ensure Columbo Network Monitor provides real-time system health and status information for all data sources. Perform minor software changes as directed. Monitor and troubleshoot automated data flow into Columbo from the following systems:
- Washington Area Criminal Intelligence Information System (WACIIS) /Investigative Case Management (ICM)
 - Criminal Justice Information System (CJIS) /Arrest and Booking Module

- Analytical Services Application (ASAP)
- Computer Aided Dispatch (CAD)
- Court Services and Offender Supervision Agency (CSOSA)
- Livescan Mugshot System
- Microsoft Access Databases
- Microsoft Excel Spreadsheets

C.3.3 **WACIIS. Manage daily WACIIS operations.** Troubleshoot user and systems problems. Perform regular operating system and database backups and maintenance. Periodically verify backup integrity with full database restore. Maintain WACIIS server hardware. Monitor system health and coordinate repairs with Dell support personnel.

C.3.4 **Emergency Response Support.** Provide application, database, network and/or maintenance support as required during times of heightened security as defined by the activation of the Joint Operations Control Center (JOCC).

C.4 CONTRACTOR EXPERIENCE REQUIREMENTS

- C.4.1 Demonstrate experience building and maintaining a records management application and in providing maintenance support.
- C.4.2 Provide staff that each have at least three (3) years experience with SQL Server 2005 and Java application development.
- C.4.3 Demonstrate an understanding of MPD's procedures and practices and a familiarity with the systems referenced in C.1.
- C.4.4 Have experience developing applications in MPD's technical environment.
- C.4.5 Demonstrate an understanding of current RMS technical and industry standards as they relate to overall design, implementation and deployment.

C.5 CONTRACTOR TASK REQUIREMENTS

- C.5.1 Invoice on a monthly basis for work performed.
- C.5.2 Satisfy all the functional requirements listed in Appendix A.
- C.5.3 Prepare a comprehensive project plan, specific to each of the three (3) RMS modules, with resources and timelines.
- C.5.4 Provide a project manager to ensure adherence to task timelines, meet with OCIO management and the [COTRCA](#), develop and conduct presentations/ demonstrations for MPD officials, monitor project spending and prepare weekly progress reports and semi-monthly Microsoft Project updates.
- C.5.5 Provide ~~sufficient staff at least one (1) lead engineer, one (1) senior architect, and two (2) senior developers~~ to supervise the day-to-day programming work and monitor progress on pending development timelines; staff will also maintain and troubleshoot the systems in C.1.

- ~~C.5.6~~ ~~Provide a quality assurance person to test all new functionality and quickly replicate problems users are reporting.~~
- C.5.67 Research and implement ways to keep increasing development productivity.
- C.5.78 Participate in meetings with OCIO staff to co-design strategies to improve program operations by optimizing hardware.
- C.5.89 Independently communicate with appropriate department officials, and other government and private agencies for specialized information needed for project completion.
- C.5.940 Communicate with both technical and non-technical persons. Contractor staff must possess high quality and professional interpersonal skills and be able to interface with all levels of management and non-management personnel.
- C.5.104 Document and track system tasks, activities, procedures and risks, and provide a weekly progress report on such matters for MPD's Chief Information Officer.
- C.5.112 Participate in semi-monthly meetings with other OCIO staff regarding the status of technical assessment activities, problems, issues or conflicts in need of resolution.
- C.5.123 Apprise the business process manager of any issues and questions on a daily basis. Gain approval via a formal change control management vehicle to gain approval for changes prior to coding/implementing them.
- C.5.134 Meet with, and hold user demonstrations for, MPD stakeholders, other contractors and other District and Federal employees to address effects on existing business practices, interoperability and functional requirements. This includes integrating the new Arrest and Booking application, and its related documents, with the JUSTIS application.
- C.5.145 Support the MPD's Help Desk by troubleshooting user issues during regular business hours and on evenings and weekends for critical path items.
- C.5.156 Perform regression testing on all new functionality on different MPD PC images, desktops and Mobile Data Terminals (MDTs). Code changes should not be considered complete until the application has passed User Acceptance Testing (UAT) and the final uncompiled code has been copied onto a CD and/or placed into Visual Source Safe, or some other similar versioning software, and handed off to MPD with relevant technical support documentation.
- C.5.167 Update the RMS Users Help Guide.
- C.5.178 Provide ongoing training sessions for MPD Help Desk technicians on all three RMS modules and JUSTIS partner representatives on the Arrest and Booking module as new functionality is implemented.
- C.5.189 Provide maintenance and technical/user support on all modules after implementation of each module. This may include fixing any issues created during the development of a new functionality or enhancement.
- C.5.1920 Provide technical documentation specifying the design of each system architecture and database schema details, including the completed un-compiled, documented Source Code for each module application.
- C.5.204 Ensure that all Field Reporting and Arrest and Booking systems share a common database schema.

- | C.5.212 Update each module's database schema to allow for easy import into MPD's Data Warehouse in the future.
- | C.5.223 Ensure all requirements are fully functional after new features are added and related issues are fixed.
- | C.5.234 Ensure ~~an redundancy and an~~ efficient architecture for all RMS-related moduleservers to maximize user speed.
- |

C.6 TECHNICAL SPECIFICATIONS FOR MPD'S SYSTEMS

C.6.1 Operating Environment

Operating Systems:	Windows XP, Windows 2000, Windows Server, Linux
Directory Services:	Active Directory, LDAP
Web Servers:	Tomcat 5.5, Tomcat 5.0, Tomcat 4.0, IIS
Application Frameworks:	JSP, Ruby on Rails, ASP, Servlets
Database Servers:	SQL Server 2000, SQL Server 2005, Oracle 8i, Oracle 9i, MS Access
Programming Languages:	Java 1.4, Java 5.0, Ruby, Visual Basic
Development Environment:	Eclipse, NITROX
Java Technology Solutions:	ANT, BATIK, Cewolf, Cobertura, JfreeChart, Junit, Lucene, PDFBox, POI, SVG, Velocity, Xalan, Xerces
Scripting Languages:	ANT, Windows Shell Script, JavaScript, Linux shell Script, Cygwin, Perl, XSLT, XSD, Ruby
Supporting Solutions:	ActiveX Controls, Twain32, Adobe acrobat Professional, Adobe Photoshop, XMLSpy, AJAX
Database Languages:	Transact-SQL, Oracle SQL
Version Control Systems:	Subversion, Tortoise
GIS Technologies:	ESRI, ARCIMS, MAR

C.6.2 Columbo Operating Environment

Operating Systems:	Windows XP, Windows 2000, Windows Server, Linux
Directory Services:	Active Directory, LDAP
Web Servers:	Tomcat 5.5, Tomcat 5.0, Tomcat 4.0, IIS
Application Frameworks:	JSP, Ruby on Rails, ASP, Servlets
Database Servers:	SQL Server 2000, SQL Server 2005, Oracle 8i, Oracle 9i, MS Access
Programming Languages:	Java 1.4, Java 5.0, Ruby, VisualBasic
Development Environment:	Eclipse, NITROX
Java Technology Solutions:	ANT, BATIK, Cewolf, Cobertura, JfreeChart, Junit, Lucene, PDFBox, POI, SVG, Velocity, Xalan, Xerces
Scripting Languages:	ANT, Windows Shell Script, JavaScript, Linux shell Script, Cygwin, Perl, XSLT, XSD, Ruby
Supporting Solutions:	ActiveX Controls, Twain32, Adobe acrobat Professional, Adobe Photoshop, XMLSpy, AJAX
Database Languages:	Transact-SQL, Oracle SQL
Version Control Systems:	Subversion, Tortoise
GIS Technologies:	ESRI, ARCIMS, MAR

C.6.3 WACIIS Operating Environment

Operating Systems:	Windows Server
Directory Services:	Active Directory
Web Servers:	IIS, Rails Web Server
Application Frameworks:	Ruby on Rails, ASP
Database Servers:	SQL Server 2000
Programming Languages:	Ruby, VisualBasic
Development Environment:	Eclipse
Scripting Languages:	Windows Shell Script, JavaScript, Ruby
Database Languages:	Transact-SQL
Version Control Systems:	Subversion

C.6.4 Emergency Response Support Operating Environment

Operating Systems:	Windows XP, Windows 2000, Windows Server, Linux
Directory Services:	Active Directory, LDAP
Web Servers:	Tomcat 5.5, Tomcat 5.0, Tomcat 4.0, IIS
Application Frameworks:	JSP, Ruby on Rails, ASP, Servlets
Database Servers:	SQL Server 2000, SQL Server 2005, Oracle 8i, Oracle 9i, MS Access
Programming Languages:	Java 1.4, Java 5.0, Ruby, VisualBasic
Development Environment:	Eclipse, NITROX
Java Technology Solutions:	ANT, BATIK, Cewolf, Cobertura, JfreeChart, Junit, Lucene, PDFBox, POI, SVG, Velocity, Xalan, Xerces
Scripting Languages:	ANT, Windows Shell Script, JavaScript, Linux shell Script, Cygwin, Perl, XSLT, XSD, Ruby
Supporting Solutions:	ActiveX Controls, Twain32, Adobe acrobat Professional, Adobe Photoshop, XMLSpy, AJAX
Database Languages:	Transact-SQL, Oracle SQL
Version Control Systems:	Subversion, Tortoise
GIS Technologies:	ESRI, ARCIMS, MAR

F.7 DELIVERABLES

F.7.1 Document Deliverables Table (excluding those listed separately in Appendix A)

****Please note that individual requirements may be delivered before the final demo of the production-ready modules; the dates below are provided as estimates of when all requirements should be satisfied. The assumption is that much of the new development work in the first three months will be focused on the Arrest and Booking Module after spending a few days at the start of the contract to push Phase I of ICM out to the users and resolving a few pending Field Reporting Issues. Maintenance work for all three modules plus the other systems will be ongoing.**

Deliverable Name and Relevant Requirement Number	Format	Estimated Timeline
Project Plan (C.5.3)	Microsoft Project, Excel & Adobe PDF	15 days from contract award
Demo of production-ready Phase II Field Reporting	Module within RMS	90 days from contract award
Demo of production-ready Phase II Arrest and Booking	Module within RMS	60 days from contract award
Demo of production-ready Phase II Investigative Case Management (ICM)	Module within RMS	12 30 days from contract award
Weekly Progress Reports (C.5.4)	Microsoft Word, Excel and Project	Weekly by cob each Sunday
Updated RMS Users Help Guide (C.5.17)	Microsoft Word & Adobe PDF	Two weeks from end of contract award
Technical documentation specifying the design of each system architecture and database schema details, including the completed un-compiled, documented Source Code for each module application (C.5.20)	Electronic copy delivered on CD to OCIO	At the completion of released phases and the final code following successful testing/acceptance

C.7.2 Contractor-Required Documents

C.7.2.1 Where documents are required from contractor, two (2) printed copies of written documents or other evidence of deliverables shall be provided to MPD using

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standard Microsoft Office Suite applications (or other MPD-established project management standards tools), unless otherwise agreed to. The deliverable shall also be accompanied by an electronic copy (on disk or CD or sent via email) of the document.

- C.7.2.2 If documents are prepared in PowerPoint or other graphical presentation, the deliverable shall include the required formats (printed + electronic copy of originals file) plus an additional electronic file that has been converted to a format suitable for electronic distribution (example PDF format).
- C.7.2.3 Copies shall be filed both with the OCIO for incorporation into the overall program files and with the [COTR Contract Administrator \(CA\)](#) as required for delivery verification.

C.7.3 Record Retention and Confidentiality

~~C.7.3.1 — Abide by MPD's Standard Non-Disclosure Agreement (see Appendix B).~~

- C.7.3.21 Electronic and paper documents, forms, survey instruments, background materials secured as part of this contract shall be considered the property of the District of Columbia.
- C.7.3.23 Contractor shall periodically review these resource materials with the [COTRCA](#) and establish file and retention plans.
- C.7.3.34 No later than fourteen (14) days before the close-out of the contract, the contractor shall review with the [COTRCA](#) all project-related materials.
- C.7.3.45 Contractor shall treat all MPD-provided data and data gathering on behalf of the MPD as confidential. All data, reports and findings resulting from the tasks in this SOW are the exclusive property of MPD and are not to be shared, or in any way used, published or without written permission from MPD [COTRCA](#).

C.8 DELIVERY OF WORK PRODUCT/INSTRUCTIONS FROM [COTRCA](#)

- C.8.1 Contractor shall follow the procedures and rules of the Government of the District of Columbia, and additional instructions that the MPD [COTRCA](#) may direct.
- C.8.2 During performance under this contract and/or at completion of work, contractor shall provide orderly hand-over of work products and deliverables to the MPD [COTRCA](#), including all documentation, electronic or otherwise, created during performance of the contract. All work product produced under the contract is at all times the property of the District.
- C.8.3 Contractor shall ensure that all work is performed on MPD premises, unless otherwise approved in writing by the [COTRCA](#). Travel costs are not reimbursable and therefore should be included in the contractor's hourly rate and/or budget.
- C.8.4 Unless otherwise specified, contractor shall work during normal business hours.
- C.8.5 Contractor shall be specifically responsible for assuring that they have high-end laptops with Window XP Professional and necessary communication equipment, such as cell phones.
- C.8.6 Contractor shall provide weekly timesheets in formats to be supplied by MPD, reporting all time worked by person's name, days worked, time worked, ~~and~~ tasks

performed [and percentage of deliverables completed](#). Tasks will be listed by individual module [and/or system](#). Contractor must provide timely, necessary information to allow the District to calculate “earned value”.

- C.8.7 Contractor shall establish and document project goals and optional strategies for their implementation, and support analyses with graphical drawings, charts, and other presentation instruments. Microsoft and Windows-based tools are preferred by DC Government employees as tools to use for information sharing.
- C.8.8 Contractor shall collect and document project constraints for cost, schedule and quality.
- C.8.9 Contractor shall obtain approval from the Contracting Officer for proposed scope changes. Approved scope changes must be identified separate and apart from bug fixes or changes resulting from inaccurate code when reporting billable hours.
- C.8.10 Throughout the performance of the above items, contractor shall coordinate with District employees and other consultants/contractors employed by the District.
- C.8.11 Contractor shall provide sufficient support after submission of deliverables and work products, as necessary to clarify the contents of deliverables to the District.
- C.8.12 Contractor shall continuously monitor the status of their work hereunder and update status, providing District management timely information regarding possible problems and proposed action required to mitigate such problems.
- C.8.13 Contractor shall prepare and present weekly reports, throughout the performance of the contractor’s work, documenting current and upcoming activities, decisions required and issues of concern.
- C.8.14 Contractor shall provide any reports and communications in the format requested by the [COTRCA](#) in line with requirements under Sections C.7.2 and C.8.7 of this SOW.
- C.8.15 The District reserves the right to interview and otherwise verify qualifications of proposed contractors and reject any proposed candidates throughout the project who do not meet the District’s requirements. Candidate consultant expertise, relevant background and skills are the primary consideration.
- C.8.16 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. Contractor shall notify the District no less than 30 days in advance of any proposed change in personnel associated with this task order. The District reserves the right to review, interview and/or approve any proposed replacement candidates.
- C.8.17 Contractor shall submit to a criminal background check at their own expense prior to starting work [at MPD even if the contractors have previously undergone background checks at MPD.](#)
- C.8.18 Contractor shall ensure that the final code is successfully compiled, fully operational and deployed to the MPD user community and **meets the expectations/satisfaction of the [COTRCA](#).**

C.9 ADVISORY AND ASSISTANCE SERVICES

- C.9.1 The task order is a “nonpersonal” services agreement.
- C.9.2 Contractor and/or the Contractor’s employees shall perform the services specified herein as independent contractors, not as employees of the District of Columbia Government.
- C.9.3 Contractor shall be responsible for their own management and administration of the work required.
- C.9.4 Contractor shall bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract.
- C.9.5 Contractor and/or the Contractor’s employees shall, pursuant to the government’s right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objectives.

