



**District of Columbia Retirement Board**  
**(DCRB)**

Request for Proposal for Consultancy for ISO  
20000/27001-Certification

**Solicitation Number: DCRB-14-037**

**Release Date: August 1, 2014**

**Eric Stanchfield, Executive Director**

900 7<sup>th</sup> Street, N.W. Second Floor, Washington, DC 20001



<b>SOLICITATION, OFFER, AND AWARD</b>			1. Caption Request for Proposal for Consultancy for ISO 20000/27001		Page of Pages 1   38		
2. Contract Number RB-14-037		3. Solicitation Number DCRB-14-037		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"/> Emergency		5. Date Issued 8/1/2014	
7. Issued By: District of Columbia Retirement Board Procurement 900 7th Street, NW, 2nd Floor Washington, DC 20001				8. Address Offer to: District of Columbia Retirement Board ATTN: Procurement Office 900 7th Street, NW, 2nd Floor Washington, DC 20001			

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

**SOLICITATION**

9. Offers submitted via email with 1 copies furnished to the Source Selection Evaluation Board in accordance with the RFP.  
proposals were due to be submitted to the identified contact in the solicitation on or by 5:00pm local time 9/3/2014

**CAUTION: Late Submissions, Modifications and Withdrawals: See Solicitation. All offers are subject to all terms & conditions contained in this solicitation.**

10. For Information Contact	A. Name Yolanda Smith		B. Telephone			C. E-mail Address <a href="mailto:yolanda.smith@dc.gov">yolanda.smith@dc.gov</a>
	(Area Code) 202	(Number) 343-3200	(Ext)			

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**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)**

19. Accepted as to Items Numbered	20. Amount	21. Accounting and Appropriation
22. Name of Contracting Officer (Type or Print) Eric O. Stanchfield, Executive Director	23. Signature of Contracting Officer (District of Columbia)	
		24. Award Date



District of Columbia Retirement Board

## Article I. DCRB Objectives and Requirements

### Overview and Background Material

The District of Columbia Retirement Board (DCRB) is responsible for administering the District of Columbia Police Officers and Firefighters' Retirement Plan and the District of Columbia Teachers Retirement Plan (the "Plans"). DCRB's mission is to prudently invest the assets of the Police Officers, Firefighters, and Teachers of the District of Columbia, while providing those employees with total retirement services. To fulfill its mission, DCRB has outlined a series of strategic initiatives with plans to enhance and expand operational, financial, and technical programs.

One of these strategic initiatives is to modernize its Retirement process. The emphasis of the Retirement Modernization Program is aligning industry standard Information Technology (IT) processes and programs with the agency's business processes. To ensure DCRB appropriately applies the best in class IT industry standards with its ongoing modernization efforts, it seeks to implement Information Technology Infrastructure Library (ITIL) standards and obtain International Organization for Standardization (ISO) 20000/27001 certification.

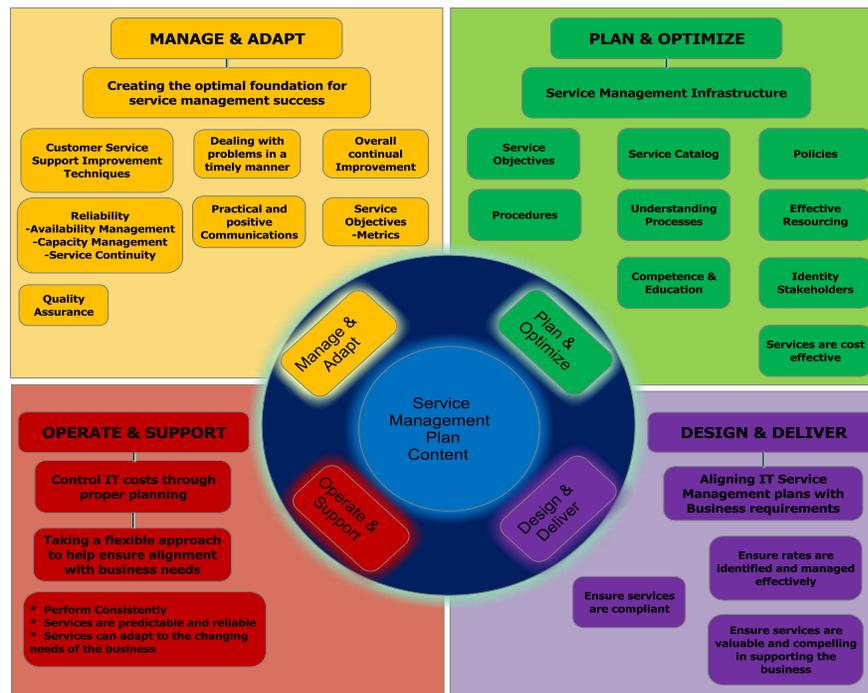
### Section A. – Objectives

DCRB has determined that through the implementation of industry-accepted IT best practices and standards from ITIL and Project Management Institute (PMI), alignment with Federal standards such as the National Institute of Standards and Technology (NIST) and the Federal Information Processing Standard (FIPS), IT processes can be improved and a governance model implemented that ensures ongoing security, stable infrastructure, incident and analysis management, Disaster Recovery (DR), and continuous operational improvements. Consultant shall develop, improve, and implement new and existing policies and procedures to align with ISO 20000/27001 certification requirements.

