

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Office of Contracting and Procurement**



**REQUEST FOR TASK ORDER PROPOSAL**

**TO: DC SUPPLY SCHEDULE CONTRACTORS**

**Solicitation No.:** Doc240426  
**Caption:** DCTC Document Digitization Project  
**Issuance Date:** January 14, 2016  
**Due Date:** February 16, 2016

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The District of Columbia Office of Contracting and Procurement, on behalf of The District of Columbia Taxicab Commission (DCTC), is seeking a contractor to provide a complete solution to converting documents in a file room from paper into electronic format and transfer them into an electronic content management system hosted by the contractor, and provide necessary documentation and training to staff.

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

**1. PROPOSAL SUBMISSION REQUIREMENTS**

The submission will be conducted electronically using the District's Ariba E-Sourcing system. To be considered, a Contractor must submit the required attachments via the Ariba E-Sourcing system before the closing date and time. Paper, telephonic, telegraphic, and facsimile proposals may not be accepted.

All attachments shall be submitted as a .pdf file. The District will not be responsible for corruption of any file submitted. If the submitted file cannot be viewed and printed as submitted, it will not be considered.

The District may award a contract 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.

The offeror shall submit three (3) attachments in its electronic submittal: (1) a technical proposal, (2) a price proposal (PDF) and (3) price proposal spreadsheets in MS Excel. **Please note that each attachment is limited to a maximum size of 25 MB.**

The offeror shall label each attachment, i.e., "Technical Proposal", "Price Proposal."

## **2. PROPOSAL FORMAT**

### **1) Technical Proposal**

At a minimum the Offerors technical proposal shall include the following:

#### **A. Technical Approach**

1. A detailed proposed methodology for completing this project as described in the scope of work, including project management, design, deployment, training, documentation, and ongoing support.
2. The Offeror's proposed solution should describe in it completeness the project plan, including all work plans, major tasks and subtasks.
3. The proposed project plan shall provide a descriptive project schedule and staffing plan.
4. The proposed solution shall demonstrate how the Offeror intends to meet the schedule requirements, complete the project and all deliverables successfully, within the desired timeframes.

#### **B. Team Qualifications and Expertise**

The Offeror shall describe the specific skill sets of the proposed project team. Each key team member shall provide the required specific expertise that describes qualifications providing document management software, digitization of paper records into electronic format and professional services.

#### **C. Past Performance and Experience**

Offerors shall demonstrate past experiences and specific expertise for completed projects of similar size and scope.

1. At a minimum the Offeror shall describe specific expertise related to deployment of digitization in similar projects within the past three (3) years.
2. Provide a list of three (3) previous contracts for which the Offeror provided identical or similar work within the last three (3) years. Include the Name of Company, Title and Description of the Project, Contract Number, Dollar Amount, and Period of Performance, Name of the Contact Person, and Title, and Telephone Number and email address.

### **2) Price Proposal Content and Guidelines**

The price proposal shall include the estimated total price for the entire project, and shall be broken down by the task/activities as set forth in the statement of work. Pricing shall be a firm fixed price and shall identify all costs (See

Attachment B). Unless otherwise directed in writing, the price proposal shall include the following:

- a) Completed Price Schedule (Table 1);
- b) Cost breakdown for each CLIN including other direct costs (Table 2);  
and
- c) Offeror's are required to submit a copy of their price proposal in both PDF and MS Excel formats.
- d) Copy of Offeror's DC Supply Schedule Price Module.

### **3. PROPOSAL SUBMISSION DATE**

The closing date for receipt of proposals is **February 16, 2016 by 2:00 p.m. EST.**

### **4. TERM OF TASK ORDER CONTRACT**

The term of the contract shall be for a period of one year (12 months) from date of award with two (2) option years.

### **5. QUESTIONS**

If a prospective offeror has any questions relating to this solicitation, the prospective offeror shall submit the question electronically via the District's E-Sourcing system's instructions. The prospective offeror should submit questions no later than **ten (10)** days prior to the closing date and time indicated for this solicitation. The District may not consider any questions received less than **ten (10)** days before the date set for submission of proposals. The District will furnish responses via the District's E-Sourcing system's messaging process. An amendment to the solicitation will be issued if the CO decides that information is necessary in submitting offers, or if the lack of it would be prejudicial to any prospective offeror. Oral explanations or instructions given by District officials before the award of the contract will not be binding.