**Appendix A: Detailed Functional Requirements for
Phase II of the Records Management System (RMS) Module Development**

Section 1	Issue (I) or New Functionality (NF)?	Field Reporting Module
1.1	NF	Ensure RMS RECORDS SEARCH functionality is working for all fields
1.2	I	Ensure all fields appear as values, not codes, after Event Report is saved. (Issue seen specifically with Event Type and Property Type fields, but may affect others)
1.3	I	Ensure text in all text boxes does not cut off or prevent user from saving after certain number of characters on interface and on printed documents
1.4	I	Ensure records changed in Crime tables are updating ucrOffense and ucrClearance tables as appropriate
1.5	I	Ensure Field Report can accommodate as many objects (e.g., Victims, Property, etc.) as the user needs to add and save appropriately.
1.6	I	Allow users to erase the Closure Date in an Event Report that has been Returned for correction.
1.7	NF	Allow users to change incidents to offense reports
1.8	NF	Ensure all the same fields/report sections are displayed in either the incident or the offense report
1.9	NF	Add a "Guardian is Reporting Person?" (yes/no) question to the Missing Persons section of the Event Report to eliminate duplicate data entry
1.10	I	Fix any new "bugs" that arise and prevent the user from successfully completing any existing or new functionality, including ensuring the Return A is working in the Incident Management System (IMS)
1.11	NF	Add any new values requested by the Business Process Manager/COTRCA to dropdowns
1.12	NF	Ensure all critical IMS fields are in RMS and are visible only to a select group of MPD analysts
1.13	NF	Create a mechanism for analysts to add information separate from the routed Event Report to the database without affecting Approval History or printed forms
1.14	NF	Convert all existing and new printed Event Report snapshots to PDF
1.15	NF	Add "CIC Notified" (yes/no) field to Teletype Section on Event Report
1.16	NF	Change the dropdown in most of the RMS Reports to search by Reporting Member Unit rather than District where the event occurred
1.17	NF	Add logic to prevent users from using incorrect CCNs from earlier years and to handle the order of Start, End and Report Dates
1.18	NF	Enable notification to be sent to YID and CFSA via the Juvenile Case Management System if an Event Report is generated for "Check on the Welfare" and the subject is a juvenile
1.19	I	Ensure the Approval History always records the corrects user's name for each action
1.20	NF	Integrate the Supplemental tables with the existing Crime, Subject, Property and Weapon database tables (such that, for example, when a Supervisor Approves a Classification Change Supplement, those changes should be reflected in the main event report and in the Crime table). This will involve adding a crimeID field to each of these tables.
1.21	NF	Allow users to search for a Supplemental Report from the original CCN as well as Report Date, Address, District/PSA and Event Type (similar to existing Records Search tool)
1.22	NF	List all Supplements by type and number/count underneath the event entry in each grid.
1.23	NF	Add a Supplement Section at the bottom of the main event interface that lists who created the Supplement, the creation date, a summary of changes, and type of Supplement for each supplement listed.

Section 1	Issue (I) or New Functionality (NF)?	Field Reporting Module
1.24	NF	Hyper-link each Supplement such that single-clicking takes the user to a preview of the report
1.25	NF	Printing an Internal MPD document should show a list of Supplements, their type, created by, a summary of changes and created date
1.26	NF	Allow for editing of an existing Supplement, so that users don't need to create a whole new version if they make a mistake
1.27	NF	Enable routing and approval for each Supplement. Supplements should adhere to the routing and approval workflow based on the same rules as for an Event Report: Draft, Submit for Approval, Return, Approve, Accept
1.28	NF	Include an icon to start a new Supplement at the right side of an event record in each queue
1.29	NF	Allow Supplement changes to be reversed from the database if a Supervisor or Staff Review rejects a Supplement
1.30	NF	Ensure all supplements are searchable when searching by CCN
1.31	NF	Tie the new application to the current Automated Field Reporting System (AFRS), so that information already entered into the Event Report will pre-populate certain portions of the new application, and that the user will be prompted to start a new arrest from AFRS

Section 2	Arrest and Booking Module <i>(Module has not been implemented, so all requirements should be considered "New Functionality")</i>
1.1	Tie the new application to the current Automated Field Reporting System (AFRS), so that information already entered into the Event Report will pre-populate certain portions of the new application, so that the user is prompted from AFRS to initiate an arrest
1.24	Accommodate the following processes for initiating a case: arrests initiated with a field report [i.e., with CCN] and arrests initiated without a field report (e.g., arrests related to Bench Warrants)
1.2	Document and research all booking-related business processes so that queues, record statuses and interfaces created for this module follow current member practices
2.3	Create as many case statuses as required based on above research (labels to be determined) to track the location and stage the defendant process is in
2.4	Replicate CJIS data entry and front-end reporting for the following users: arresting officer, assisting officer, cell block technician, booking officer, AFIS technician, transport officer, Central Cell Block (CCB) personnel, Court Liaison personnel. This includes all fields currently being used by these persons in the existing CJIS application.
2.5	Include as many user entry points as possible for the following time stamps associated with the arrest, booking, transport and holding process: <ul style="list-style-type: none"> • Arrest Date/Time • Booking Date/Time • Report Date/Time • Date/Time Defendant Arrives at Station/MPD facility • Date/Time Defendant is placed on Van Sheet • Date/Time Defendant Leaves Station/MPD facility (either to be released or to go to U.S. Marshal or CCB) • Date/Time Defendant Arrives at U.S. Marshal's Block or CCB • Date/Time Defendant Leaves U.S. Marshal's Block or CCB for Court • Date/Time Officer Arrives at Court Liaison
2.6	Flag Title 16 cases and allow the user to book the juvenile defendant just once and generate a PD 163 and PD 379 if necessary
2.7	Ensure queues have same look and feel as those in Field Reporting and display records in the user's

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	unit (although some users should have citywide option also)
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Section 2	Arrest and Booking Module <i>(Module has not been implemented, so all requirements should be considered "New Functionality")</i>
2.8	Create a printable PDF version of the PD 163 (Arrest/Prosecution Report), PD 256 (Quick Booking Form), PD 379 (Delinquency Report), PD 29 Gerstein Report, PD61 (Citation Release, and PD67 (Receipt for Citation)
2.9	Create two Lockup Lists (one for USAO and one for OAG) and Van Sheet (a list of arrestees to be transported). These lists must be in PDF format and be available upon user demand via a link to JUSTIS. Defendants will be added to each list by the user.
2.10	Pre-populate CAD number and other info in Quick Booking Form and other sections from officer name; complete user info from who is logged in
2.11	Remove "R" from the arrest number format and make all new arrest numbers start with 50,000 for the remainder of the first calendar year of production
2.12	Capture disposition information, to include Lock-Up, Collateral, Citation, Bond, etc.
2.13	Capture bond information for each charge including bond status, status date, bond amount, bond type, bond number, notes and posted by
2.14	Link the defendant to his/her co-defendants by CCN or other related fields
2.15	Add an MPD Administrative function to support all aspects of auditing (e.g., assigning criminal history flags, making name changes, linking/unlinking PDIDs, etc.)
2.16	Integrate with Viisage to send identifying info about the defendant to AFIS and to return the PDID number, True Name, DOB, AFIS tracking number, any aliases and other relevant information
2.17	Link the new application to MPD's Mugshot Mirror to return the most recent defendant and co-defendant images if they exist
2.18	Accommodate other partner agencies and outside booking agencies in user profiles and tailor their access to various fields. Most agencies will have read only or limited write access.
2.19	Ensure all United States Attorney's Office (USAO) and Pretrial Services Agency (PSA) fields are available for data entry, and readily accessible, and that notifications are built in so that these agencies know when the record is awaiting an update from them
2.20	Replicate the citation release process currently in CJIS
2.21	Incorporate dropdowns, masked fields, mandatory fields to simplify data entry
2.22	Make GUI changes to simplify look and feel
2.23	Add multiple parameters to the record search
2.24	Ensure record search accommodates searching of records from CJIS mainframe
2.25	Create Updater process to synchronize data between RMS SQL Server and Oracle
2.26	Enable routing and approval for each PD 163 and PD 379. Functionality should adhere to the routing and approval workflow based on the same rules as for an Event Report: Draft, Submit for Approval, Return, Approve, Accept

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Section 3	Issue (I) or New Functionality (NF)?	Investigative Case Management Module
3.1	NF	Create the following printed forms (appropriately formatted) within the new system: PD 118, PD 119, PD 120, PD 854 in PDF format
3.2	I	Correct all code failures identified during User Acceptance Testing (UAT), including but not limited to, the inability to successfully save/recall a new case and the ability to search for newly created cases.
3.3	NF	Redesign the "supplement" feature; alleviate the need to create a supplement to add expected case elements
3.34	NF	Data Migration – Should be able to upload, review and print reports using the historical case data in WACIS
3.45	NF	Enhance the security module to meet the requirements for case access/review

ATTACHMENT #15

ATTACHMENT #1



Proposal
in response to
MPD Solicitation
DCTO-2010-T-0058

entitled

PHASE II OF THE RECORDS MANAGEMENT
SYSTEM (RMS) SERVICES AND SYSTEMS
SUPPORT FOR COLUMBO AND WACIIS

TECHNICAL PROPOSAL

Submitted by
Yellow House Associates, LLC
1200 G Street NW, 8th Floor
Washington, D.C. 20005

June 1, 2010



TABLE OF CONTENTS

1. Introduction 3

2. Relevant Experience 4

 2.1. Experience with the MPD Architecture 4

 2.2. Project Leadership Experience 5

3. Technical and Management Approach 6

 3.1. YHA Best Practices 6

 3.2. YHA Performance Analysis 7

 3.3. Projected Level of Effort for SOW Development Items 8

4. Team Organization 13

 4.1. Reporting Structure 13

 4.2. Skill Categories 13

 4.2.1. Principal Systems Integration Architect 13

 4.2.2. Systems Administrators 13

 4.2.3. Systems Developer 13

 4.3. Personnel Resumes 14

 4.4. Subcontracting Plan 14

5. Deliverables and Time Estimates 14

 5.1. Documentation Deliverables 14

 5.2. Hours by Skill Category 14

6. Past Performance and References 15

 6.1. Reference 1: Washington, DC Metropolitan Police Department (MPD) 15

 6.2. Reference 2: Washington, DC Metropolitan Police Department (MPD) 15

 6.3. Reference 3: Integrated Justice Information Systems Institute (IJIS) 16

7. Previous Experience 17

 Operating Systems 17

 Web Application Servers 17

 Web Application Frameworks 17

 Database Servers 17

 Development Environments 18

 Java Technology Solutions 18

 Database Languages 19

 Version Control Systems 19

 GIS Technologies 19

8. Administrative Information 20

Appendix A: Key Personnel Resumes 21



1. Introduction

Yellow House Associates, LLC (YHA), a **DSLBD-registered enterprise**, is pleased to present this proposal for the **Phase II of the Records Management System (RMS) Services and Systems Support for Columbo and WACIIS** solicitation. Our history of working with the District of Columbia, our technical and customer service expertise, and our top-quality engineers and managers make us the perfect choice for this demanding assignment. As a **DSLBD-registered enterprise**, we are proud to participate in the growing community of area technology providers.

The following cross-reference table shows where each solicitation requirement is met in this proposal package.

Solicitation Requirement	Proposal Document	Proposal Section
I.1 - Describe Technical and Management Approach	Technical Proposal	Section 3
I.2 - Describe Portions to be Subcontracted	Technical Proposal	Section 4.4
I.3 - Identify Deliverables	Technical Proposal	Section 5
I.4 - Estimated Hours by Skill Category	Technical Proposal	Section 5
I.5a - Identify Skill Categories	Technical Proposal	Section 4.2
I.5b - Resumes of Key Personnel	Technical Proposal	Appendix A
II.1 - Completed Attachment B (Price Schedule)	Price Proposal	Section 4
II.2 - GSA Federal Supply Schedule Price List	Price Proposal	Section 3

2. Relevant Experience

2.1. Experience with the MPD Architecture

YHA has been directly involved with every one of the MPD systems specifically listed in the Statement of Work (SOW) as well as many others.

- **Youth Services Case Tracking System:** YHA personnel performed the original site survey of Youth Protective Services (YPS) legacy systems in 2004, and the resulting document has guided related development to this day. In 2006, we developed the Department's Juvenile Management System to meet a critical MPD CIO need to provide an interface with the District's Department of Youth Rehabilitation Services (DYRS). Currently, our developers are prototyping Youth case management capabilities in a .NET and SQL Server environment based on requirements they elicited from both managers and end users.
- **Employee Directory:** YHA established MPD's first Lightweight Directory Access Protocol (LDAP)-accessible directory as part of the Washington Area Criminal Intelligence Information System (WACIIS), an ASP web application with a Microsoft Active Directory behind it. We have built interfaces to the Time and Attendance Court Information System (TACIS) database which is used to seed the new Employee Directory. We have also used Employee Directory feeds to populate accounts for the MPD-wide Records Management System (RMS) that we are building for the Department.
- **Gun Stat Registration System:** YHA developers have built a number of gun-tracking tools for MPD's Firearms Division. We migrated that office's MS Access gun database to a SQL Server backend and made the data available for analysis in the Columbo Criminal Investigation Tool. We consolidated three separate gun investigation tools built on a variety of legacy technologies (MS Access, Adobe Forms, and Visual BASIC 6) into a single, modern .NET-environment system.
- **Mass Arrest System:** YHA developed the core of the new Arrest and Booking Module of MPD's RMS, which will include this capability implemented in a Java, AJAX, and SQL Server environment. Our analysts have studied and documented the mass arrest features built into the Department's legacy mainframe Criminal Justice Information System (CJIS) which has handled this function since 1985. We have performed work to merge the special attributes of mass arrest records into the MPD data warehouse to allow a consistent view of the data.
- **Traffic Violations and Accident Reporting System:** YHA built the original version of MPD's Traffic Crash (PD10) System. The Java framework developed by YHA, combined with a SQL Server database, has proven effective at handling the 264-element report that is the heart of the accident management process. We have also worked for the last two years at enhancing browser-based Java applet crash diagramming tools.
- **Telecommunications Usage Tracking System:** YHA developers have created several related applications for MPD, to include an online timekeeping system, a telecoms network monitoring tool, and a usage statistics module. We have optimized our own processes and toolkits for rapidly coding and fielding exactly this sort of focused business application.