Agency certification will be achieved by the implementation of these standards and conformance frameworks to ensure that each process area is configured, follows, and continuously improves according to ISO 20000/27001.

The certification will span across all DCRB IT systems and policies and is necessary to facilitate and increase communication, provide performance measurement analysis, improve infrastructure stability and implement an effective governance model. DCRB would tailor its existing Service Management Plan to be consistent with the requirements of the ISO 20000/27001 to ensure DCRB Services can:

- Plan and Optimize
- Design and Deliver
- Operate and Support
- Manage and Adapt



DCRB anticipates awarding a one (1) year labor hour/task order contract with two (2) one year option periods. After award, DCRB will issue, in coordination with the selected offeror, a series of fixed price Task Orders (see Appendix E. for template) based on the selected offeror’s Performance Work Statement (PWS).

## Section B. – Scope of Work

DCRB seeks the services of a qualified expert (“Consultant”) to guide DCRB in obtaining ISO certification in the following disciplines:

ISO 20000 - Service Delivery and Project Delivery

ISO 27001- Security Delivery

In performing the services necessary for DCRB to become ISO certified, the Consultant will develop a roadmap consisting of reviewing, modifying and implementing policies and procedures consistent with the established ISO certification track. Consultant must provide guidance to DCRB in developing programs consistent with the certification process, oversee the audits conducted by a third party to achieve certification, develop and implement policies in continuous improvement to maintain certification, and provide training to staff on all implemented policies and procedures.

Phase 1: Offeror shall conduct a process audit, assessment, and “gap” analysis.

Phase 2: Offeror shall deploy and implement process development, process engineering, process implementation consulting process operation and maintenance support, service quality improvement through continuous process improvement and assistance with third party certification process.

Phase 3: Offeror shall assist DCRB with obtaining certification and coordinate the surveillance audit after certification is achieved.

The implementation of the ISO Processes is used in a cohesive approach to ensure there are controls, reporting, compliance and continuous improvement cycles for the framework. Offeror shall either propose a Consultant who shall serve as the Primary Consultant or shall be a Consultant that meets all educational and experience requirements identified in section B.1 of this solicitation.

### **B.1 PERSONNEL REQUIREMENTS**

The Consultant must possess the following professional competencies to be considered for contract award:

#### **ISO 20000/27001 Expert Consultant/Project Manager (PM)**

Responsible to ensure scope, time and cost are met. ISO PM serves as a key gatekeeper for all deliverables to ensure they meet ISO 20000/27001 Standard. The ISO PM is responsible for managing the risks, cost and/or objections if raised by the stakeholder and identified within the effort, is to ensure DCRB is recommended for the ISO 20000/27001 Certification by the accreditation bodies.

**EDUCATION:** A Bachelor's Degree from an accredited university or college in Business Administration or Management or a related field.

#### **REQUIRED EXPERIENCE:**

- Minimum of five (5) years of progressive management experience in an IT environment with a focus on process improvement with an emphasis on the ISO certification process.
- Ability to prepare management, business, technical, and personnel reports, reviews and documents for internal and external use.
- Ability to communicate effectively orally and in writing with management and executive level staff.

### **B.2 DCRB's RESPONSIBILITIES**

DCRB shall provide a dedicated resource that will facilitate full cooperation for timely access to facilities, documents, and coordination with external entities such as software vendors, network providers, etc. to ensure work is performed efficiently and smoothly by the Consultant.

#### **Current Environment**

DCRB operates a multi-site data center leveraging a high-availability infrastructure with an extensive use of virtualization technology, where possible. DCRB follows Information Technology Infrastructure Library (ITIL) standards for management of IT operations including Incident Management, Change Management, and root cause analysis. As such, the implementation and



configuration of new systems will be architected and approved step-by-step through the Change Advisory Board (CAB) to ensure that the enterprise architecture is managed in an effective and efficient manner.

### Section C. – Scope of Certification

DCRB has defined the following areas to be included in the certification process. Offeror shall work with DCRB to identify any additional key areas for consideration upon contract award.

The Consultant shall establish, implement, operate, monitor, review, maintain, and improve documented Information Technology Infrastructure Library (ITIL), Project Management Institute (PMI), NIST 800-53, FIPS 140-2, FIPS 199, and Information System Management System (ISMS) policies for 20000/27001 certification in the following locations:

**DCRB's Office:** The Information Technology Department which plans, monitors, and executes all IT programs/projects for the agency;

**Program Management Office:** It is the control office where the Retirement Modernization and planned Pension Information Management System (PIMS) project will be implemented, managed, and controlled;

**Data Center:** DCRB has a level III data center where the entire core of the infrastructure is installed and supports the agency's internal technology infrastructure.