### **6. INVOICE SUBMITTAL**

- 6.1** The Contractor shall submit proper invoices on a monthly basis or as otherwise specified. Invoices shall be prepared in duplicate and submitted to the agency Chief Administrative Officer (CAO) with concurrent copies to the Contract Administrator (CA) specified in Section 8.1 below. The address of the CAO is:

Sanya Cade  
District of Columbia Taxicab Commission  
2235 Shannon Place SE 3rd Floor  
Washington, DC 20020  
202-671-1804  
sanya.cade@dc.gov

## **7. CONTRACT OFFICER (CO)**

Contracts and Task Orders will be entered into and signed on behalf of the District only by Contracting Officers. The contact information for the Contracting Officer is:

Todd Allen  
Contracting Officer  
Office of Contracting and Procurement  
Government Operations  
441 4th Street, NW, Room 700 South  
Washington, DC 20001  
Telephone: (202) 724-3969  
E-mail: todd.allen@dc.gov

## **8. CONTRACT ADMINISTRATOR (CA)**

- 8.1** The CA is responsible for general administration of the task order contract and advising the CO as to the Contractor's compliance or noncompliance with the contract. The CA has the responsibility of ensuring the work conforms to the requirements of the contract and such other responsibilities and authorities as may be specified in the contract. The address and telephone number of the CA is:

Shirley Kwan-Hui  
District of Columbia Taxicab Commission  
2235 Shannon Place SE 3rd Floor  
Washington, DC 20020  
202-671-1804  
Shirley.Kwan-Hui@dc.gov

## **9. 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.

## **10. PROPOSALS WITH OPTION YEARS**

The term of the contract shall be for a period of one year (12 months) from date of award specified on the cover page of this contract. The District may extend the term of this contract for a period of two (2) one –year option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the

District will give the Contractor preliminary written notice of its intent to extend at least thirty (30) days before the contract expires.

The offeror must include option year prices in its price/cost proposal. An offer may be determined to be unacceptable if it fails to include pricing for the option year(s).

**11. ACKNOWLEDGMENT OF AMENDMENTS**

The offeror shall acknowledge receipt of any amendment to this solicitation by (a) signing and returning the amendment; (b) by identifying the amendment number and date in there proposal to the District; (c) electronically via the District's E-Sourcing system's messaging process; or (d) 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.

**12. GENERAL STANDARDS OF RESPONSIBILITY**

See respective DC Supply Schedule Contract.

**13. ATTACHMENTS**

- 1) Attachment A – Statement of Work and Evaluation Criteria
- 2) Attachment B – Price Schedule

## ATTACHMENT A

### Statement of Work

#### 1. BACKGROUND

The District of Columbia Taxicab Commission (DCTC) provides services to approximately 8,500 taxicab drivers including 1,400 independent owner operators and 116 taxicab companies who together operate 6,500 taxis and 103 independent limousine drivers and 27 limousine companies. DCTC participates in and/or conducts adjudication services and imposes fines from complaints that are filed against taxicab drivers. DCTC Public Vehicle enforcement (Hack) Inspectors conducts daily taxicab inspections. DCTC also resolves more than 1,000 customer complaints annually and responds to more than 6,000 inquiries annually about lost items.

#### 2. SCOPE OF WORK

The District is looking for a Contractor to provide a solution to convert documents in a file room from paper into electronic format and transfer them into an electronic content management system hosted by the contractor, and provide necessary documentation and training to staff.

The contractor shall digitize the following documents from transaction types below:

One Stop Application for Public Vehicle Registration	Public Vehicle Operator New Licensing Application
<ol style="list-style-type: none"><li>1. Completed DCTC One Stop Form</li><li>2. Vehicle Inspection Report</li><li>3. Vehicle or Color Change Waiver Form</li><li>4. Vehicle Title or Bill of Sale</li></ol>	<ol style="list-style-type: none"><li>1. Public Vehicle License Application</li><li>2. Scanned Driver's License</li><li>3. Scanned Social Security Card</li><li>4. Immigration Documentation (if applicable)</li><li>5. Passport size photograph</li><li>6. Fingerprinting Clearance Documentation</li><li>7. Letters of Reference</li><li>8. Clean Hands Form and DC Business Tax Registration Number provided by the DC Office of Tax and Revenue</li><li>9. Drivers record from DC, Maryland, or Virginia</li><li>10. Proof of Residency documentation</li></ol>
Public Vehicle Operator Licensing Renewal	Company Authority to Operate
<ol style="list-style-type: none"><li>1. Public Vehicle for Hire Operator License Renewal Form</li><li>2. MPD Criminal History Request Form</li><li>3. DMV DC Drivers Request Record</li><li>4. DMV Police Clearance Form</li><li>5. Scanned Driver's License</li><li>6. Scanned Social Security Card</li></ol>	<ol style="list-style-type: none"><li>1. Application</li><li>2. Occupant Permit</li><li>3. DC Letter Coupon (Taxi)</li><li>4. DC and Federal Taxes</li><li>5. Current Certificate of Good Standards</li><li>6. Article and Certificate of Incorporation and Bylaws</li><li>7. Schedule of all Customer Fees</li></ol>