2.2. Project Leadership Experience

YHA has specialized in user-centric, rapidly evolving, cross-disciplinary projects such as this one. In our work with MPD since 2001, we have led similar efforts many times and have built up reusable systems and processes to ensure success. Key examples are:

- **Columbo and WACIIS Application Development and Support:** From 9/2/2006 through 9/30/2008 (base period plus two option years), YHA worked under contract with MPD to develop, enhance, operate, and maintain a family of systems designed to capture law enforcement information and serve it up to users throughout the Department via a browser interface. During that time, we integrated 23 separate data sources into a single data warehouse and web portal running on Java, JavaServer Pages (JSP), and a SQL Server database. We also operated and modernized WACIIS, an ASP and .NET system that we stabilized and improved even without access to the original source code for the application. The focus of our five-person team shifted many times based on MPD's most pressing needs, leading us to standardize the task tracking and management tools that we will use for this new project. Critical factors in our success under this effort were our weekly reporting regime, which fostered precise communication with all management stakeholders; our collocated development paradigm, which ensured user-focused interface and feature design; and regular meetings with top MPD IT managers, which gave us ongoing insight into the Department's emergent requirements.
- **Juvenile Management System:** From 8/14/2006 to 9/30/2006, YHA executed an MPD contract to build a web-based application to interface between DYRS, YPS, and District Court systems in response to emergency direction from the Executive Office of the Mayor. Upon project kickoff, our three-person team refined the collection of vague requirements that MPD had been given into a precisely crafted six week project plan, which we carried out as promised to the day. Our project manager orchestrated meetings with officials from all the participating agencies, developed interface specifications and obtained agreement on them, and ensured the developers kept perfectly to task. In addition to the user-friendly front end, we developed and deployed automated data transfer components that move documents according to defined rules without needing human intervention. The resulting system has remained in daily use since first entering production, with no dedicated maintenance of any sort required due to the expert engineering of the application.
- **Automated Field Reporting System / Records Management System (AFRS/RMS):** From 3/1/2009 through 9/30/2009, YHA has been performing on a contract with MPD to design, develop, and deploy the Department's first ever fully automated crime and incident reporting application. Our seven-person team has analyzed requirements from all types of users and managers, surveyed and selected critical enabling technologies (to include the ExtJS AJAX framework and the Google Maps API), and delivered production iterations every week based on MPD CIO direction. We have coordinated with trainers and support personnel at MPD HQ and in the districts to ensure that all users are able to perform their jobs with the new system. The most important benefit to the customer of our Agile Development methodology has been the ability to steer the project based on MPD's own evolving business processes rather than having to shoehorn customer processes into a vendor's preconceived notions.



3. Technical and Management Approach

3.1. YHA Best Practices

In software development projects, large and small, quality control is a key concern for both client and developer. The client needs quality control to ensure that they are getting what they paid for. The developer needs quality control to ensure their continued good reputation, and many individual software developers take personal pride in well-written code. Yellow House Associates has the systems in place to ensure that the quality of all of our projects is excellent.

Requirements and taskings are tracked in our web-accessible Basecamp, and clients are encouraged to use their logins – assigned at the beginning of projects – to check on the status of the project at any time. Code is written test first to ensure that changes do not negatively affect previous functionality, and tests are run at every integration so that problems are caught immediately when it is far easier and less expensive to fix. Developers commit their code to the Yellow House Subversion repository, which is also web-accessible, so that multiple developers can work and troubleshoot the same piece of code. A copy of the committed code is always available for our clients, and at project close, a complete copy of the application code is part of the Yellow House deliverables. Once code is written and tested, it is then put into a production environment for further testing to ensure that it does not negatively affect the network, hardware, or other applications running in our client’s environment. Only after the code has passed testing in the production environment, is it deployed to the operational environment.

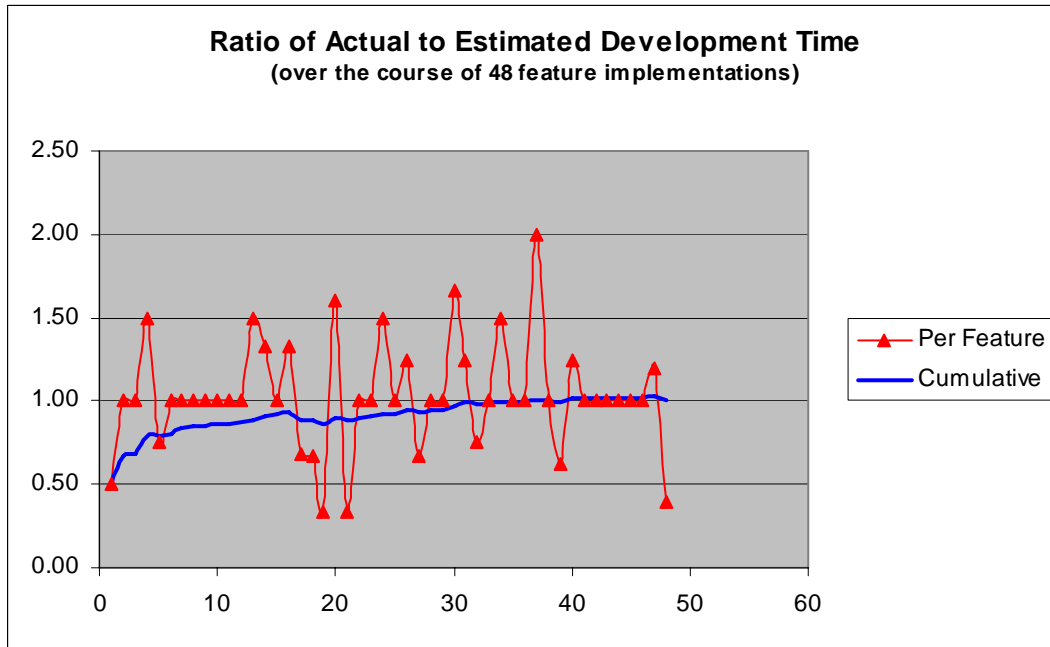
Yellow House Associates also works to ensure the quality of the systems we create. We place great emphasis on end-users working hands-on with the system as it’s being developed in order to ensure that it helps them do their job better and that it has all of the functionality and features requested. We use the feedback we get from this hands-on work in order to improve the system with each stage of delivery so that our clients receive a custom-tailored system that works exactly the way they need it to.

Below is an actual sample of how we precisely track user requirements, development time estimates, and actual programming time in order to sustain our engineering processes.

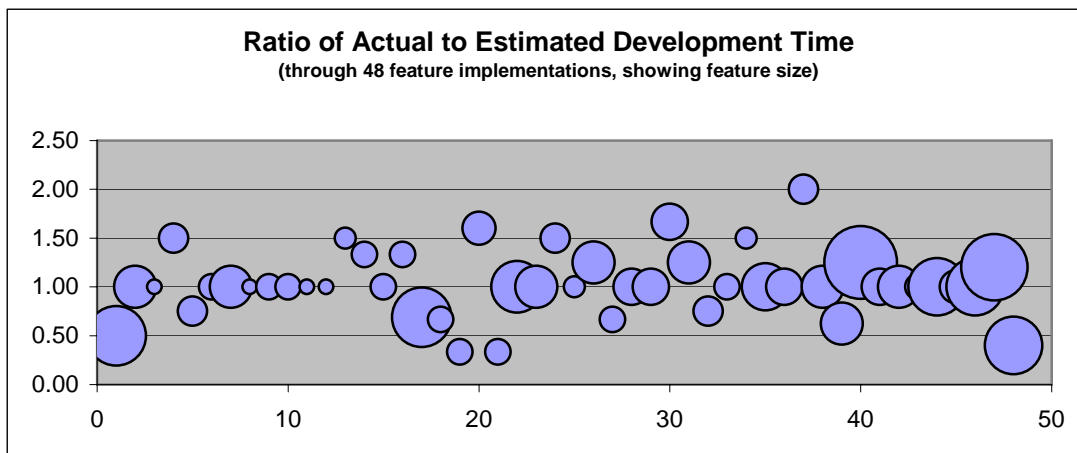
RMS Iteration 0.10			Engineer 1		Engineer 2		
Validated on 06/18/2008							
Scheduled for 06/25/2008							
Completed	Area	User Story	Est	Act Hrs	Est	Act Hrs	
X	Workflow	Users are allowed to update their profiles including Email address	4	4	4	6	
X	Display	Users will see increased data in the Central Panel(adjust panel height)	6	6		4	
X	Display	User enters statute in General Tabs. And uses statute for UCR Crosswalk			6	6	
X	Display	User sees UCR Offense and Clearance in one Tab			6	6	
X	Data	User sees appropriate incident/offense codes based on "Crime: Yes" or "Crime: No".			3	2	
X	Display	User sees formatted data in Review and Analysis Tabs view in addition to General (including proper data hierarchy)			8	10	
			10	10	27	34	Total
				1.00		1.26	A/E Ratio

3.2. YHA Performance Analysis

Measurement and feedback are key to sustaining a high-quality software engineering process. The YHA development team at MPD has tracked and refined its time estimates in order to provide the customer with maximum precision in scheduling and deployment. The following charts examine the ratio of actual to estimated development time over the course of our FY2008 work on the IMS/AFRS precursor system. The first chart shows that while there is sporadic variation in the accuracy of time estimates for individual features (some features take half as long as expected to implement, for example), the cumulative accuracy of our team's time estimates is within 3% of the actual implementation time.



The second chart shows the estimated size of each feature as the size of the corresponding bubble. This gives a visual representation of the statistical observation that our team's time estimate accuracy clusters closely around 1.00 (perfect prediction), and that the team tends to forecast the time needed for larger features particularly well.





3.3. Projected Level of Effort for SOW Development Items

The following tables list all the requirements contained in Appendix A of the Statement of Work. Each is tagged with a number of “LOE Points”, an estimate of the relative development time that will be required to implement each item. The “Budgeted %” column shows the percentage of the total development effort expected to be expended against each requirement, and sums up to 100%. These are the progress metrics that will be reported every week as per SOW requirement C.8.6, enabling real-time tracking of earned value throughout the entire project.

Req #	Section 1: Field Reporting Module	LOE Points	Budgeted %
1.1	Ensure RMS RECORDS SEARCH functionality is working for all fields	4	0.53
1.2	Ensure all fields appear as values, not codes, after Event Report is saved. (Issue seen specifically with Event Type and Property Type fields, but may affect others)	4	0.53
1.3	Ensure text in all text boxes does not cut off or prevent user from saving after certain number of characters on interface and on printed documents	4	0.53
1.4	Ensure records changed in Crime tables are updating ucrOffense and ucrClearance tables as appropriate	8	1.07
1.5	Ensure Field Report can accommodate as many objects (e.g., Victims, Property, etc.) as the user needs to add and save appropriately.	8	1.07
1.6	Allow users to erase the Closure Date in an Event Report that has been Returned for correction.	8	1.07
1.7	Allow users to change incidents to offense reports	1	0.13
1.8	Ensure all the same fields exist are displayed in either the incident or the offense report	2	0.27
1.9	Add a “Guardian is Reporting Person?” (yes/no) question to the Missing Persons section of the Event Report to eliminate duplicate data entry	2	0.27
1.10	Fix any new “bugs” that arise and prevent the user from successfully completing any existing or new Phase I functionality, including ensuring the Return A is working in the Incident Management System (IMS)	2	0.27
1.11	Add any new values requested by the Business Process Manager/COTR to dropdowns	4	0.53
1.12	Ensure all critical Incident Management System (IMS) fields are in RMS and are visible only to a select group of MPD analysts	2	0.27
1.13	Create a mechanism for analysts to add information separate from the routed Event Report to the database without affecting Approval History or printed forms	4	0.53



1.14	Convert all existing and new printed Event Report snapshots to PDF	16	2.13
1.15	Add "CIC Notified" (yes/no) field to Teletype Section on Event Report	2	0.27
1.16	Change the dropdown in most of the RMS Reports to search by Reporting Member Unit rather than District where the event occurred	4	0.53
1.17	Add logic to prevent users from using incorrect CCNs from earlier years and to handle the order of Start, End and Report Dates	4	0.53
1.18	Enable notification to be sent to YID and CFSA via the Juvenile Case Management System if an Event Report is generated for "Check on the Welfare" and the subject is a juvenile	16	2.13
1.19	Ensure the Approval History always records the corrects user's name for each action	4	0.53
1.20	Integrate the Supplemental tables with the existing Crime, Subject, Property and Weapon database tables (such that, for example, when a Supervisor Approves a Classification Change Supplement, those changes should be reflected in the main event report and in the Crime table). This will involve adding a crimeID field to each of these tables.	16	2.13
1.21	Allow users to search for a Supplemental Report from the original CCN as well as Report Date, Address, District/PSA and Event Type (similar to existing Records Search tool)	4	0.53
1.22	List all Supplements by type and number/count underneath the event entry in each grid.	4	0.53
1.23	Add a Supplement Section at the bottom of the main event interface that lists who created the Supplement, the creation date, a summary of changes, and type of Supplement for each supplement listed.	4	0.53
1.24	Hyper-link each Supplement such that single-clicking takes the user to a preview of the report	8	1.07
1.25	Printing an Internal MPD document should show a list of Supplements, their type, created by, a summary of changes and created date	8	1.07
1.26	Allow for editing of an existing Supplement, so that users don't need to create a whole new version if they make a mistake	8	1.07
1.27	Enable routing and approval for each Supplement. Supplements should adhere to the routing and approval workflow based on the same rules as for an Event Report: Draft, Submit for Approval, Return, Approve, Accept	16	2.13
1.28	Include an icon to start a new Supplement at the right side of an event record in each queue	4	0.53
1.29	Allow Supplement changes to be reversed from the database if a Supervisor or Staff Review rejects a Supplement	16	2.13



1.30	Ensure all supplements are searchable when searching by CCN	4	0.53
Req #	Section 2: Arrest and Booking Module		
2.1	Tie the new application to the current Automated Field Reporting System (AFRS), so that information already entered into the Event Report will pre-populate certain portions of the new application and so that the user is prompted from AFRS to initiate an arrest.	8	1.07
2.2	Accommodate the following processes for initiating a case: arrests initiated with a field report [i.e., with a CCN] and arrests initiated without a field report (e.g., arrests related to Bench Warrants)	16	2.13
2.3	Create as many case statuses as required based on above research (labels to be determined) to track the location and stage the defendant process is in	16	2.13
2.4	Replicate CJIS data entry and front-end reporting for the following users: arresting officer, assisting officer, cell block technician, booking officer, AFIS technician, transport officer, Central Cell Block (CCB) personnel, Court Liaison personnel. This includes all fields currently being used by these persons in the existing CJIS application.	64	8.52
2.5	Include as many user entry points as possible for the following time stamps associated with the arrest, booking, transport and holding process: Arrest Date/Time, Booking Date/Time, Report Date/Time, Date/Time Defendant Arrives at Station/MPD facility, Date/Time Defendant is placed on Van Sheet, Date/Time Defendant Leaves Station/MPD facility (either to be released or to go to U.S. Marshal or CCB, Date/Time Defendant Arrives at U.S. Marshal's Block or CCB, Date/Time Defendant Leaves U.S. Marshal's Block or CCB for Court, Date/Time Officer Arrives at Court Liaison	16	2.13
2.6	Flag Title 16 cases and allow the user to book the juvenile defendant just once and generate a PD 163 and PD 379 if necessary	16	2.13
2.7	Ensure queues have same look and feel as those in Field Reporting and display records in the user's unit (although some users should have citywide option also)	16	2.13
2.8	Create a printable PDF version of the PD 163 (Arrest/Prosecution Report), PD 256 (Quick Booking Form), PD 379 (Delinquency Report), PD 29 Gerstein Report, PD61 (Citation Release), and PD67 (Receipt for Citation)	32	4.26