**Disaster Recovery Center:** DCRB's DR site is co-located in Ashburn, Virginia where it has developed and established a viable Business Continuity management program.

### Current Infrastructure and Standards

DCRB's network is expanding rapidly as new products and services are offered to the organization. As such, both scalability and security are crucial to the success of the organization. DCRB's IT department provides full internal support to the agency as a whole and will serve as the program sponsor for the certification process.

DCRB has developed both an as-is as well as a to-be enterprise architecture. Details of this architecture will be provided to the selected offeror for their reference.

### Section D. – Deliverables

The following details the deliverables/services to be provided to the District of Columbia Retirement Board. The Offeror shall provide detailed descriptions on how it plans to meet each of the deliverables in its technical response (see Section H. V1.) All deliverables shall be provided to the Director of Information Technology who shall serve as the Contracting Officer's Technical Representative (COTR) for this Contract or his designee.

<b>Deliverable</b>	<b>Description</b>	<b>Submittal Requirements</b>	<b>Format</b>	<b>Schedule</b>
Kickoff Meeting	Project and contract review.	Phone/email/web-ex /in-person	Discussion	Within 5 days of contract
Gap Analysis	<p>Offeror is required to perform a gap analysis of DCRB's ITSM and existing systems in relation to ISO standards and identify areas that conform and are non-conformant with ISO standards.</p> <p>Upon completion of analysis, the Offeror shall provide DCRB with a written report detailing its findings of DCRB's systems, identify compliant areas, identify non-conformities, and outline a roadmap on how to resolve non-conformities and lead DCRB toward certification.</p>	Report	MS Word	90 days upon contract award
Weekly Status and Quarterly Review Reports	Offeror is required to prepare and submit weekly and quarterly review reports, and participate in weekly and quarterly meetings with the COTR and DCRB IT staff. The COTR will schedule and facilitate weekly and quarterly meetings either onsite and via remote conferencing. A weekly meeting schedule will be identified during the project kickoff meeting. During the one hour weekly meeting the Offeror's Primary Consultant will be responsible for reporting on the status of the project and providing DCRB with meeting minutes.	Email	MS Word	Weekly/ Quarterly
Roadmap	Offeror shall develop a roadmap consisting of tasks and hours which provides DCRB a clear path to certification. The roadmap must detail what is required, the time estimates, and resources required.	Report	MS Word	As scheduled (see PWS)

Requirements Inventory	Offeror shall develop an inventory of requirements fulfilled, pending requirements, the progress levels of each requirement, completion percentage, completion or anticipated completion dates, and a narrative detailing DCRB's progress toward ISO 20000/27001 certification.	Report	MS Word	As scheduled (see PWS)
Document Library	Offeror shall establish a secure portal for all ISO 20000/27001 documents and reports to be transmitted and stored in accordance with established DCRB security standards. Offeror shall maintain the portal for the duration of the contract, provide the COTR upon request a full account of the documents stored in the portal, and provide the COTR with the portal security credentials upon its creation. As part of the close-out process, Offeror shall provide DCRB with a final account of documents in the portal and resolve discrepancies with the COTR.	As agreed upon between DCRB and Offeror	In a format agreed upon between DCRB and Offeror	As scheduled (see PWS)
Continual Improvement Process System	Offeror shall develop a Continual Improvement Plan (CIP), identify relationship management sequence for employees, consultants/contractors, and supply chain, develop activities	As required by the manufacturer and in consultation with the COTR	As required by the manufacturer and in consultation with the COTR	
Internal Audit	Offeror shall conduct audits of various DCRB IT programs and policies. Offeror shall conduct audit in compliance with existing ISO and industry standards. Offeror shall conduct a second audit "surveillance audit" after the certification process.	Findings and Recommendations: Report	In a format agreed upon between DCRB and Offeror	Minimum of two audits
Training	Offeror shall provide end user training to DCRB staff designated by the COTR. Training shall include but not be limited to technical and support training. Training	Training: Person/Consultant	Training: In a format agreed upon between DCRB and	As scheduled (see PWS)