7. Immigration Documentation (if applicable) 8. Passport size photograph 9. Proof of Residency documentation	8. Color Scheme Pictures (Taxi) 9. Vehicle Report List 10. List of all Licensed Drivers 11. Bureau of Adjudication Report 12. Clean Hands Certificate and DC Business Tax Registration Number
<b>Test Examinations</b>	
3. Complete Examination Form	

### **Document Conditions**

- Documents for scanning are in folders on a shelf, boxes, some are stapled, paper clipped, binder-clipped, etc. Documents require reassembly.
- Scanning will be done at the vendor's secured site located within the District of Columbia.
- Document boundaries will be defined by physical bindings and or driver folder. For example, 10 stapled pages would be a document.
- Documents will be picked up and returned on a mutually agreed upon schedule.

## **3. REQUIREMENTS**

### **DOCUMENT DIGITIZATION**

1. The contractor is responsible and shall propose a plan for getting the paper records from the file room for conversion offsite with a clear chain of custody that is not disruptive to client service operations. The schedule shall be mutually agreed upon. The contractor's off-site location for storing and scanning activities must be secured and have controls in place to only allow authorized personnel into the facility. Such controls must be reviewed prior to work beginning.
2. The contractor shall be responsible for assembly, disassembly, boxing the records from the file room, digitizing and returning the records back in boxes organized by a logical structure to facilitate search of the hard copies if necessary.
3. The contractor shall develop and submit a work plan with a capacity to scale up or down based on the estimated amount of historical pieces of paper to be digitized. See below for estimated pages and type of records.

Type of Records	Description	Average Number of Pages	Estimated Frequency New Records Generated	Estimated Minimum Number of Pages for Digitization based on last 5 years
One Stop applications	2012-Present	4-10	Once a year per vehicle for an estimated 7000 vehicles	118,940
Public Vehicle Operator License Renewal	1987-Present	50-100 & 2 passport size photo	Once every 2 years for 7000 vehicles	93,600
Public Vehicle Operator New License Application	2014-Present	13-18 & 2 passport size photo	Once a year for 1000 operators	18,000
Company Operating Authority Taxi	2012-Present	25-50	Once a year for 1 year for 100 entities	5,600
Company Operating Authority Limousine	2012-Present	25-50	annual 1 year for 130 entities	1,850
Test Examination	2014-Present	9	4 times a week	14,013
<b>Total</b>				252,003

4. The contractor shall create a classification system and methodology for categorizing information across all types of records digitized.
5. The contractor shall define document boundaries by physical bindings. For example, 10 stapled pages in a folder would be a document and not 10 separate documents.
6. The contractor shall provide a security incident response process and provide details as to what incident detection and response monitoring is in place for this project. It should be noted that the contractor must advise DCTC immediately of any changes to this process.
7. The contractor must immediately notify DCTC on any security related incidents that occurs which includes but are not limited to physical and/or data breaches/incidents.

### **DIGITIZATION SYSTEM**

1. The proposed solution shall allow for indexing and retrieval of digitized documents by up to 15 fields including driver, cab company/association, or vehicle owner, social security number or tax ID, Htag number, PVIN, year, Face ID license number, type of license, renewal date, expiration date, from each document and use this information to create a unique record ID. The name and license number may also be shown in separate database fields. All captured information will be made available for searching in the document repository and others based on best practice. The contractor shall not



implement a proprietary content management repository that will make conversion to another repository prohibitive. The solution shall include open source Application Program Interfaces that allows for integration into the systems of record for driver and company licensing. The scope of the integration is to allow a user from the system of record (external application) to access records from the content management system through a hyperlinked field or unique identifier from the external application. The contractor shall extract or convert previously digitized One Stop Application records into the contractor's solution. The solution shall allow 60 users from the agency to access the repository to retrieve digitized files.