2.9	Create two Lockup Lists (one for USAO and one for OAG) and Van Sheet (a list of arrestees to be transported). These lists must be in PDF format and be available upon user demand <i>via a link to JUSTIS</i> . Defendants will be added to each list by the user.	16	2.13
2.10	Pre-populate CAD number and other info in Quick Booking Form and other sections from officer name; complete user info from who is logged in	4	0.53
2.11	Remove "R" from the arrest number format and make all new arrest numbers start with 50,000 for the remainder of the first calendar year of production	4	0.53
2.12	Capture disposition information, to include Lock-Up, Collateral, Citation, Bond, etc.	8	1.07
2.13	Capture bond information for each charge including bond status, status date, bond amount, bond type, bond number, notes and posted by	8	1.07
2.14	Link the defendant to his/her co-defendants by CCN or other related fields	8	1.07
2.15	Add an MPD Administrative function to support all aspects of auditing (e.g., assigning criminal history flags, making name changes, linking/unlinking PDIDs, etc.)	32	4.26
2.16	Integrate with Viisage to send identifying info about the defendant to AFIS and to return the PDID number, True Name, DOB, AFIS tracking number, any aliases and other relevant information	16	2.13
2.17	Link the new application to MPD's Mugshot Mirror to return the most recent defendant and co-defendant images if they exist	4	0.53
2.18	Accommodate other partner agencies and outside booking agencies in user profiles and tailor their access to various fields. Most agencies will have read only or limited write access	16	2.13
2.19	Ensure all United States Attorney's Office (USAO) and Pretrial Services Agency (PSA) fields are available for data entry, and readily accessible, and that notifications are built in so that these agencies know when the record is awaiting an update from them	16	2.13
2.20	Replicate the citation release process currently in CJIS	16	2.13
2.21	Incorporate dropdowns, masked fields, mandatory fields to simplify data entry	16	2.13
2.22	Make GUI changes to simplify look and feel	32	4.26
2.23	Add multiple parameters to the record search	8	1.07
2.24	Ensure record search accommodates searching of records from CJIS mainframe	8	1.07
2.25	Create Updater process to synchronize data between RMS SQL Server and Oracle	16	2.13

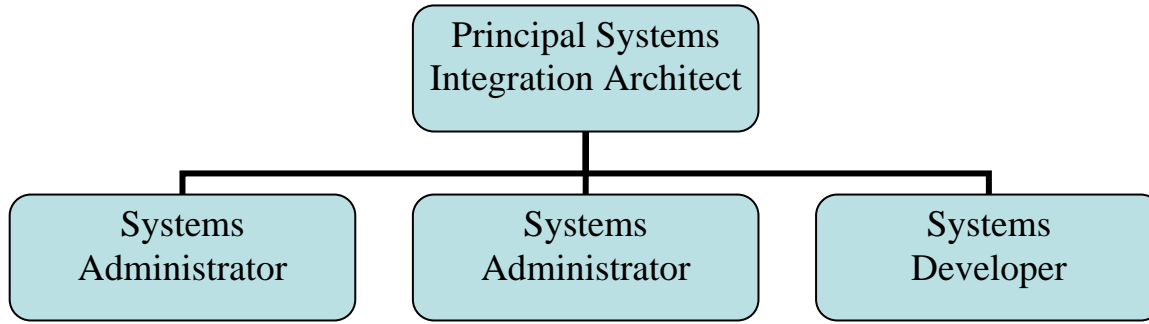


2.26	Enable routing and approval for each PD 163 and PD 379. Functionality should adhere to the routing and approval workflow based on the same rules as for an Event Report: Draft, Submit for Approval, Return, Approve, Accept	32	4.26
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Req #	Section 3: Investigative Case Management Module		
3.1	Create the following printed forms (appropriately formatted) within the new system: PD 118, PD 119, PD 120, PD 854 in PDF format	64	8.52
3.2	Correct all code failures identified during User Acceptance Testing (UAT), including but not limited to, the inability to successfully save/recall a new case and the ability to search for newly created cases.	32	4.26
3.3	Data Migration – Should be able to upload, review and print reports using the historical case data in WACIIS	4	0.53
3.4	Enhance the security module to meet the requirements for case access/review	16	2.13

4. Team Organization

4.1. Reporting Structure



4.2. Skill Categories

4.2.1. Principal Systems Integration Architect

Senior architect with deep/broad systems experience. Plans the overall architecture of a system in consultation with customers and engineers, based on customer needs and resources. Supervises a team of engineers and participates with them to plan, research, design, develop, and implement a system. Provides technical and managerial oversight of software projects. The Technical Project Manager reports to the designated MPD program manager.

4.2.2. Systems Administrators

Responsible for day-to-day operations and maintenance of systems. Capable of troubleshooting and correcting system hardware and software problems on a variety of platforms and operating systems. Responsible for optimizing system performance, monitoring system loads, maintaining system audits, and assisting users with access, use, and trouble calls. The Systems Administrators report to the Principal Systems Integration Architect.

4.2.3. Systems Developer

Systems engineer with some systems experience. Provides inputs into system planning, design, analysis, development, and deployment of enterprise-wide systems. Writes software to meet system requirements and provides for future functionality and interfaces. Capable of a wide variety of systems duties, including system and/or database and/or network administration, network configuration and troubleshooting, and hardware/software/database installation and configuration. The Systems Developer reports to the Principal Systems Integration Architect.



4.3. Personnel Resumes

Please see Appendix A for the detailed resumes of personnel that we plan to assign to this project.

4.4. Subcontracting Plan

YHA intends to perform this work with company employees to the maximum extent possible. If meeting the customer’s needs demands subcontracting in order to acquire specific expertise, we will do so as appropriate.

5. Deliverables and Time Estimates

5.1. Documentation Deliverables

YHA will deliver the following documents as per the schedule directed in the SOW:

Deliverable	Timeline
Project Plan	15 days from contract award
Demo of working version of Phase II Field Reporting with most requirements met	90 days from contract award
Demo of working version of Phase II Arrest and Booking with most requirements met	60 days from contract award
Demo of production-ready initial version of Phase II Investigative Case Management (ICM) with critical issues resolved	10 days from contract award
Demo of working version of Phase II Investigative Case Management (ICM) with most requirements met	120 days from contract award
Weekly Progress Reports	Weekly
Updated RMS User’s Help Guide	2 weeks before end of contract
Technical documentation with complete source code	Following successful acceptance testing

5.2. Hours by Skill Category

YHA will staff the base period of this project with four full-time personnel: one Principal Systems Integration Architect, two Systems Administrators, and one Systems Developer. We will allocate a 1300 hours for each position over the eight months to ensure there are sufficient hours available to accomplish all the development tasks. For each of the eight-month option periods, we will ramp down to 800 Architect hours, a single SA for 1300 hours, and a Developer for 1300 hours for ongoing operations, maintenance, and enhancements tasks. Key personnel resumes are contained in Appendix A of this technical proposal.



6. Past Performance and References

6.1. Reference 1: Washington, DC Metropolitan Police Department (MPD)

Contract: Automated Field Reporting System / Records Management System (PO290148)

Description: From March 1, 2009, through September 30, 2009, Yellow House Associates performed under a \$596,787.20 fixed-price/deliverable contract to build the Department's first AFRS as part of a new RMS. Within five months of project kickoff, the percentage of crime and incident reports submitted electronically within MPD has gone from 0% to 72%. The system is built on a SQL Server database, contains interfaces to CAD and Google Maps, and uses AJAX toolkits to allow efficient mobile access. Work was performed at MPD Headquarters on Indiana Avenue.

Project Manager: Ms. Anne Grant, MPD Chief of Crime Data Quality

Phone: (202) 727-7765

Fax: (202) 724-1420

Email: anne.grant@dc.gov

Address: 300 Indiana Ave NW, Washington, DC 20001

Contracting Officer: Hans Paeffgen, DC Office of Contracting and Procurement

Phone: (202) 727-5274

Fax: (202) 698-5706

Email: hans.paeffgen@dc.gov

Address: 441 4th Street NW, 9th Floor, Washington, DC 20001

6.2. Reference 2: Washington, DC Metropolitan Police Department (MPD)

Contract: Alert Management System (PO263051)

Description: From June 23, 2008, through September 30, 2008, Yellow House Associates performed under a \$98,872.58 fixed-price/deliverable contract for the Washington Regional Threat Analysis Center housed at MPD. We created the most sophisticated fusion center management tool in existence in this country: a Web 2.0 application that interoperates with CAD, Google Maps, the FBI's E-Guardian system, and other regional SAR tools. Work was performed at MPD Headquarters on Indiana Avenue.

Project Manager: Sgt. Doug Jones, MPD Homeland Security Office

Phone: (202) 423-3742

Fax: (202) 724-1420

Email: doug.jones@dc.gov

Address: 300 Indiana Ave NW, Washington, DC 20001



Contracting Officer: Annie Watkins, DC Office of Contracting and Procurement
Phone: (202) 727-5274
Fax: (202) 698-5706
Email: annie.watkins@dc.gov
Address: 441 4th Street NW, 9th Floor, Washington, DC 20001

6.3. Reference 3: Integrated Justice Information Systems Institute (IJIS)

Contract: SAR Evaluation Environment (Task Order 01)

Description: From November 10, 2008, through December 31, 2008, Yellow House Associates performed under a \$30,000.00 labor hours contract for IJIS, supporting MPD's Suspicious Activity Reporting initiative. We implemented a data exchange interface between the AMS SAR module and the Information Sharing Environment SAR Shared Space server installed at MPD. This process encodes updated SAR records in a national standard IEPD format and pushes them through a firewall to a federated search server. It has run without incident since first being placed in production as part of MPD's preparation for the 2009 Presidential Inauguration. Work was performed at MPD Headquarters on Indiana Avenue.

Project Manager: Mr. Don Sutherland, IJIS SAR Program Manager
Phone: (703) 726-2167
Fax: (703) 726-3557
Email: don.sutherland@ijis.org
Address: 44983 Knoll Square, Ashburn, VA 20147

Contracting Officer: Justin Fleming, IJIS Manager of Business Operations
Phone: (703) 726-4489
Fax: (703) 726-3557
Email: jfleming@ijis.org
Address: 44983 Knoll Square, Ashburn, VA 20147



7. Previous Experience

Yellow House Associates has extensive experience with every one of the operating environment technologies necessary for this contract. The following delineates the extent of experience we have working for MPD with each of these technologies:

MPD Technology	Yellow House Associates Experience	Duration
Operating Systems		
Windows XP	Installed and configured WinXP on 10 laptop and desktop PCs for MPD field testing; solved issues related to Windows Firewall preventing RMS and Columbo access	6 years
Windows 2000/2003	Installed, maintained, and repaired 8 mission-critical Win2K servers for RMS, AMS, WACIIS, Columbo, ASAP, PSA Plan, and other high-demand applications	8 years
Web Application Servers		
Tomcat	Configured RMS, Columbo, and ASAP to use Tomcat 6.0 enhanced Java runtime environment, leading to 20% performance improvement for end users	8 years
IIS	Administered and maintained mission-critical MPD WACIIS IIS application 24x7; reconfigured IIS to support alternate server standup following hardware failures, ensuring continuous uptime	8 years
Web Application Frameworks		
JSP	Built Columbo and ASAP from the start using the JSP web application framework; JSP's rapid development capability led to Columbo's growth to 23 data sources in the first year alone	8 years
ASP	Maintained the WACIIS ASP web application in a mission-critical 24x7 environment; developed ASP code to allow in-browser narrative editing and dynamic geocoding of addresses	8 years
Ruby on Rails	Developed full-featured Alert Management System and Victim Services Unit case management tool using Rails and ActiveRecord data binding	4 years
ExtJS	Built sophisticated Web 2.0 AJAX features into RMS and AMS applications, allowing real-time display updates for users in the field	2 years
Database Servers		
SQL Server	Installed, configured, and maintained 4 mission-	8 years



2000/2005	critical SQL Server 2000/2005 instances at MPD; performed emergency cutover following hardware failure, preventing downtime during crisis operations	
Oracle 9i	Installed, configured, and maintained mission-critical Oracle 9i server for MPD Vehicle Stop and Missing Persons databases	8 years
MS Access	Supported MPD end-user Access databases for crime analysis, homicide tracking, and missing persons; migrated massive ASAP Access application to SQL Server while preserving all functionality and improving performance	8 years
Development Environments		
Eclipse	Selected Eclipse as official IDE for Columbo and ASAP development; installed on 12 development PCs; configured plug-ins for XML coding, unit testing, and automatic warnings	6 years
Nitrox	Adopted Nitrox plug-in to Eclipse during early beta phase of the software; incorporated Nitrox into daily development process to provide automatic validity checking and code completion for Columbo and ASAP development	4 years
Java Technology Solutions		
Ant	Used Ant as standard build tool since inception of Columbo project; extensive use of Ant scripts led to excellent repeatability and great developer time savings	8 years
Batik	Incorporated Batik graphics library to add generated images to PDF documents in ASAP and Directives Online	5 years
Cewolf	Used Cewolf to seamlessly bridge between JSP code and JFreeChart graphing component in Columbo and ASAP, resulting in presentation-quality output	6 years
JFreeChart	Enhanced Columbo, ASAP, and FLSU Application graphing functionality using JFreeChart library; open source licensing saves MPD from paying fees for commercial equivalents	6 years
JUnit	Adopted JUnit as the core tool for Java application unit testing; built JUnit tests for complex ASAP UCR components to ensure accuracy for critical outputs	8 years
Lucene	Integrated Lucene free text indexing into Columbo from the first release onward; custom-coded phonetic and word stem search filters; contributed highlighting code back to the open source project	8 years



PDFBox	Built PDFBox text ripping into Columbo to support free text indexing of MPD SOCC Reports and Dispatches; used it to add PDF generation to ASAP and Directives Online	7 years
Database Languages		
Transact-SQL	Created and maintained TSQL stored procedures and database views to provide MPD crime data to the Mayor's DCSTAT performance tracking system	8 years
Oracle SQL	Developed Oracle PL/SQL triggers for automatic posting of GIS data updates; created and maintained mission-critical batch transfer jobs for 5 Oracle-based Columbo data sources	8 years
Version Control Systems		
Subversion	Built Subversion server for MPD source code control; configured for secure web access and automatic backups; used daily for 6 years with over 7,700 code updates posted to the repository	8 years
Tortoise	Installed Tortoise Subversion client on 12 development PCs; configured for secure access through the firewall; used daily for 6 years	8 years
GIS Technologies		
ESRI ArcIMS	Installed and configured ArcIMS web map server as part of initial Columbo standup; performed regular updates and reconfiguration as new map layers were requested; incorporated aerial imagery of entire Washington, DC area	8 years
Google Maps / Google Earth	Integrated Google Maps and Google Earth into MPD applications for crime mapping and incident visualization; used AJAX techniques to present GIS information in same browser window along with detailed event data	2 years



8. Administrative Information

The Yellow House Associates, LLC contact for contracting matters is Catherine King, located in our main office at 1200 G Street NW, 8th Floor, Washington, DC 20005, email catherine@yellowhouseassociates.net, office phone (202) 434-4548, FAX (202) 434-8707.

We hold GSA Schedule contract number GS-35F-0647P. Our federal tax identification number is 54-2056560 and our DUNS number is 00-849-0950.

Yellow House Associates, LLC is a Washington, DC Certified Business Enterprise (CBE) with certification number LS32775022011 and 5 preference points (LBE and SBE).