	will be provided as needed and may be recorded at DCRB’s discretion.	Materials: Email	Offeror  Materials: In a format agreed upon between DCRB and Offeror	
Assistance to Pass Third (3 <sup>rd</sup> )party Certification	The offeror will work with the assigned agency staff and participate in the certification process, by providing requested information to agency staff and certification auditors. The offeror will draft responses as required by the auditors and produce any documentation required to address any gaps discovered by them.	As required by the COTR	As required by the 3 <sup>rd</sup> party auditors in consultation with the COTR	As required (see PWS)
Process Establishment	The offeror will work with the COTR or their representative to document the required processes for ISO 20000/20007 certification ensuring that the processes are aligned with ITIL, PMBOK 5, NIST 800-53, FIPS 140-2, and FIPS 199.	As agreed upon between DCRB and Offeror	In a format agreed upon between DCRB and Offeror	As required (see PWS)
Disaster Recovery Plan	Offeror shall review and provide recommended additions or modifications to DCRB’s existing Disaster Recovery Plan.	As agreed upon between DCRB and Offeror	In a format agreed upon between DCRB and Offeror	As required (see PWS)
Management Review	The offeror will prepare and present a management report that will be provided to the agency leadership, outlining at an executive level the gaps that existed in the current environment, progress made, risks and issues, and the targeted end state.	As agreed upon between DCRB and Offeror	In a format agreed upon between DCRB and Offeror	Monthly or Quarterly basis prior to external auditing process  Minimum of three (3) reviews

## Section E. – Proposals

### Schedule of Events

The following is the schedule of events this RFP process. Dates listed below may be amended as appropriate by DCRB and changes will be made provided in writing.

Activity	Scheduled Date
Release of RFP	August 1, 2014
Deadline for Written Questions	August 8, 2014
Response to Written Questions	August 12, 2014
Proposal Due	September 3, 2014

### Section F. – Questions and RFP Amendment

All Offeror questions must be submitted in writing via e-mail to Yolanda Smith.

Questions will not be accepted via telephone. No oral communication provided by any DCRB staff will be considered binding on DCRB.

Any interpretation, correction or change to this RFP will be made by an amendment issued by DCRB. Interpretations, corrections or changes to the RFP made in any other manner will not be binding.

No amendments will be issued by DCRB within 48 hours of the final submission date and time without a corresponding extension of the submission deadline.

This RFP is issued by DCRB and is subject to the Board's lock-out rule (Appendix A), procurement and conflict of interest rules (Appendix B). Further, from the issue date of this RFP until a successful Offeror is selected, there shall be no communication by Offerors with any DCRB Board or staff members other than the DCRB designee. Failure to comply with this provision of the procurement will result in Proposal rejection and disqualification.

For all matters and questions relating to this RFP the point of contact is:

Name:	Yolanda Smith
Address:	District of Columbia Retirement Board 900 7 <sup>th</sup> Street NW; Suite 200 Washington, D.C. 20001
Telephone:	(202) 343-3200; Fax: (202) 566-5000
E-Mail:	<a href="mailto:Yolanda.Smith@dc.gov">Yolanda.Smith@dc.gov</a>

## Section H. – Proposal Preparation

### I. General

To expedite the evaluation of offeror responses (“Proposals”), it is essential that Offerors follow the format and instructions contained herein. Failure to respond in this manner may render the proposal, at the sole discretion of DCRB, as non-responsive or otherwise unacceptable and may result in disqualification and the elimination of the Offeror from consideration.

DCRB will not be liable for any costs incurred by the respondents in preparing responses to this RFP or for negotiations associated with award of a contract.

It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. DCRB reserves the right to reject any late arrivals.

All Proposals submitted become the property of DCRB and may be subject to public disclosure under the Freedom of Information Act (“Act”).

### II. Submission of Proposals

Offerors must prepare and submit both a separate technical proposal and a price proposal. Offerors are responsible for submitting the proposal, and any modification, or revisions, so as to reach the DCRB office designated in the solicitation by the time specified in the solicitation.

All proposals shall be submitted via email to the Point of Contact identified in this solicitation in their entirety.

An initial validation of all proposals received will be conducted, before they are distributed for evaluation, to ensure that all the requirements for format, content, and page limits established in the solicitation have been met. Offerors may not use subcontractors.

The DCRB reserves the right to reject any proposal that does not substantially comply with these proposal preparation/submission instructions.

### III. Withdrawal/Modification(s) of Proposals

The offeror or an authorized representative may withdraw proposals by written notice received at any time before award. The withdrawal is effective upon receipt of notice by the contracting officer. Proposal modification is a change made to a proposal before the solicitation’s closing date-and time, or a change made in response to an amendment, or made to correct a mistake at any time before award.

Proposal revision is a change to a proposal made after the solicitation closing date, at the request of or as allowed by a contracting officer as the result of negotiations.

The offeror must propose to provide all items in order to be deemed responsive to this solicitation.

1. The offeror shall submit the proposal in response to this solicitation in English.

2. The offeror may submit modifications to the proposal at any time before the solicitation closing date and time, and may submit modifications in response to an amendment, or to correct a mistake at any time before award.
3. The offeror may withdraw its submission proposal at any time before award.
4. Proposals received in response to this solicitation will be valid for up to 120 days from the receipt of the proposal.