2. The proposed solution shall include a reporting function that allows for the generation of detailed reports of various types. This reporting function must have the ability to group reports by single and multiple categories associated with the digitized records and must be accessible to the users of the system for a wide range of information/must include the ability to be executed by DCTC permitted users.
3. Contractor shall provide individual user IDs and passwords created by project group and by individual users in compliance with the District's Password Management Policy.
4. Contractor shall provide CD/DVD/Hard Drives and, upon DCTC request, use PGP 256-bit encryption or the encryption method of DCTC choosing.
5. Contractor shall provide discretionary access control to secure data areas to ensure only user IDs in a designated group can access assigned data files. Servers must be housed in a locked and alarmed room with restricted accessibility. Applications and data files must be isolated on a server that is backed up daily and is free of any shareware or freeware. DCTC may require additional backup of our records to a server provided by the Office of the Chief Technology Officer.
6. The contractor shall provide a secure hosting environment FedRAMP (Federal Risk and Authorization Management Program) certified cloud. The solution which includes the hosted environment shall provide the appropriate security to safeguard personal identifiable information (PII).
7. Contractor shall provide Secure File Transfer Protocol (SFTP) for transmitting sensitive data from the scanning facility to the contractor's hosted environment. Contractor shall provide documentation of a chain-of-custody procedure ensuring that all documents are accounted for at all times.
8. The proposed solution shall retain all documentation for a period of five (5) years and be hosted off-premise by the contractor.
9. Contractor shall only use personnel that have undergone successful background checks and have signed a Non-Disclosure Agreement (NDA) on conditions that states contractor's confidentiality requirements. Personnel must also have completed a course on data privacy and information security.
10. The contractor shall provide training up to 25 staff for document capture and retrieval at the time of customer engagement at the DCTC driver service transaction counter.

#### 4. DELIVERABLES

Item	Description	Due
Project Documentation	Project plan including a charter, communication plan, project schedule, project team organization chart, contact list, project stakeholders and responsibilities, quality control plan and chain of custody plan.	1 week post award and project kick-off meeting
Software Installation and configuration	Software installation and configuration necessary to search and retrieve digitized documents to include classification/catalog system.	3 weeks post award
Hosting Environment	Off-site hosted content management repository	3 weeks post award
System Documentation	Technical and manual documentation including system architecture, workflow, security and classification/catalog system.	50 days post award
Digitized Documentation	Digitized files according to the identified document boundaries.	60 days post award
Source Documentation	Returned source paper files used for digitization.	60 days post award
Testing Documentation	Content management software test results	4 weeks post award
Content Management Training Deliverable	Training documentation and training sessions for up to 25 staff.	5 weeks post award

#### 5. EVALUATION OF 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.

## TECHNICAL RATING

The Technical Rating Scale is as follows:

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

The technical rating is a weighting mechanism that will be applied to the point value for each evaluation factor to determine the offeror's score for each factor. The offeror's total technical score will be determined by adding the offeror's score in each evaluation factor. For example, if an evaluation factor has a point value range of zero (0) to forty (40) points, using the Technical Rating Scale above, if the District evaluates the offeror's response as "Good," then the score for that evaluation factor is 4/5 of 40 or 32.

If subfactors are applied, the offeror's total technical score will be determined by adding the offeror's score for each subfactor. For example, if an evaluation factor has a point value range of zero (0) to forty (40) points, with two subfactors of twenty (20) points each, using the Technical Rating Scale above, if the District evaluates the offeror's response as "Good" for the first subfactor and "Poor" for the second subfactor, then the total score for that evaluation factor is 4/5 of 20 or 16 for the first subfactor plus 1/5 of 20 or 4 for the second subfactor, for a total of 20 for the entire factor.

## 6. EVALUATION CRITERIA

Proposals will be evaluated based on the following evaluation factors in the manner described below:

## **TECHNICAL CRITERIA (75 Points Maximum)**

These factors consider the Offeror's past performance, experience and key personnel used in performing services similar to the required services as described in Section C. These factors include an examination of the quality of services provided, timeliness in services delivery, business practices, and overall satisfaction with the Offeror's performance.

### **Technical Evaluation Factors**

	<b>Points</b>
1) Technical Proposal	
A. Technical Approach	35
B. Team Qualifications and Expertise	20
C. Past Performance and Experience	20
<hr/>	
<b>Total</b>	<b>75</b>

#### **1) Technical Proposal**

An Offeror will be evaluated based on the following technical factors:

##### **A. Technical Approach (35 Points maximum)**

This evaluation factor considers the Offeror's proposed methodology for this project, including project management, design, deployment, and documentation.

This factor will be evaluated based upon the completeness of the provided project plan, including all work plans, major tasks and subtasks.

This evaluation factor considers how the Offeror intends to complete the project and all deliverables successfully, within the desired timeframe. Evaluation of the proposed schedule, demonstrated detailed staffing plan and how the Offeror will meet the scheduled requirements to complete the project successfully.

##### **B. Team Qualifications and Expertise (20 Points maximum)**

This factor will be evaluated based upon the Offeror's specific expertise related to the scope of work in similar projects within the past three (3) years.