Appendix A: Key Personnel Resumes

This Appendix contains the resumes of the personnel that we intend to assign to this contract:

- **Richard Harris**, Principal Systems Integration Architect
- **Joseph Tseng**, Systems Administrator
- **Gregory Puccio**, Systems Administrator
- **Manisha Kura**, Systems Developer



RICHARD HARRIS

PRINCIPAL SYSTEMS INTEGRATION ARCHITECT

TECHNICAL

Languages: Java, JavaScript, Perl, XML, SQL, Transact-SQL, PL-SQL, HTML, Python, C/C++, Basic, csh, bash, Linux shell scripting, Ruby

OS: Solaris, Linux, OS/2, Windows XP/2000/NT, Windows servers, IIS

Databases: Oracle, Sybase 10/11, MySQL, Microsoft Access

Hardware: PCs, Servers, printers, routers, switches

Software: Microsoft Office, Adobe PhotoShop, Corel Draw, Corel Paint, open source

Specialized: Firewalls, SSL, TLS, Digital Certificates, Digital Certificate Authority, Text-to-Speech, Speech-to-Text

EXPERIENCE

2001-Present DC Metropolitan Police Department Yellow House Associates, LLC
Senior Systems Engineer

Led development for the development of PSA Plan to provide PSA Lieutenants and community leaders with a effective means to resolve community policing/service problems within their PSA

Assisted in the development of the Automated Field Reporting System (AFRS) for MPD. Primarily responsible for the XSLT transformations that dynamically produced over 300 separate and fully functional AFRS screens, complete with HTML and embedded JavaScript

Built an internal task tracking system for the Columbo development team, used to generate weekly timesheets for team members and monthly invoices for billing

Re-designed the Person search section of the Columbo application to emphasize pertinent information in summary, with links to more detailed information

Re-designed the front page menu of the Columbo application to aid and improve navigation through the application

1997-2001 Defense Intelligence Agency J.G. VanDyke &
Associates/Wang/Getronics
Systems Engineer

Solely responsible for the requirements gathering, design, development, and implementation of a web-based task/time tracking application for intelligence analysts. The director of DIA uses this information when reporting to Congress

Designed the Community On-Line Intelligence System for End-Users and Managers (COLISEUM) 3.0 web interface – one of the first web-based applications at DIA. Intuitive navigation design ensured ease of use for all levels of users

Seized the initiative in re-designing the COLISEUM homepage to project a professional image. Mr Harris designed a new layout, updated the site's content, and custom-created icons and navigational images to aid and improve site navigation. Through the heavy implementations of Perl, mod_perl, JavaScript, and Apache, Mr Harris brought into use dynamically loaded, Perl-generated HTML pages, increasing



overall efficiency in maintaining the site by only having to update a few pages for the changes to take effect across every web page

Created various ‘agents’ or ‘bots’ to facilitate common COLISEUM administrative tasks such as server and network performance, disk usage, and automated link checking on the COLISEUM homepage. Additional agents were created to stress test the web server and database

Key player in the team responsible for developing a PKI infrastructure for the COLISEUM cross-domain guard CENTURION. Mr Harris successfully learned how to install OpenSSL and configure an Apache web server with mod_ssl, the Apache interface to OpenSSL which implements the Secure Sockets Layer (SSL v2/v3) and Transport Layer Security (TLS v1) protocols with full-strength cryptography. Using both client and server side digital certificates, Mr Harris created a COLISEUM Certificate Authority to allow COLISEUM users the ability to download and install COLISEUM-signed certificates for client authentication

1994-1997 Bolling Air Force Base US Air Force

Communications Apprentice

Responsible for initial installation of Windows NT 4.0 server with the Internet Information Server 3.0. Performed routine server administration, including managing Windows NT domains and FTP services. Performed routine network monitoring and implemented security practices and procedures to ensure complete separation of the Internet from the Intranet site

Created and maintained a comprehensive web site consisting of over 75 pages designed to deliver dynamic and engaging content for the Bolling AFB and Pentagon communities numbering over 10,000 users. Designed graphics created in Adobe PhotoShop, Corel Draw, and Corel Paint, as well as utilizing forms to gather information such as customer surveys and guest books. Worked extensively with customers to ensure information they wanted published would meet the needs of customers as well as site users, and provided training to these customers in basic HTML and web design

EDUCATION, TRAINING & CERTIFICATION

2003	Strayer University	Alexandria, VA
	Oracle, Access, C++, course work only	
2003	USDA Graduate School	Alexandria, VA
	Arabic, Japanese, course work only	

MILITARY SERVICE

1994-1997	Senior Airman	US Air Force
	Cryptography Apprentice and Webmaster; Bolling AFB, Washington DC	
	Student; Secure Communications Course for Enlisted; Lackland AFB, San Antonio, TX	
	Trainee; Boot Camp; Lackland AFB, San Antonio, TX	

SECURITY CLEARANCES

TS/SCI; 2001; Defense Intelligence Agency



JOSEPH TSENG

SYSTEMS ADMINISTRATOR

SUMMARY

A senior software engineer, analyst and system administrator with over 13 years in the field designing web applications, writing object-oriented Perl scripts and administering Unix and Windows systems.

OBJECTIVE

To continue creating unique, innovative and cost-effective technical solutions within heterogeneous n-tier environments. Thrives on problem solving, exposure to new technologies and interacting with stakeholders.

TECHNICAL BACKGROUND

Languages

Perl 5.8 (Win32/ActiveState, OO, DBI), PHP 5 (OO, PDO), CFML, ANSI92 SQL (w/stored procedures), Javascript (DOM, Ajax, jQuery), CSS, XML/DHTML/XHTML/DOM, Python 2.5.2, Unix shell scripting, XSLT/XPath, Visual Basic 6/VBA/VBScript, Java, C/C++

Development Tools

vi, pgAdmin 3.x, EMS SQL Manager 4.x, Dreamweaver (6, 7, 8), SlickEdit, Komodo 4.x, Eclipse 3.x

Databases

MS SQL Server (2000, 2005), PostgreSQL 8.x, MySQL 5.x, SQLite 3.x, Oracle (8i, 9i)

Frameworks

Fusebox 5.5, Struts 1.2, CherryPy 3.0.3, NetUI

Operating Systems

Windows (NT, 2000, 2003), Linux (Redhat, Fedora, CentOS, Ubuntu, SuSE, Slackware), Solaris (2.6, 8), Cisco IOS (12.3, 12.4), FreeBSD 7, Cygwin 2.x

Web Servers

Apache 2.2, IIS (5.x, 6.x), iPlanet

Application Servers

ColdFusion (3.1 -> 8), jBoss w/Tomcat 4.x, WebLogic Server 8.1

Virtualization

VMWare Server (1.x, 2.0), VMWare Workstation v5.x

Services

Samba 3.x, DHCP, LDAP, NFS, DNS

Messaging

Postfix, UW IMAP

Security

IPTables, OpenSSL (self-signed certificates), SSH public keys

Networking

Cisco 3800 series routers, Cisco 1700 series routers, Cisco ASA, Cisco PIX, Juniper HSC

Miscellaneous

X Windows, JSON, Web Services/SOA (SOAP), Adobe Photoshop, Gimp, video editing

EDUCATION

Masters of Science
Management Information Systems – University of Maryland University College (2003)

Bachelors of Science
Zoology – University of Maryland College Park (1994)

TRAINING

Python for Programmers – Holden Web (2008)
Cisco CCNA Bootcamp – Skyline (2006)
WebLogic Workshop 8.1 – BEA (2004)
Java for Experienced Programmers – Sun (2001)
MS Active Server Pages – Learning Tree (2000)
MS Components and COM+ in Visual Basic – Learning Tree (2000)
MS Visual Basic – Learning Tree (2000)
Sun Storage Array Administration – Sun (1998)
Sun Solaris Administration I/II – Sun (1998)
MS Windows NT Administration – Executrain (1997)
Programming C++ - Montgomery College (1997)

EMPLOYMENT

Alion Science, Mclean, VA – November 2008 to November 2009

Senior Web Application Developer

Member of the Corporate Applications Engineering group tasked to create custom software solutions for internal use.

- Requirements gathering, design and development of the new corporate Journal Entry web application. Met with main stakeholders to set objectives and review time lines and designed the database the web application architecture to handle workflows depending on entry characteristics. Technical highlights include:
 - Using Client-side validation using AJAX-enabled form elements
 - Storage and retrieval of multiple file attachments associated with specific journal entries stored directly in the database
 - Use of Fusebox 5.5.x as an MVC2 design pattern to logically organize workflows and utilize a unified security model
 - Application uses ColdFusion 8.x, IIS 5.1 and MSSQL 2005
- Redesign and roll-out of the client-side web elements in the main recruiting web portal
- Redesign and roll-out of the client-side web elements in the new electronic time keeping system

Washington Hospital Center/SiTEL, Washington DC – August 2008 to October 2008

System Administrator

Responsible for deploying and maintaining SiTEL's enterprise Windows, CentOS and FreeBSD database and web application servers running MySQL. Deployed a WebDAV-based Subversion repository for organization-wide use. Managed DNS and firewall to make services available as needed. Established a wiki-based knowledge management system and help desk/trouble ticket system to facilitate knowledge dissemination. Also involved in migration of SiTEL's Windows Sharepoint Services to new WSS 3.0 platform.

Intelesys, Elkridge, MD – July 2006 to June 2008

Software Test Analyst – Department of Defense

Software and test analyst for a Department of Defense project. Primary task involves writing new and updating existing object-oriented Perl and Python scripts to automate system and network testing. Created new database-driven application to store test results and make them searchable through a web interface.

Technologies used include

- ActiveState Win32 Python and Perl/CPAN modules for the automated test framework
- PHP/Ruby on Rails with PDO/PostgreSQL/Ajax/jQuery/stored procedures, Fedora and Ubuntu Linux, and Apache 2.2 for the web application
- Cisco routers and firewalls with VMWare virtual machines and Netfilter/iptables and Squid on Fedora/Ubuntu/Red Hat Enterprise Linux for the network testing.

SAIC, Arlington, VA – June 2005 to July 2006

Software Analyst – Coast Guard Intelligence

Lead software analyst for the Coast Guard's intelligence analysis web applications. The main application analyzed electronic notice of arrivals submissions for persons and vessels of interest; the second application was used by intelligence analysts to compile and process raw intel data from various sources. Provided on-call support for applications. Main tasks were to meet with primary stakeholders to collect requirements and review progress, provide new or improve existing features, and continually verify application was able to communicate with automated networked software systems used by other agencies. Also lead systems administrator providing full applications/systems life cycle support including monitoring, patching and upgrading software and hardware as needed, software and data backups, and disaster recovery. Web applications were created using stored procedures and CFMX with JavaScript and hosted on Windows 2000 Servers with MS SQL 2000 databases and ColdFusion MX.

AnviCom, Inc., Falls Church, VA – March 2003 to January 2005

Sr. Software Engineer – Defense Information Systems Agency

Senior engineer in charge of migration of web-based document management system to new platform. Previous customer requirements and application architecture was reviewed. Custom J2EE-compliant portlets developed for use with Stellent Content Server and WebLogic Server 6.1 were migrated for use with WebLogic Server 8.1; incorporated use of JAAS-based security and introduced Java PageFlows, form beans, and NetUI tags to isolate logic from presentation scripts.

Sr. Engineer – Defense Information Systems Agency

Primary architect of web portal and web services used agency-wide to keep track of hardware assets, maintenance contracts and upcoming events. Worked with primary government stakeholders to enhance existing and establish new features. These ColdFusion-driven services combines data collected by the Tivoli enterprise network management system and stored in an Oracle 9i database to provide near-real-time views of critical information. IT managers, civilian staff and contractors use this system. The hardware and software used to support the web portal was enhanced to allow for better integration with other Solaris-based system management software. Other improvements include creation of a user-restricted web service providing XML-formatted data to allow for network-wide system integration and creation of Excel-based SOAP client to consume and format data. Perl scripts were written to parse data from Tivoli and improve data integrity in the Oracle database. Also provided guidance to staff and management regarding web application architecture and security.

SI International Arlington, VA – September 2002 to March 2003

Contract Software Engineer – US State Department

Developed the architecture and began implementation of a web-based, systems management software monitoring the activity of numerous components receiving and sending data from external agencies. The system is for use by operations and management personnel. Designed the operational support and maintenance system for the task that managed inventories of HW, SW, SW configurations, and IT Security configurations. Also offered technical guidance and provided operational staff management on engineering projects. Provided an architectural analysis of the pilot visa fee receipt system to be used at overseas posts.

Digex Beltsville, MD – June 1999 to August 2002

Senior Engineer, Software Engineering

Promoted to serve as team member of public rollout of application framework and corresponding website for new Digex Application Service Provider product. Rollout tasks also included integrating numerous internal Web applications with framework, working with sales and marketing to coordinate client base awareness efforts, and educating internal Digex staff on its purpose and use. Developed a platform-independent framework to integrate ColdFusion-based web applications with the fore-mentioned application framework. Completed prior project to construct a portal for Digex Network Services to track usage of IP addresses and prevent reuse using Active Server Pages and MS SQL Server.

Professional Services Engineer

Provided custom services for Fortune 500 customers in coordination with other departments in support of the Digex Managed Hosting Platform paradigm. Types of services provided include requirements gathering and system/application architecture design, ASP- and Cold Fusion-based Web Application/Database Migration, System Administration, System Evaluations, Code Reviews and Custom Application Troubleshooting. Also participated in development of an internal, web-based leads tracking system using Active Server Pages/MS SQL Server.



Highway Loss Data Institute Arlington, VA – April 1997 to June 1999

Web Developer

Lead in creating the application and data architectures for the public website and users-only extranet containing automobile insurance data. Employed the use of Cold Fusion/ASP and MS SQL. Designed and administered MS Windows NT server clusters for web content delivery. Also developed and administered DNS servers for institute-wide use. Worked in collaboration with other team members to create the architecture for the organization's next generation database architecture and schema. Deployed and administered Sun UltraEnterprise 3000 minicomputer system. Tasks included system upkeep and backup of file system and raw database devices, performance tuning, and virtual filesystem development with Veritas Volume Manager for migration of current mainframe database to an Informix database

GREGORY PUCCIO

SYSTEMS ADMINISTRATOR

Computer Skills

Languages: C, C++, JSP, Actuate Basic, Java, and HTML

Databases: Oracle, Informix, DB2, Teradata and Access

Development Packages: Direct X, Opengl, eclipse and AJAX (jQuery / Dojo)

Software Packages: MS word, excel, power point, Ab Initio, and Lotus 1.2.3

Operating Systems: UNIX, Linux, Windows 9x, 2000, and XP

Other: Weblogic, Apache Tomcat

Work Experience

College Board

February 2007 – February 2010

Reston, VA

Position: Software Engineer II

Description: Software engineer for the Enrollment Planning group, responsible for the delivery of SAT, AP, and PSAT data to colleges and universities. Part of a four person development team that utilizes multiple large volume oracle databases to provide reports, names, and information via three weblogic multi-tier web systems. Designed, developed, and unit tested all aspects of the web system including front end, data aggregation, back end java development, and Actuate reports.

Software Used: JQuery - Ajax, Google Maps api, weblogic, java, eclipse, oracle, actuate and flux

Worked on a three person development team to maintain and create new functionality for two J2EE applications (struts and servlet based).