#### IV. Method of Proposal Submission

The offeror's proposal must be submitted electronically via email no later than 5:00 PM Eastern Daylight Time on **September 3, 2014**. Offerors must comply with the detailed instructions for the format and content of the proposal(s); if the proposal(s) does not comply with the detailed instructions for the format and content, the proposal(s) may be considered non-responsive and may render the offeror ineligible for award.

Name:	Yolanda Smith
Title	Contract Specialist
Address:	District of Columbia Retirement Board 900 7 <sup>th</sup> Street NW; Suite 200 Washington, D.C. 20001
Telephone:	(202) 343-3200; Fax: (202) 566-5000
E-Mail:	<a href="mailto:Yolanda.Smith@dc.gov">Yolanda.Smith@dc.gov</a>

#### V. Proposal Format

To maximize efficiency and minimize the time for proposal evaluation, it is required that the offeror submit the proposal in accordance with the format and content specified herein. The electronic proposal shall be prepared so that if an evaluator prints the proposal it meets the following format requirements:

1. 8.5 x 11 inch paper · Single-spaced typed lines · No graphics or pictures other than those required · Tables are allowed for the list of key personnel · 1 inch margins · Times New Roman 12-point font in text · No hyperlinks · Microsoft Word 2003 software or later version · The offeror shall insert their company's name in the filename; all files named with the file extension .doc

2. Information provided on any other sized paper besides 8.5 x 11 inch paper, will not be evaluated. Instructions regarding use of certain electronic products listed herein should not be construed as DCRB's endorsement of specified products.
3. Page Numbering: The offeror shall use a standard page numbering system to facilitate proposal references. Charts, graphs and other insert materials shall be page-numbered as part of the page numbering system.
4. Page Limitations: Each technical proposal, not including title pages, cover pages, and introductions cannot exceed 30 pages. When a page is designed to print on both sides of a sheet, it shall be counted as two pages. Included in the page count are separate pages providing graphics, charts, illustrations and pictures.
5. Cover Page, and Table of Contents: Each proposal will include a cover page and a table of contents. The cover page shall identify the solicitation number and title, and the offeror's name. The table of contents shall identify, by content, the page number of each section of the proposal. *These pages will not be counted toward the page limitation requirement.*

Marketing brochures included as part of the main body of the bid response shall not be considered. Such material must be submitted only as attachments and must not be used as a substitute for written responses. In case of any conflict between the content in the attachments and an offeror's answers in the body of the proposal, the latter will prevail.

## VI. Technical Proposal

Proposals should be as succinct as possible while providing an accurate picture of the offeror's ability to meet the needs of DCRB in a thorough, accurate, responsive and cost-effective manner.

Offeror must describe its understanding of the services covered by this RFP. Please provide DCRB with information, regarding your approach and methodology to the scope of work.

The proposal shall be limited to the following:

### *Cover Letter*

The proposal must include a cover letter signed by an individual legally authorized to bind the respondent to both its technical and price proposals. The cover letter should contain the solicitation number, name, title, address, email address, and phone number of the person(s) who are authorized to represent the Offeror and to whom DCRB should direct follow-up correspondence.

### *Staffing Plan*

The Offeror must include the following information about the Primary Consultant who will be *substantially devoted to one or more of the tasks throughout the period of performance* the DCRB activity for which it is submitting a proposal. Please refer to B.1 Personnel Requirements.

- Individual's Name;
- Position Title with brief description;

- Years of Professional Experience;
- Highest Degree Attained/Degree Area;
- Relevant Professional Certifications; and
- Anticipated Role and Responsibilities on the DCRB contract.

### ***Organizational and Consultant Conflict of Interest (OCCI) Mitigation Plan***

Offerors shall identify any and all potential or actual conflicts of interest. This includes actual or potential conflicts of interest of proposed subcontractors. If it is believed that conflicts of interests are either real or perceived, a mitigation plan shall be developed and submitted to the Contracting Officer as part of your proposal submission. The Offeror's plan shall describe how the Offeror addresses potential or actual conflicts of interest and identify how the Offeror will avoid, neutralize, or mitigate present or future conflicts of interest.

Offerors must consider whether their involvement and participation raises any OCCI issues, especially in the following areas when:

1. Providing systems engineering and technical direction;
2. Preparing specifications or work statements and/or objectives;
3. Providing evaluation services; and
4. Obtaining access to proprietary information.

If a prime Contractor or subcontractor breaches any of the OCCI restrictions, or does not disclose or misrepresents any relevant facts concerning its conflict of interest, the DCRB may take appropriate action, including terminating the contract, in addition to any remedies that may be otherwise permitted by the contract or operation of law.

### ***Performance Work Statement (PWS)***

The Offeror must prepare and submit a PWS which clearly describes how the Offeror's technical approach and methodology is designed to meet DCRB's a) business, b) technical, and c) management objectives, as described in Sections B. Scope of Work and D. Deliverables. The PWS should be presented in sufficient detail to allow the DCRB to determine the Offeror has a clear understanding of DCRB's requirements and that the approach/methodology presented by the offeror can be implemented efficiently and effectively using state of the art technology with minimum risk.