This factor will be evaluated on the framework, technical approach, and demonstrated viability of the proposed technical solution, based on a clear and thorough understanding of the capabilities of the framework proposed. Offerors with a proven track record of experience with the proposed toolset will be rated higher.

##### **C. Past Performance and Experience (20 Points maximum)**

Evaluation of past performance and experience allows the District to assess the Offeror's ability to perform and relevance of the work performed.

1. Evaluation of the Offeror's past performance and experience related to deployment of digitization in similar projects within the past three (3) years.
2. This factor considers the extent of the Offeror's past performance within the last three (3) years, in achieving a high degree of customer satisfaction.
3. Evaluation of this factor will be based on the quantity and quality of Offeror's performance on projects of comparable size, highly technical nature, and complexity.
4. The Offeror provides a list of three (3) previous contracts for which the Offeror provided identical or similar work within the last three years. Include the Name of Company, Title and Description of the Project, Contract Number, Dollar Amount, and Period of Performance, Name of the Contact Person, Title, Telephone Number and email address.

**PRICE CRITERION (25 Points Maximum)**

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:

Lowest price proposal  
----- x weight = Evaluated price score  
Price of proposal being evaluated

**TOTAL POINTS (100 Points Maximum)**

**ATTACHMENT B****PRICE SCHEDULE**

The District of Columbia Office of Contracting and Procurement, on behalf of The District of Columbia Taxicab Commission (DCTC), is seeks a contractor to provide a solution to convert documents in a file room from paper into electronic format and transfer them into an electronic content management system hosted by the contractor, and provide necessary documentation and training to staff.

**Table 1. PRICE SUMMARY****BASE YEAR**

Contract Line Item No. (CLIN)	Item Description	Quantity	Unit	Price per unit	Total Price
0001	PROFESSIONAL SERVICES: Document Prep/Scan/Quality Control at vendor site	252,003	Page	\$ _____	\$ _____
0002	PROFESSIONAL SERVICES: Document Reassembly – at vendor site	252,003	Page	\$ _____	\$ _____
0003	PROFESSIONAL SERVICES: Document Indexing	26,000	Document	\$ _____	\$ _____
0004	PROFESSIONAL SERVICES: Repository Hosting (min 40 GB and scalable) <sup>1</sup>	12	Month	\$ _____	\$ _____
0005	PROFESSIONAL SERVICES: Repository Hosting (Additional Cost Per Unit -10 GB)	10	GB	\$ _____	\$ _____
Contract Line Item No. (CLIN)	Item Description	License Cost	Annual Maintenance		
0006	SOFTWARE: Workflow Software	\$ _____	\$ _____		
0007	SOFTWARE: Retention Software	\$ _____	\$ _____		
Contract Line Item No. (CLIN)	Item Description	Vendor Proposes Total number of hours Required (Hours)	Price Per Hour	Total Cost	
0008	PROFESSIONAL SERVICES: Software And Database Installation and Configuration		\$ _____	\$ _____	
0009	PROFESSIONAL SERVICES: Classification/ Catalog System Development		\$ _____	\$ _____	
0010	PROFESSIONAL SERVICES: Training for 25 staff and all Documentation		\$ _____	\$ _____	
0011	PROFESSIONAL SERVICES: Courier delivery service between DCTC and Scanning Center <sup>2</sup>		\$ _____	\$ _____	
<b>TOTAL PRICE</b>					<b>\$ _____</b>

<sup>1</sup> Provide cost per additional 10 GB in the “Additional Cost Per Unit”.

<sup>2</sup> For documents that needed to be returned during digitization period.

**OPTION YEAR ONE**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Total Price</b>
<b>1001</b>	<b>PROFESSIONAL SERVICES: System Maintenance and Support</b>	<b>\$ _____</b>
<b>TOTAL PRICE</b>		<b>\$ _____</b>

**OPTION YEAR TWO**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Total Price</b>
<b>2001</b>	<b>PROFESSIONAL SERVICES: System Maintenance and Support</b>	<b>\$ _____</b>
<b>TOTAL PRICE</b>		<b>\$ _____</b>

**Table 2. COST SCHEDULE**

CLIN 0001			
Labor			
Labor Category	Rate	Hours	Total
	\$		\$
	\$		\$
	\$		\$
Total Labor Cost			\$
Other Direct Costs			
			\$
			\$
CLIN 0001 Total			\$

The Offeror's price proposal shall support the Offeror's technical approach and include a detailed cost breakdown by the labor category and fully loaded hourly labor rate for each CLIN and follow the outline provided in this section in Tables 1 and 2.