Maintained all Actuate reports.

Worked with the DBA to re-engineer the data aggregation for the reports.

Created flux jobs to automate batch and reporting jobs using the designer along with shell scripts and java batch programs.

Actuate Corp.

March 2005 – February 2007

Washington, D.C.

Position: eServices Consultant

Description: eServices consultant for the Business intelligence company Actuate which provides a reporting platform to main fortune 500 and other large companies. The role of the eServices consultant is to provide comprehensive reports, custom java portals for report delivery and server installation. The reports that are created can use oracle, db2 or SQL Server and use multi-million database tables utilizing complex queries.

Software Used: Actuate iServer, Java, JSP's, erdPro and Actuate Active Portal, Weblogic and Apache Tomcat

Locations worked: Nasa, Marriott, Paypal, Qwest, Sabre Technologies, IBM, USPS, United Health Care, and Medco

- Worked with Clients in customizing the Active Portals for custom applications as well as for government compliance issues.
- Designed Report Frameworks allowing client developers to create advance reports.
- Designed custom java applications to integrate with Actuate Reports.
- Designed Reports to allow multiple users to access reports with security and different databases.
- Designed multiple Actuate APSE's and RSSE's.



**Knightsbridge Solutions
Data warehouse company**

March 2004 – March 2005

Washington, D.C.

Position: ETL Developer

Locations worked: Capital One Financial Services and Internal Projects

Tools Used: SQL, Ab Initio, DB2, Teradata, and Oracle

- Worked with clients as the primary developer for Ab Initio test scripts and Oracle SQL statements to validate a 20 billion dollar financial system.
- Participated in code creation and review for the ETL processes that move 23 million accounts from the current oracle system to a new DB2 financial system and the Teradata DW.
- Worked with ETL / database server administrators to ensure performance in testing and development environments in Teradata and Oracle Databases holding ~2 tera bytes.
- Helped the client in developing test concepts and metrics to ensure quality for the daily database processes, user's inputs, and conversion of the old system to the new database system.

Signature A / V

November 2003 – February 2004

Home automation systems and networks

Washington, D.C.

Position: Computer / Network Contractor

Tools / Software used: VB and Network cabling

Locations worked: International Monetary Fund, Dupont Fibrous, and several high priced homes

Worked with a team that designs and installs networks and home automation systems.

1. Programmed audio/video/security equipment to fit the user's needs using VB.
2. Configured computers for business and home users to enable unique solutions for networking and security problems.
3. Installed servers, audio / video equipment, and security cameras.
4. Configured networks to control touch panels and other devices to the Internet and local servers in home or business environments.

Electronic Data Systems (EDS)

Summer 2002

Dept. Of Education Account

Location: Ballston, VA

Position: Intern

Tools used: Java, SQL, Informix, and Oracle

- Helped with the creation of a generalized user help system using Java that dealt with the problems of an online financial system with an oracle database backend.
- Assisted in designing an Automated email help system that used macros to search out key words and phrases to enable better performance.
- Worked on the testing scripts that enabled the debugging of the online system and the database information from test cases and real sample data.
- Worked on migrating a 1 tera byte Informix database to Oracle using SQL statements.

Education

Longwood University

Fall 1998 - Fall 2002

B.S. in Computer Science, minor in Math

MANISHA KURA

SYSTEMS DEVELOPER

PROFESSIONAL SUMMARY

- **9+ years** of Experience in **Software Programming** including experience in designing and developing **web-based applications** (in specific **User Interface Front End pages**).
- Extensive programming experience in **Core Java**.
- Extensive application development experience utilizing **Java(SDK) & J2EE** based technologies such as **Servlets, JSP, EJBs, JMS, JDBC, Java Beans, RMI, JNI and JNDI**.
- Proficient working knowledge in developing applications based on **MVC** architecture using **Struts, Java Server Faces**.
- Good understanding of **STRUTS2, Spring** framework and **Hibernate**.
- Thorough knowledge of **Object Oriented Concepts** and good understanding in web-enabled systems.
- Experienced in developing architecture of deploying **J2EE** components (**JDBC, Swing, Servlets, JSPs, EJBs, JMS**) in **IBM Websphere, BEA Weblogic, Tomcat** and **JBoss Application servers**.
- Specific expertise in using **Oracle, DB2, MySQL** and **MS Access** as backend databases.
- Experience in software configuration management using **CVS - 2.0.2.4, Visual Source Safe**.
- Working knowledge of **Subversion** and **PVCS** code management.
- Working knowledge of **XML, XSLT, FOP(XSL-FO), HTML, CSS, DHTML, JavaScript** and **ExtJs**.
- Proficiency in programming languages **C, C++** and **UNIX shell scripting**.
- Adequate Knowledge of **.NET technology** with programming languages **C# programming, VB scripting** and **ASP**.
- Knowledge of LDAP, SSO and **Web Services** using **WSDL & SOAP**.
- Good understanding of Http, TCP/IP protocol network architecture.
- Experience in all phases of Software Development Life Cycle (**SDLC**) using both **Waterfall** and **AGILE** methodology.
- Extensive experience in coding stored procedures, functions, triggers and packages using **PL/SQL** and **SQL** querying statements.
- Thorough knowledge of developing front end for applications using **Swing GUI/AWT**.
- Good knowledge of **J2EE Design Patterns** and basic idea of **Rule-based engines**.
- Good knowledge of **Content Management system**.
- Used **ANT** scripts for building and deploying the application.
- A Self-motivated Team Player with excellent Interpersonal and Communication skills.
- Well-rounded educational background in computer applications.

TECHNICAL SUMMARY

Languages: Java, C, C++, C#, PL/SQL

J2EE Technologies: Servlets, JSP, JDBC, JavaBeans, EJBs, JSTL, JMS, JNI, JTA, JNDI, RMI, Applet, Swing, AWT, Java Mail, .NET technology, Java Portlets

Framework: Struts 1.1, JSF 1.2, spring, Orion

Web Technologies: HTML, CSS, JavaScript, JSON, VB Script, ASP, PHP, Perl, CGI, AJAX, XML (DOM and SAX parsers), XSL/XSLT, XPATH, Web Services.

Web/Application Servers: Java Web Server 2.0, IBM WebSphere3.5/4.0/5.0/6.1/v7, WebLogic5.1/6.x/7.x/8.x/9.x, Jakarta, Tomcat, JBoss 3.x

Databases: Oracle 8i/9i/10g, MS Access, MySQL, DB2, MS SQL Server, Sybase.

Packages: MS Office, Visual Basic, and MS Front Page Maple5, Dream Weaver MX, Adobe Photoshop.

Tools/Open Source: RAD v6/v7, Eclipse 3.x, JGrasp, JCreator, JBuilder, JDeveloper, Ant 1.6, EditPlus, TOAD, DBArtisan, Hibernate, JProbe, JTest, HttpWatch, CrystalReports, PowerBuilder, Clear Case

Platforms: Windows 98/00/XP/NT 4.0, DOS, UNIX and LINUX

Methodology: AGILE, OOAD, UML, JUDE, Rational Rose 98/2000, Microsoft Visio, Patterns

PROFESSIONAL EXPERIENCE:

Client : The Vanguard Group, PA

May'07 to Mar'09

Role : Sr.J2EE(UI) Developer

Project: Prospect Experience, Save As Draft

(Aug'08 to Mar'09)

Description:

Vanguard, one of the world's largest investment management companies is planning to make it easy for prospective clients to invest with them by providing features and functionality that they offer their clients on **vanguard.com**. It mainly wanted their prospective clients to provide an opportunity to be able to register and save drafts from **Open an Account**.

The **SaveAsDraft** project goal is to allow users, Clients and Prospects, to save and retrieve account applications. The scope includes self-provisioning users on the web, users who call Vanguard and deal with an associate, and internal associates who save and retrieve applications over the phone. This project anticipates new functionality of granting prospects special privileges to access a secured area (not as robust as the client secure area) through special log on credentials and of to save and retrieve application documents. The aim of the **SaveAsDraft** project is to provide a user experience that simplifies saving and retrieving account applications not burdening users with complicated tasks tedious information gathering.

Responsibilities:

- Analyzed UI requirements and involved in transition of requirements to UI high level design.
- Involved in creating *Class diagrams* and *Sequence diagrams* using RAD
- Identified Constraints and perform joint requirement analysis.
- Develop, inspect and build UI code using **JSF, Java Script, JSP, Java** and **HTML**
- Involved in writing rules for **faces-config.xml** and **nav-config.xml**
- Involved in writing *Managed Beans* to bind the JSF components.
- Involved in writing the code for *Helper Classes* and *Delegates*.
- Involved in writing the **Validators** for the Vanguard **Custom Components**.
- Used **Java Script** for client validations
- Involved with CBD team in using JSF components to build the RIA application as per **Vanguard Custom Component JSF framework** standard.
- Analyzed SOA Mid-tier requirements and involved in transition of requirements to deliverables
- Reviewed **Service Oriented Architecture** Mid-tier analysis deliverables and identify design constraints.
- Implemented **Web Services** for Passmark Security Logic of application using SOAP and WSDL.
- Installed **RAD 7.0** by creating **WAS 6.1** Servers and corresponding profiles.
- Deployed code on *IBM Web Sphere 6.1* server using RAD 7.0
- Ran Local build using ANT script to test the application was built successfully
- Also involved in Integration testing, System Acceptance testing and Regression testing of all the functionality developed during each Sprint.
- Performed Unit testing and fixed coding violations using **JTest**

- Coordinated with different teams to integrate the application.
- Involved in measuring efficiency of code developed and performance analysis using **JProbe** and STRT testing results.
- Was trained in **AGILE** Technology at Vanguard to efficiently implement it as per the Vanguard Standards
- Actively participated in daily **Scrum meetings, Retrospectives** and **Sprint Review planning sessions**, Team building activities and Project Kickoff meetings.
- Used **Serena** Changeman version control for managing check in/checkout of UI code developed

Environment: JDK 1.5, AGILE, JSF, JSP, Web Services, Servlets, RAD7, IBM Websphere v6.1, JavaScript, ExtJS, HTML, XML, Ajax, Java managed bean, Oracle10g,DB2, Windows XP pro, Exceed(UNIX), JProbe, JMS, JTest 8.3,Serena Changeman version manager 8.1,Snagit 8, HttpWatch 5.3,VisualSlickEdit v13,

Project: Enhanced Support

(May'08 to Jul'08)

Description:

Enhanced Support, also called **Co browse** or **Collaboration**, is an application which allows a Client and an associate to work together and move through **vanguard.com** at same time. Clients use **EnhancedSupport** link on **vanguard.com** to start Cobrowse session and Associates can generate ID to help clients with web navigation, completing process and teaching them how to use **vanguard.com**. This project accomplished to a great extent, that currently most of the **vanguard.com** website is Cobrowsable.

Responsibilities:

- Involved in understanding the application functionality to implement Cobrowsable features.
- Trained in **“Developing Secure J2EE applications”** by Vanguard.
- Analyzed on type of Cobrowsable mechanism to be implemented for each page of the application
- Developed UI code using **JSF** and **AJAX** calls.
- Modified Code jsp/jspf to include Co browse tags and also modified Policy XML files accordingly to add policy rules for each page.
- Involved in discussion with CBD team in using proper JSF components to be built.
- Involved in Integration testing and System testing of Cobrowsable features of the applications developed.
- Deployed UI code on IBM Websphere v6 server using RAD 6
- Used **Exceed** to run local build using ANT script tool
- Used **PVCS** for version controlling of UI code
- Involved in documenting the Co browse functionality in Vanguard portal for future reference
- Also involved UI Code reviewing tasks
- Involved in browser testing using IE, Safari and Mozilla Firefox

Environment: JSF , AJAX, ExtJS, JMS, JavaScript, CSS, JTest 7.5, PVCS 7.5, RAD 6, IBM Websphere v6.1, DB2, Firefox,Safari,IE,JProbe

Project: SalesManagement - My Work

(May'07 to April'08)

Description:

My Work is one of the internal applications of Vanguard Retail Division used by Vanguard Crew members. As the name indicates this application is mainly developed to track the work of each Crew member, each Team and every Department as a whole on a daily basis. This

application is an existing application which is being reengineered to JSF framework and RIA from JSPs by enhancing with new features like filtering, sorting etc as well as improving performance. This application is also customized to automate the Sales Management of the Vanguard crew .It is designed mainly to have 4 different modules **Crew Member, Team, Organization** and **Reports**.

Crew Member can use this application to get the estimate of his work by getting status of Number of Assigned cases, scheduled calls and completed calls. Team Lead can get the estimate of work status of the team by tracking each crewmember's work. Department can track each team's work performance. Supervisors can also use this application to assign cases to different teams and within the teams, apart from tracking their work.

Responsibilities:

- Core member in technical team which involved right from the requirements gathering to roll-out/production support stages.
- Coordinated with business users to gather requirements and contributed in transforming business requirements into application specifications.
- Used RAD for designing class diagrams and sequence diagrams from the use cases.
- Designed UI using **JSF** with Vanguard custom component framework
- Integrated front-end application using service framework(Marshalling / De-Marshalling XML data with parsers)
- Developed dynamic JSF pages, Sub Template Layers using components like **DECK, List grid** tables with features like *column sorting, column filtering, refreshing, column hiding, saving the draft etc.*
- Configured **faces-config.xml, nav-config.xml, and web.xml** files provided by JSF framework for the implemented modules.
- Configured faces-config.xml with all the mappings required by the architecture.
- Documenting the application as per Javadoc standards.
- Involved in UI weekly status meetings
- Involved in Unit testing and Integration testing
- Used **ANT** tool to run local builds.

Environment: JSF ,JMS, JSP, Servlets, JavaBeans, XML, JavaScript, HTML,CSS, IBM Websphere v5, RAD 6.0,JTest, Exceed, Oracle, DB2,Windows XP pro, ANT, PVCS, Eclipse

Client : UPS, NJ
Role : Sr.J2EE Developer
Project : CTC (Calculate Time and Cost)

April '06 to March'07

Description:

CTC is developed under the module '*Shipping*' of UPS website. This application provides user with all the available options of Time versus Cost combination to ship his/her product. User then has an option to decide the type of Shipping by choosing the best available option as per his/her convenience. **CTC** application mainly prompts user to enter Address Info, Shipment Info and Quote type each with certain validations. This application provides user to perform **International Shipping** also. It provides user to select Quote Type like **Time-In Transit only, Quick Time & Cost and Detailed Time & Cost** based on which results are displayed. An important feature of this application is that it is flexible to display mandatory fields depending on the country chosen for shipping. As soon as the complete Shipment information is provided, the application will display the Time/Cost details of that Shipment resulted from selected options and finally provides an option '**Ship**' to finalize the shipping order.

Responsibilities:

- Involved in requirement analysis, functional specifications and over-all component design.