Specifically, the PWS should 1) identify and describe each task or deliverable including expected outcomes and 2) the level of effort and duration for completing each task or deliverable.

The PWS must be aligned with the Price Proposal.

### ***Past Performance***

The Offeror shall identify five (5) contract efforts conducted within the last three to five years or work that is ongoing. The contracts identified should demonstrate in-depth knowledge and successful

implementation of the efforts of similar size and scope and relevance to this solicitation. The identified contracts can be with Federal, District of Columbia, commercial or other customers.

For each contract, the Offeror shall identify the following the 1) Program Manager (PM) and 2) Contracting Officer (CO). The Offeror shall provide the current address, phone number, Fax number, and email address for each customer POC.

For each of the contract efforts identified, the Offeror shall provide the following narrative information:

1. Description of how the scope for this contract/task order relates to this effort in size and scope and relevance.
2. Description of the significant achievements, challenges or obstacles that were encountered during contract performance and the measures taken to overcome them.
3. Description of achievements against the most recent period for which performance measures have been applied to each contract. The performance measures should be specific and show the target performance levels that are set forth under the applicable contracts as well as the level of performance achieved.
4. The names and roles and responsibilities of the individuals performing the work described.

**VII. Price Proposal**

DCRB anticipates awarding a Labor Hour/Task Order contract to one offeror. After award, DCRB will issue, in coordination with the selected offeror, a series of fixed price Task Orders based on the selected offeror’s Performance Work Statement (PWS).

The price proposal must be aligned with the PWS.

The price used for evaluation purposes will be the combination of the 1) one year base period and 2) each of the two (2) one year option periods. Offerors must complete and submit a separate price proposal for the Base Year and each of the two (2) one year option periods.

**Offeror:**

**Base Period (One Year):**

<b>Task or Deliverable (aligned with the PWS)</b>	<b>Labor Hour Category (position title)</b>	<b>Labor Hour Cost/Hour</b>	<b>Level of Effort (Anticipated Number of Hours)</b>	<b>Anticipated Cost</b>



Total	-----	-----		

**Offeror:**

**Option Year 1:**

<b>Task or Deliverable (aligned with the PWS)</b>	<b>Labor Hour Category (position title)</b>	<b>Labor Hour Cost/Hour</b>	<b>Level of Effort (Anticipated Number of Hours)</b>	<b>Anticipated Cost</b>
Total	-----	-----		

**Offeror:**

**Option Year 2:**

<b>Task or Deliverable (aligned with the PWS)</b>	<b>Labor Hour Category (position title)</b>	<b>Labor Hour Cost/Hour</b>	<b>Level of Effort (Anticipated Number of Hours)</b>	<b>Anticipated Cost</b>
Total	-----	-----		

An Offeror's proposal is presumed to represent its best efforts to respond to the solicitation. Any inconsistency between promised performances, the technical/management proposal, identified personnel resources, and price must be explained in the proposal. For example, if the intended use of new and innovative techniques is the basis for an unusually low estimate, the nature of these techniques and their impact on cost or price shall be explained; or, if a corporate policy decision has been made to absorb a portion of the estimated price, that must be stated in the proposal. Any inconsistency, if unexplained, may raise a fundamental question of the Offeror's understanding of the nature and scope of the work required and may adversely impact the Offeror's standing upon evaluation. The burden of proof as to cost/price credibility rests with the Offeror. Unrealistically low prices may indicate an inability to understand requirements and a high-risk approach to contract performance. Accordingly, the DCRB may consider the findings of such an analysis in evaluating an Offeror's ability to perform and the risk of its approach.

DCRB will base its award on its analysis of both the offeror's technical and price proposals with the technical proposal being given more weight.

DCRB reserves the right to not make an award.

Price proposal narratives shall be no more than five (5) pages excluding a cover page. Pages exceeding this limit shall ***not*** be considered or evaluated.

Each price proposal shall address the following in support of their proposal in narrative, related to the fixed price level of effort service areas:

- (a) Fee structures for other public agency clients and any reduced fees offered to other municipalities, governmental entities or nonprofit firms.
- (b) Information on how you propose to keep track of, and charge for, any expenses. (Incidental office expenses will not be reimbursed for this work. No fees or expenses will be paid for travel time or mileage). Include in your proposal any assumptions on which your hourly fee is based.
- (c) A certification that the proposed hourly rates do not exceed the lowest hourly rates charged to any entity of the District of Columbia or any Federal, State, or local government entity for performing similar types of work of similar size scope.
- (d) A certification that if, subsequent to award of a contract, hourly rates charged to any District of Columbia, Federal, State, or local government entity for performing similar types of work become lower than the hourly rates specified in the contract, the offeror shall promptly notify DCRB and substitute the lower hourly rates for all future work.

DCRB is subject to the annual appropriations process of the District of Columbia government that culminates in an appropriation act passed by the U.S. Congress and signed the President of the United States. Therefore, funds for the contract term are subject to the availability of funds.

## VIII. Evaluation of Proposals

### Basis for Award

This procurement will be awarded on a Best Value basis. DCRB will not make an award to an Offeror if the DCRB makes a determination that an Offeror does not have the technical capability of successfully performing the work contained in this RFP.

Best Value determination will be reached by comparing the differences in the value of the technical factors with the differences in the prices proposed. In making this comparison, the DCRB is more concerned with obtaining superior services than lowest overall price. However, the DCRB shall not make an award at a significantly higher overall price to achieve only slightly superior service.

The proposals will be evaluated by the DCRB Source Selection Evaluation Board (SSEB) who will provide their consensus recommendations to the DCRB Contracting Officer who will then make the final best value determination.

The DCRB reserves the right to award this effort based on the initial offers received, without discussion of such offers. Accordingly, each initial offer should be submitted on the most favorable terms from a price and services standpoint which the Offeror can submit to the DCRB. However, the DCRB also reserves the right to award no contract at all, depending on the quality of the proposal(s) submitted, the availability of funds, and other factors.

### II. Technical Evaluation Criteria

The combined technical factors have greater weight than price with price becoming more important as proposals are deemed to be increasingly equal based on the technical factors.

The relative weight of the technical factors is in the following descending order of importance:

1. Performance Work Statement (PWS);
2. Past Performance; and
3. Qualifications and specific ISO certification experience of assigned staff including professional certifications and education.

## IX. Technical Evaluation Rating

Technical proposals will be evaluated by use of an adjectival rating system methodology.

The evaluation methodologies will allow the SSEB to identify and clearly describe strengths, weaknesses, deficiencies, and risks associated with each proposal. The definitions for each rating are as follows:

<b>Adjective</b>	<b>Description</b>
Unacceptable	Fails to meet minimum requirements; e.g., no demonstrated capacity, major deficiencies which are not correctable; offeror did not address the evaluation criteria.
Marginal	Fails to meet evaluation standard; however any significant deficiencies are correctable. Lacks essential information to support a proposal.
Acceptable	Meets requirements; weaknesses are correctable.
Exceeds	Exceeds most, if not all requirements; no deficiencies.

In conformance with the requirements of this RFP, DCRB will evaluate option years as well as the base year. Evaluation of options shall not obligate the DCRB to exercise them.

## ARTICLE II. GENERAL TERMS AND CONDITIONS

### A. Reservations

DCRB reserves the right to reject any and all offers.

DCRB is not liable for any expense incurred in the preparation, delivery or presentation of Proposals in response to this RFP.

If, prior to execution of any contract, subsequent information or circumstances indicate that such contract is not in the best interest of DCRB, the right is reserved to rescind the offer and either award the contract to another Offeror or reject all responses.

### B. Confidentiality

Confidential Information is any and all information which is proprietary, confidential, secret or otherwise, not generally known to the public, including personal and identifying information concerning participants in the Retirement Funds. Confidential Information shall not include information which, as established by credible evidence: (a) is or becomes public knowledge without any action by, or involvement of, the party receiving the Confidential Information hereunder: (b) is independently developed by the receiving party without the use of the other party's Confidential Information: (c) is already known to the receiving party at the time of disclosure under this Agreement without restriction of confidentiality: (d) is disclosed to the receiving party by a third party who is entitled to disclose it without restriction of confidentiality: or (e) the disclosing party subsequently approves for disclosure without restrictions.

Each party, on behalf of itself and its employees and agents, agrees that it and its employees and agents: (a) shall not use any Confidential Information of the other party for any purpose other than to perform its obligations under this Agreement; and (b) shall keep and maintain all Confidential Information as strictly confidential and shall not directly or indirectly transfer or otherwise disclose any such Confidential Information to any third party other than those of its employees with a need to have access thereto. Each party shall cause those of its employees and agents receiving Confidential Information of the other party to observe the terms of this Paragraph. Each party shall be responsible for any breach of this Paragraph by any of its employees or agents.

A party shall not be liable for the disclosure of any Confidential Information if the disclosure is: (a) required by law, regulation or legal process and uses reasonable efforts to obtain assurances that, if possible, confidential treatment will be accorded such Confidential Information or (b) inadvertent despite the exercise of the same degree of care as that party takes to preserve and safeguard its own Confidential Information, provided that upon discovery thereof that party takes all reasonable steps to retrieve the inadvertently disclosed Confidential Information and that such inadvertent disclosure will not relieve that party from its continued adherence to the terms and conditions of this Paragraph.

The successful Offeror will be required to execute and submit Confidentiality Agreements before service contract award. All person(s) assigned to the project in any capacity will be required to sign

statements of confidentiality in order to participate in the project. The Offeror must certify that criminal background checks have been conducted on all person(s) participating in the project.