- Involved in discussions with UIS, IC and Front controller teams for collecting required specs.
- Designed UI using **JSP, HTML** and validated with **JavaScript** for providing the user interface.
- Involved in **client side** scripting and **server side** scripting.
- Developed **Struts** framework to implement **MVC architecture**.
- Developed a **controller Servlet** that dispatches request to appropriate Action Classes
- Configured **Struts-config.xml** with all the mappings required by the architecture.
- Worked with JavaBean and other J2EE components using concepts like Externalization, property files to develop business and data process.
- Involved in migrating CTC to **Spring** framework
- Developed **Controllers** and **Services** classes that support Spring framework.
- Involved in developing **DAOs (DataAccessObjects)** to connect backend Database.
- Defined required mappings in **xml** that are supported by MVC architecture and Spring framework
- Involved in server side validations using **AJAX**
- Deployed on **BEA Weblogic** application server.
- Hand written **Jakarta ANT 1.6** build scripts for building and deploying.
- Involved in Unit Testing of the components using **JUnit**.
- Used CVS for version control.
- **Log4j** is used for logging different types of messages to write on to the proprietary log model.
- Used **Load Runner** for Load balancing testing and **WebLoad** for Stress test automation.
- Lead the development of a framework to simplify the automation of test cases.

Environment: Struts 1.1, Tiles, Spring, JSP, J2EE, ANT 1.6, JDBC, Hibernate, UML, HTML, JavaScript (AJAX with ExtJS), CSS, Flex, Oracle 9i, Eclipse, CVS, BEA Weblogic 9.0, Windows NT

Client : Chubb Group of Insurance, NJ
Role : J2EE Developer
Project : Master Piece Application

June '05 to March '06

Description:

The **Master Piece Application** is used to create insurance policy for various clients and modify the policy for existing clients. The application calculates the amount of insurance required premium, cash value and benefit amount for all the years. This application enables to issue and monitor insurance for client's **Home, Vehicles, valuable articles** and **excess liability**. Clients have option to choose the type of insurance they need depending upon their requirement. The application is organized in state wise so that application can be used in most state of USA with different limits. Each state has its own limits and delimits. Its a complete state wise and user-friendly Insurance application. The software architecture for this application is a multi-tiered architecture and is compliant with J2EE architecture.

Responsibilities:

- Involved in Analysis and designing the application. The entire system is based on MVC Framework.
- Involved in migrating the application from **PowerBuilder** to **Web**
- Played an active role in development of **Vehicles** module as part of which developed **JSP, Servlets and EJB**.
- Played key role in implementing **Value Object and DAO** design pattern patterns.
- Developed **Application Client** that handles basic **customer and registration administration** for the **Master piece** application.
- **Admin Class, EventHandle Class, DataModel Class** were developed that creates the user interface and for handling action events.
- Involved in **VIN** front-end validations backend processing.

- Implemented OO features needed for application using **Power Script**.
- Involved in using **PowerMigrator** tool for basic Migration of application.
- Designed & developed **Servlets** to communicate between presentation & business layer.
- Designed and developed in moving Presentation Logic (*Navigations, Options and Events scripts*) from **PowerBuilder** to **Web pages** using **HTML and JSP**.
- Developed **Session Beans** to implement business logic, which uses **Entity Beans** to make database calls by moving Windows events and other global functions from **PB**.
- Developed **XML** documents. Used **XSLT** to transform data from one Document to another.
- Used **DOM programming** to parse XML documents.
- Implemented **Web services** to communicate with bean objects using **SOAP** and **WSDL**.
- Used **JMS** in the project for sending and receiving the messages on the queue.
- The processed data is transferred to the database through **Entity Bean**.
- Used **JDBC** for database connectivity with Oracle.
- Worked with **stored procedures** using **PL/SQL**.
- Installation and maintenance of Concurrent Versioning System (**CVS**) for users to check out project and maintain various versions of the project.
- Configured the **Weblogic application server** and deployed the web components
- Written **Ant** scripts for building and deploying the application.
- Written test cases and implemented the testing architecture using **JUnit** to test the code.

Environment:

J2EE, JSP, Servlets, XML, XSLT, EJB, JDBC, Weblogic 8.1, Swing, JavaScript, JMS, PowerBuilder, PowerMigrator, Web services, HTML, CSS, ANT, CVS 1.x, SQL, PL/SQL, Oracle 9i, DB2, Windows XP Professional.

Client : Frost Bank, TX
Role : J2EE Developer
Project : Internet Banking System

September '04 to May '05

Description:

This is an **e-commerce project** for **Frost bank** for online banking and credit process to get more number of customers. The **Internet Banking System** is developed to provide **online account** information. It is a complete online banking solution. Its central goal is to deliver a thin, richly interactive layer between web users and the application system. The customer can go online; check the account information, transfer funds from one account to another, schedule the transfers, and check the monthly statements. The data was stored in Oracle database. The project also involved developing a back-end administration module for account maintenance and transaction enquiry.

Technically this project was developed using MVC2 architecture with EJBs as model, JSPs as views, and Servlets as Controller and deployed on Web Sphere appserver. Oracle 9i is used as backend data storage.

Responsibilities:

- Involved in Analysis and designing the application.
- Designed and developed web pages using **HTML and JSP**.
- Developed **Application Client** that handles basic **customer and account administration** for the banking application through a **Swing user interface**.
- **BankAdmin Class, EventHandle Class, DataModel Class** were developed that creates the user interface and for handling action events.
- Involved in Credit Card front-end validations backend processing.
- Designed and developed **Servlets** to communicate between the presentation and business layer.
- Used **EJB as a middleware** in developing a three-tier distributed application.

- Developed **Session Beans** to implement business logic, which uses **Entity Beans** to make database calls
- Worked with **JNI** to develop native methods in **C++ programming**.
- Developed **XML** documents. Used **XSLT** to transform data from one Document into another.
- Used **JMS** in the project for sending and receiving the messages on the queue.
- The processed data is transferred to the database through **Entity Bean**.
- Used **JDBC** for database connectivity with Oracle and **SQL** to query data from it.
- Configured the **Websphere application server** and deployed the web components
- Involved in unit testing using **Junit**.

Environment: J2EE, C++,JSP, Servlets, XML, XSLT, EJB, JDBC, Websphere Application Server 5.0, Websphere Studio Application Developer (WSAD), Clear Case , ANT, Swing, JavaScript, JMS, HTML, CSS, SQL, Oracle 9i, Windows 2000, UNIX

Client : Verizon, MD

January'04 to August '04

Role : J2EE Developer

Project : Keep Your Number

Description:

Verizon, one of the leading **Telecom** companies now provides its customers with **Keep Your Number** service. This project is one of the features under **Plans** module of the Verizon web based application that allows Customers to Switch to Verizon wireless service without changing their existing Phone number. Clients can use the same number with their new Verizon Account. This application development was executed in two iterations. Some of the functionalities that were incorporated in the project was a customer can swap his/her phone to new phone and he/she can add subscription to existing subscription based on their choice. Customers are very comfortable with this service provided by Verizon as they can maintain their old phone numbers. The functionality includes telecom domain rules to maintain consistency with the same phone number but a new service. Technically this system is deployed on IBM compatible PC Pentium III with a Weblogic 8.1 as application server. This application is designed with MVC design pattern with EJBs as model, JSPs as views and Servlets as controllers

Responsibilities:

- Involved in the **class diagram design** and **use cases** of the application by using **UML**.
- Involved in the **database design** and **MVC design pattern** architecture.
- Designed and developed the core classes of the system.
- Involved in preparing the High Level Design and Detailed Level Design documents.
- Developed View architecture by coding extensively in Java and JSP.
- Involved in developing Model architecture using Enterprise Java Beans (EJBs) to handle the business flow. Developed **Java Servlets** at server side for handling requests and responses from the web page, which were developed using **JSP**.
- Implemented Database access through **JDBC** at Server end with Oracle 8i as backend.
- Database connectivity, pooling and communication with *Oracle* database was achieved from the data store layer through formulation and use of SQL stored procedures and prepared statements and developed based objects for this functionality.
- Involved in developing the business logic using the **Entity/session** beans with **EJB2.0**.
- Worked with describing the business data by Using **XML** and **JSP** to generate Dynamic web content.
- Involved in the **installation of WebLogic application server**.
- Deployed the **Enterprise Java Beans** on **WebLogic Application Server**
- Involved in Configuration and maintenance of application/web server.

Environment: J2EE (JSP, Servlets, JDBC, EJB), JNDI, Eclipse, XML, HTML, Oracle 8i, WebLogic 8.1, UML, Windows NT 4.0, JavaScript, jBoss 3.x, IBM Compatible PC Pentium III.

Client : SIS India Pvt Ltd, India
Role : Java Programmer
Project : OR Software

June '03 to December '03

Description:

Surgical Information Systems, the leading MNC among HealthCare systems developed this internal application as a part of its **Operating Room software** used by Surgical OR assistants. This application basically used to store detailed information about Patient during his/her Surgical process. It is consisted of 3 modules **Peri-Op, On-Op** and **Post-Op**. It also provides an option for nurses to track Patient's complete medication procedure. The application allows to check the availability of Doctors and Hospitals.

Responsibilities:

- Analyzed Surgical Operation Procedures and Medical claims terminology.
- Worked on Java server side programming using **Servlets** and **JSP**.
- Connecting to the Databases using **ODBC-JDBC** connection using business Objects.
- Implemented Database access through **JDBC** at Server end with Oracle 8i as backend.
- Developed and implemented using java utilities with **EJB** components.
- Developed **GUI modules** using **Swing**.
- Performed Client side validations using **JavaScript**.
- Used **PL/SQL** and **Triggers** to interact with database.
- Involved in **Report designing** and **testing** using **Crystal Reports** software
- Worked with Perl scripting language.
- Responsible for Data base design and creating database tables.

Environment: JDK1.2.2, Multithreading, HTML, Servlets, XML, UML, Perl, Java Script, JSP, Swing, JDBC, Oracle 8i, Windows NT, UNIX, Apache Tomcat

Client : Grainger, India.
Role : J2EE Developer
Project : Product Ordering System

March '02 – May '03

Description:

This is a **Product Ordering System** for the Mechanical Industry, which allows the input of standard Purchase Requests and Purchase Order Forms and then verifies the availability of the **requested products** with the **Oracle DB**. The user can select the required products and can mention the quantity required for each product and can add to his **purchase request**. Depending on the successful generation of the purchase order, the application proceeds on to the payment module.

Responsibilities:

5. Involved in developing the presentation logic using **JFC (AWT/Swing), JSPs**.
6. Involved in the **development of client side** using **JSP**, which called the **Servlets**, which in turn called the **EJB to interact with the database**.
7. Developed **SERVLETS** and the business logic using **EJBs** i.e. both **session** and **entity beans**.
 - Developed the **Session Beans** for tracking the user.
 - Involved in the development of **Bean managed Entity Beans** for database persistence.
8. Used the **model view controller architecture** in coordinating the



JSPs, SERVLETS and the EJBs.

- Used **PL/SQL** and **Triggers** to interact with database.
- Involved in configuring and exploring the features of Weblogic Server.
- Was also responsible for system integration and unit testing.

Environment: JDK 1.2.2, JFC, EJB, JSP, Swing , Servlets, JDBC2.0, JavaScript, HTML, XML, XSLT, BEA WebLogic, Oracle 8i, Win NT 4.0,UNIX

Client : InfoTech, Hyderabad, India
Role : Programmer
Project : Online Shopping

January '01 – February '02

Description:

This is an **e-commerce application**, which helps the Sellers to sell their products online. A particular customer can access his information with proper **authentication/authorization** only (encrypted id/passwords). It enables the customer to update the product information online, search for a particular product by full/partial product name, product category and ID. A user can customize various options, which are done using client side cookies. This also provides the seller with up-to-date reports on the sales information based on customer age-groups/gender and product name/category.

Responsibilities:

- Developed the presentation layer using **Java Swing, JSP** and **JavaScript**.
- Used **Servlets** for server side implementation.
- Used Oracle as the back-end.
- Used Oracle Thin Drivers for database connectivity.
- Developed the **Client-side JavaScript** to speed up the User Input Validation.
- Coordinated with QA engineers to conduct regression testing rectify bugs and fix them before release.
- Implemented intelligent search using the wild card queries based on the user input.

Environment: JDK1.2, Java Swing, JSP, Servlets, JDBC, JavaScript, SQL, Oracle 7.3, Tomcat

CERTIFICATION

- **Sun Certified Programmer** for the Java 2 Platform, Standard Edition (J2SE) 1.4

EDUCATION

- Bachelor of Technology in Computer Science, India.
- Masters in Computer Science, USA

ATTACHMENT #16

Appendix A: Detailed Functional Requirements for Phase II of the Records Management System (RMS)

Section 1	Field Reporting Module
1.1	Ensure RMS RECORDS SEARCH functionality is working for all fields
1.2	Ensure all fields appear as values, not codes, after Event Report is saved. (Issue seen specifically with Event Type and Property Type fields, but may affect others)
1.3	Ensure text in all text boxes does not cut off or prevent user from saving after certain number of characters on interface and on printed documents
1.4	Devise a way to ensure the Approval History does not disappear when CCNs are changed during the correction process
1.5	Ensure records changed in Crime tables are updating ucrOffense and ucrClearance tables as appropriate
1.6	Ensure Field Report can accommodate as many objects (e.g., Victims, Property, etc.) as the user needs to add and save appropriately.
1.7	Allow users to erase the Closure Date in an Event Report that has been Returned for correction.
1.8	Remove the distinction between original and final events (when an event has been reclassified) from the public printed form
1.9	Use two decimal places for monetary value fields
1.10	Allow users to change incidents to offense reports
1.11	Ensure all the same fields exist are displayed in either the incident or the offense report
1.12	Add a “Guardian is Reporting Person?” (yes/no) question to the Missing Persons section of the Event Report to eliminate duplicate data entry
1.13	Ensure that all fields with dropdowns have an “N/A” and “Unknown” option
1.14	Enable spell check in all narrative text boxes of the Event and Supplemental reports
1.15	Fix any new “bugs” that arise and prevent the user from successfully completing any <u>existing</u> Phase I functionality
1.16	Add any new values requested by the Business Process Manager/COTR to <u>existing</u> dropdowns until such time as functionalities are enabled for MPD personnel
1.17	Create an interface to allow MPD Administrator(s) ways to modify look-up tables and dropdowns
1.18	Create an interface to allow MPD Administrator(s) to add new values to the District/Agency dropdown in the user’s profiles
1.19	Ensure all critical Incident Management System (IMS) fields are in RMS and are visible only to a select group of MPD analysts
1.20	Create a mechanism for analysts to add information separate from the routed Event Report to the database without affecting Approval History or printed forms
1.21	Add a “Cancelled” Status for CCNs Cancelled via a PD 252 Supplemental Report. This may require modifications to the PD 252
1.22	If Property Type=“Lost” or “Stolen”, pre-populate the Property Book, Page Number and Location fields with “N/A”
1.23	Redesign the RMS PD 93 Report to look more like the IMS PD 93 Report
1.24	Convert all existing and new printed Event Report snapshots to PDF
1.25	Allow Supervisors and Staff Review the ability to make small changes in an Event Report (“Edit Report” capability)
1.26	Add “CIC Notified” (yes/no) field to Teletype Section on Event Report
1.27	Change the dropdown in most of the RMS Reports to search by Reporting Member

	Unit rather than District where the event occurred
1.28	Add logic to prevent users from using incorrect CCNs from earlier years and to handle the order of Start, End and Report Dates
1.29	Enable notification to be sent to YID and CFSA via the Juvenile Case Management System if an Event Report is generated for “Check on the Welfare” and the subject is a juvenile
1.30	Combine the weapon and property objects/sections on the Event Report
1.31	Ensure the Approval History always records the corrects user’s name for each action
1.32	Integrate the Supplemental tables with the existing Crime, Subject, Property and Weapon database tables (such that, for example, when a Supervisor Approves a Classification Change Supplement, those changes should be reflected in the main event report and in the Crime table). This will involve adding a crimeID field to each of these tables.
1.33	Allow users to search for a Supplemental Report from the original CCN as well as Report Date, Address, District/PSA and Event Type (similar to existing Records Search tool)
1.34	List all Supplements by type and number/count underneath the event entry in each grid.
1.35	Add a Supplement Section at the bottom of the main event interface that lists who created the Supplement, the creation date, a summary of changes, and type of Supplement for each supplement listed.
1.36	Hyper-link each Supplement such that single-clicking takes the user to a preview of the report
1.37	Printing an Internal MPD document should show a list of Supplements, their type, created by, a summary of changes and created date
1.38	Allow for editing of an existing Supplement, so that users don’t need to create a whole new version if they make a mistake
1.39	Enable routing and approval for each Supplement. Supplements should adhere to the routing and approval workflow based on the same rules as for an Event Report: Draft, Submit for Approval, Return, Approve, Accept
1.40	Include an icon to start a new Supplement at the right side of an event record in each queue
1.41	Allow Supplement changes to be reversed from the database if a Supervisor or Staff Review rejects a Supplement
1.42	If the user clicks the "Intrafamily Offense - Yes" button in the Event Report, add a question to prompt him/her to open the PD 252B
1.43	If the user add property to the Event Report that is not “Lost” or “Stolen”, add a question to prompt him/her to open the PD 81
1.44	Add a second option for the user to use a question-based (Workflow-based model) rather than a form-based approach to the data entry. Questions will be posed such as “Was there a crime?” If so, “Was anyone arrested?” “Was a weapon involved?”, etc., to guide the officer through answering a series of questions.
1.45	Within RMS, develop a queue based on offense so that Investigative Review Officers and detectives can view all their incident, arrest and supplemental reports in the same listing.
1.46	Ensure all supplements are searchable when searching by CCN
1.47	Ensure all CCN’s are associated to all information collected

Section 2	Arrest and Booking Module
2.1	Tie the new application to the current Automated Field Reporting System (AFRS), so that information already entered into the Event Report will pre-populate certain portions of the new application
2.2	Accommodate the following processes for initiating a case: arrests initiated with a field report [i.e., with a CCN] and arrests initiated without a field report (e.g., arrests related to Bench Warrants)
2.3	Default Field Reporting case status to "Closed by PSA" when Quick Booking Form is completed in Field Reporting module of RMS
2.4	Document and research all booking-related business processes so that queues, record statuses and interfaces created for this module follow current member practices
2.5	Create as many case statuses as required based on above research (labels to be determined) to track the location and stage the defendant process is in
2.6	Replicate CJIS data entry and front-end reporting for the following users: arresting officer, assisting officer, cell block technician, booking officer, AFIS technician, transport officer, Central Cell Block (CCB) personnel, Court Liaison personnel. This includes all fields currently being used by these persons in the existing CJIS application.
2.7	<p>Include as many user entry points as possible for the following time stamps associated with the arrest, booking, transport and holding process:</p> <ul style="list-style-type: none"> • Arrest Date/Time • Booking Date/Time • Report Date/Time • Date/Time Defendant Arrives at Station/MPD facility • Date/Time Defendant is placed on Van Sheet • Date/Time Defendant Leaves Station/MPD facility (either to be released or to go to U.S. Marshal or CCB) • Date/Time Defendant Arrives at U.S. Marshal's Block or CCB • Date/Time Defendant Leaves U.S. Marshal's Block or CCB for Court • Date/Time Officer Arrives at Court Liaison
2.8	Flag Title 16 cases and allow the user to book the juvenile defendant just once and generate a PD 163 and PD 379 if necessary
2.9	Ensure queues have same look and feel as those in Field Reporting and display records in the user's unit (although some users should have citywide option also)
2.10	Create a printable PDF version of the PD 163 (Arrest/Prosecution Report), PD 256 (Quick Booking Form), PD 379 (Delinquency Report), PD 29 Gerstein Report, PD61 (Citation Release, and PD67 (Receipt for Citation)
2.11	Create two Lockup Lists (one for USAO and one for OAG) and Van Sheet (a list of arrestees to be transported). These lists must be in PDF format and be available upon user demand. Defendants will be added to each list by the user.
2.12	Pre-populate CAD number and other info in Quick Booking Form and other sections from officer name; complete user info from who is logged in
2.13	Remove "R" from the arrest number format and make all new arrest numbers start with 50,000 for the remainder of the first calendar year of production
2.14	Capture disposition information, to include Lock-Up, Collateral, Citation, Bond, etc.
2.15	Capture bond information for each charge including bond status, status date, bond amount, bond type, bond number, notes and posted by
2.16	Link the defendant to his/her co-defendants by CCN or other related fields

2.17	Add an MPD Administrative function to support all aspects of auditing (e.g., assigning criminal history flags, making name changes, linking/unlinking PDIDs, etc.)
2.18	Create a new "Submit to PIV" (Person Verification) section for AFIS requirements.
2.19	Integrate with Viisage to send identifying info about the defendant to AFIS and to return the PDID number, True Name, DOB, AFIS tracking number, any aliases and other relevant information
2.20	Create a new "Submit to PIC" (Person Identification Check) section and button to spawn QNUM, QARP, QARN, QWA queries in WALES II
2.21	Link the new application to MPD's Mugshot Mirror to return the most recent defendant and co-defendant images if they exist
2.22	Accommodate other partner agencies and outside booking agencies in user profiles and tailor their access to various fields. Most agencies will have read only or limited write access
2.23	Ensure all United States Attorney's Office (USAO) and Pretrial Services Agency (PSA) fields are available for data entry, and readily accessible, and that notifications are built in so that these agencies know when the record is awaiting an update from them
2.24	Replicate the citation release process currently in CJIS
2.25	Ensure all name fields have a consistent format (e.g. Last Name, First Name) and accommodate full names, not just initials
2.26	Incorporate dropdowns for as many fields as possible
2.27	Mask and default fields as appropriate to simplify data entry
2.28	Add a country code field to phone numbers
2.29	Add a section title between the sections on the left toolbar
2.30	Add multiple parameters to the record search
2.31	Ensure record search accommodates searching of records from CJIS mainframe
2.32	Limit arrest queue to arrests from the last 72 hours
2.33	Separate out complainant from witness information
2.34	Display juvenile fields only appear if case has been flagged as Title 16 and/or juvenile arrest
2.35	Create two PDF reports that provide a statistical breakdown of adult and juvenile arrests by crime category, with month-to-date and year-to-date comparisons.
2.36	Create Updater process to synchronize data between RMS SQL Server and Oracle
2.37	Ensure all requirements from Phase I contract are still functional after new features are added

Section 3	Investigative Case Management Module
3.1	Create the following printed forms (appropriately formatted) within the new system: PD 118, PD 119, PD 120, PD 854
3.2	Correct all code failures identified during User Acceptance Testing (UAT), including but not limited to, the inability to successfully save/recall a new case and the ability to search for newly created cases.
3.3	Redesign the application to create an intuitive workflow and increase data entry efficiency
3.4	Redesign the “supplement” feature; alleviate the need to create a supplement to add expected case elements
3.5	Data Migration – Should be able to upload, review and print reports using the historical case data in WACIS
3.6	Enhance the security module to meet the requirements for case access/review

ATTACHMENT #17



Proposal
in response to
MPD Solicitation
DCTO-2008-R-0259

entitled

**MPD RECORDS MANAGEMENT SYSTEM
IMPLEMENTATION & DEPLOYMENT
TEAM SUPPORT SERVICES**

PRICE PROPOSAL

Submitted by
Yellow House Associates, LLC
1200 G Street NW, 8th Floor
Washington, D.C. 20005

August 25, 2008



TABLE OF CONTENTS

- 1. Introduction..... 3
- 2. Skill Categories..... 4
 - 2.1. Systems Engineer..... 4
 - 2.1.1. Description..... 4
 - 2.1.2. Minimum Education and Experience..... 4
 - 2.2. Database Administrator 4
 - 2.2.1. Description..... 4
 - 2.2.2. Minimum Education and Experience..... 4
 - 2.3. Program Analyst 5
 - 2.3.1. Description..... 5
 - 2.3.2. Minimum Education and Experience..... 5
- 3. Work Unit Rates 6
- 4. Price Schedule..... 7
 - 4.1. Base Period: October 1, 2008 – September 30, 2009 (FY09) 7
 - 4.2. Option Period 1: October 1, 2009 – September 30, 2010 (FY10) 7
 - 4.3. Pricing Summary 7
- 5. Administrative Information 8
- LSDBE Documentation 9
- Offeror Representations 10
- EEO Statements 13
- Tax Certification Affidavit 15



1. Introduction

Yellow House Associates, LLC is pleased to present this proposal for the **MPD Records Management System Implementation & Deployment Team Support Services** solicitation. Our history of working with the Metropolitan Police Department, our technical and customer service expertise, and our top-quality engineers and managers make us the perfect choice for this demanding assignment. As a **registered LSDBE**, we are proud to participate in the growing community of area technology providers.

The following cross-reference table shows where each solicitation requirement is met in this proposal package.

Solicitation Requirement	Proposal Section
B.3 – Base and Option Period Pricing	Price Proposal, Section 4.1-4.3
C.3 – Position Requirements	Price Proposal, Section 2.1-2.3
J.2.1 – EEO Requirements	Price Proposal, Page 13
J.2.2 – Tax Certification Affidavit	Price Proposal, Page 15
K.1-K.6 – Offeror Representations	Price Proposal, Pages 10-12
M.4.1.a – Understanding the Requirements	Technical Proposal, Section 2
M.4.1.b – Management of Operations	Technical Proposal, Section 3
M.4.1.b – Resumes	Technical Proposal, Appendix A
M.4.1.c – Quality Control	Technical Proposal, Section 4
M.4.1.d – Past Performance	Technical Proposal, Section 5-6
M.6 – LSDBE Certification	Price Proposal, Page 9

2. Skill Categories

2.1. Systems Engineer

2.1.1. Description

Researches, analyzes, evaluates and recommends new and existing technologies focusing on eliminating redundancy through integration and consolidation. Supports and maintains desktop and network operating systems, commercial software applications as well as business/industry-specific proprietary software applications. Establishes and maintains IT security and data integrity. Participates in organizational initiatives with various teams, coordinating and providing IT-related advice and assistance. Provides recommendations to decision-makers concerning IT enterprise resource planning, management and coordination. Monitors and maintains effective IT asset management ensuring inventory accuracy and software licensing compliance. Interprets and applies the organization's Mission, Vision, and Values to the assigned IT Team. Communicates regularly with staff and supervisors informally, in writing, one-on-one, and in meetings. Implements improvements to processes, work methods and procedures. Shares knowledge in order to build technical skills of others; supports a diverse work environment where differences are accepted; leads team decision-making. Continues to build own technical and leadership skills. Performs other duties as assigned.

2.1.2. Minimum Education and Experience

Bachelor's degree, preferably in related field, and 5 years general experience. 6 years of general experience may substitute for a bachelor's degree.

2.2. Database Administrator

2.2.1. Description

Designs, develops, and maintains Microsoft SQL databases and transformation packages. Installs and maintains server software. Manages and champions upgrade processes. Suggests and implements modifications and improvements to existing databases to increase performance, user-friendliness and stability. Interprets user requests for database changes, updates, and restores; performs appropriate actions. Handles source control and configuration management issues. Maintains data security and integrity, including strategies, implementation, and staff education. Performs DB backup and restoration in the event of disaster or as assistance to staff. Advises developers in database table design, and champions development and design standards. Serves as database technology and strategy evangelist. Performs other related projects and tasks as required.

2.2.2. Minimum Education and Experience

Bachelor's degree, preferably in related field, and 5 years general experience. 6 years of general experience may substitute for a bachelor's degree.

2.3. Program Analyst

2.3.1. Description

Utilizes advanced IT management techniques to analyze current analytical methods and develop recommendations. Applies analytical skills to web activities to derive recommendations for enhancements to web applications. Demonstrates Excel, Word and PowerPoint skills. Analyzes major elements of programs. Identifies program objectives, costs and benefits, funding alternatives, priorities and accomplishments. Independently communicates with appropriate officials and government and private agencies for specialized information needed for project completion. Participates in meetings with senior analysts, managers and others in codesigning strategies to improve program operations.

2.3.2. Minimum Education and Experience

Bachelor's degree, preferably in related field, and 5 years general experience. 6 years of general experience may substitute for a bachelor's degree.



3. Work Unit Rates

The following is derived from the Yellow House Associates, LLC GSA Schedule Contract GS-35F-0647P, page 102, “Hourly Rates for Yellow House Associates’ Work Performed at Customer’s Location.” These prices reflect the 2% discount applied to all Yellow House Associates rates on the current GSA Schedule contract.

Yellow House Associates, LLC Skill Categories	FY2009 (1 October 2008 – 30 September 2009) Customer Location	FY2010 (1 October 2009 – 30 September 2010) Customer Location
Systems Engineer	\$74.50	\$75.99
Database Administrator	\$74.50	\$75.99
Program Analyst	\$79.50	\$81.09
Senior Systems Engineer	\$113.07	\$115.33
Senior Database Administrator	\$113.07	\$115.33
Senior Program Analyst	\$113.07	\$115.33
Principal Systems Engineer	\$152.70	\$155.75
Principal Database Administrator	\$152.70	\$155.75
Principal Program Analyst	\$152.70	\$155.75

4. Price Schedule

4.1. Base Period: October 1, 2008 – September 30, 2009 (FY09)

CLIN	Item Description	Quantity	Unit	Unit Price	Amount
0001	Systems Engineer/SME	2,000	Hours	\$74.50	\$ 149,000.00
0002	Database Administrator/Engineer/SME	2,000	Hours	\$74.50	\$ 149,000.00
0003	Program Analyst (2)	4,000	Hours	\$79.50	\$ 318,000.00
TOTAL FOR BASE YEAR					\$ 616,000.00

4.2. Option Period 1: October 1, 2009 – September 30, 2010 (FY10)

CLIN	Item Description	Quantity	Unit	Unit Price	Amount
1001	Systems Engineer/SME	2,000	Hours	\$ 75.99	\$ 151,980.00
1002	Database Administrator/Engineer/SME	2,000	Hours	\$ 75.99	\$ 151,980.00
1003	Program Analyst (2)	4,000	Hours	\$ 81.09	\$ 324,360.00
TOTAL FOR OPTION PERIOD 1					\$ 628,320.00

4.3. Pricing Summary

Total Amount Base Period	\$ 616,000.00
Total Amount Option Period 1	\$ 628,320.00
GRAND TOTAL AMOUNT	\$ 1,244,320.00

5. Administrative Information

The Yellow House Associates, LLC contact for contracting matters is Catherine King, located in our main office at 1200 G Street NW, 8th Floor, Washington, DC 20005, email catherine@yellowhouseassociates.net, office phone (202) 434-4548, FAX (202) 434-8707.

We hold GSA Schedule contract number GS-35F-0647P. Our federal tax identification number is 54-2056560 and our DUNS number is 00-849-0950.

Yellow House Associates, LLC is a registered Local, Small and Disadvantaged Business Enterprise (LSDBE) with certification number LSD00109112007 and 7 preference points (LBE, SBE, and DBE).



LSDBE Documentation



Offeror Representations







EEO Statements





Tax Certification Affidavit