### **C. Indemnification**

Offeror hereby agrees to hold harmless the Board, its members, officers, employees, agents and representatives and the District of Columbia Government, and to indemnify and exonerate same against and in respect of any and all claims, demands, damages, actions, costs, charges, losses, liabilities, and deficiencies, including legal fees and expenses, resulting from, arising out of, or in any way related to (a) any untrue warranty or representation or material omission of Offeror in this Contract; and/or (b) any liens, claims, encumbrances, or infringement of any patent, trademark, copyrights, or other proprietary or intellectual property right; and/or (c) Offeror's willful misfeasance, bad faith, negligence or reckless disregard of its obligations in providing services under the terms of the Contract.

### **D. Sole Property**

All deliverables, reports, and documents produced in the performance of this Agreement shall be the sole property of DCRB. The Offeror shall make no distribution of work specifically produced for DCRB under this Agreement to others without the express written consent of the agency. The

Offeror agrees not to assert any rights at common law or in equity or establish any claim to statutory copyright in such reports.

### **E. Contractual Requirements**

Offerors are each responsible for complying with all statutory provisions applicable to doing business in the District of Columbia and with DCRB; however, such compliance does not limit DCRB to any rights or remedies available to DCRB under other general, state or local laws.

The terms, conditions, and specifications of the RFP, the successful Offeror's response, the completed and executed contract, and all RFP amendments (if any) will comprise the entire agreement between DCRB and the successful Offeror.

### **F. Complete Contract**

This Contract including all amendments, the Offeror's technical and price proposals (including proposal revisions), represents the entire and integrated Contract between DCRB and the Offeror and supersedes all prior negotiations, proposals, communications, understandings, representations, or Contracts, either written or oral, express or implied. All amendments or modifications of this Contract shall be in writing and executed by DCRB and the Offeror.

### **G. Prohibition Against Contingent Fees**

Offeror warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for it, to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for it, any fee, commission, percentage, gift, or any other compensation contingent upon or resulting from the award or making of this Contract; except where: (a) Offeror has disclosed, in writing to the Board, that it has

engaged such a company or person other than a bona fide employee to secure this engagement, and (b) the cost of such engagement is not charged to DCRB under the terms of compensation under this or any other current or subsequent Contract. For breach or violation of this warranty, DCRB shall, at its discretion, void this contract without liability, entitling DCRB to recover all monies paid hereunder and Offeror shall not make a claim for, or be entitled to recover, any sum or sums due under this Contract. This remedy, if affected, shall not constitute the sole remedy of the Board for the falsity or breach, nor shall it constitute a waiver of the Board's right(s) to claim damages or refuse payment or take any other action provided for by law pursuant to this Contract.

## H. Primary Consultant/Contractor/Offeror

In performing the services under this Contract, Offeror's representative assigned to DCRB as the Primary Offeror and/or Co-Primary Offeror, shall report to on an ongoing basis, and meet with DCRB for the purposes of providing the services under this Contract. Designation of a new Primary or Co-Primary Offeror shall be subject to DCRB's approval, which approval shall not be unreasonably withheld.

## I. Assignment

Neither party will, directly or indirectly, assign or transfer any claim arising out of this Contract. Offeror recognizes that this Contract is for specific performance of personal consulting services to be performed solely by Offeror.

## J. Restriction on disclosure and use of data

**All proposals become the property of DCRB and may be subject to disclosure under the Freedom of Information Act.** Pages of a proposal containing confidential or proprietary information shall contain a header and footer with an appropriate restrictive legend.

If the Offeror includes in the proposal data that it does not want disclosed to the public for any purpose, or used by the DCRB except for evaluation purposes, the Offeror shall:

A. Mark the title page with the following legend:

“This proposal includes data that shall not be disclosed outside the DCRB and shall not be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this Offeror as a result of, or in connection with, the submission of this data, the DCRB shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the DCRB right to use information contained in this data if it is obtained from another source without restriction.”

B. 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”

## K. Notices

Any notice or consent required to be given in accordance with this Contract shall be in writing and shall be either (i) delivered by hand to the other party; (ii) mailed, with first class postage prepaid, to



the address of the other party, by certified mail, return receipt requested, or (iii) sent electronically with a receipt detailing the transmitted message. Notices and requests for consent shall be addressed to the Chief Contracting Officer. The Executive Director of the Board is the Chief Contracting Officer for this Contract.

#### **L. Contract Term**

The term of the contract shall be for a base period of one year from date of award and three (3) on year option periods. DCRB's total requirements may change during the option years. Quantities to be awarded will be determined at the time each option is exercised.

DCRB's Chief Contracting Officer may extend the term of the contract for a period of three (3) one year option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that DCRB will give the Contractor preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit DCRB to an extension. The exercise of any option is subject to the availability of funds at the time of the exercise of the option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Chief Contracting Officer prior to expiration of the contract.

If DCRB exercises contract option(s), the extended contract shall be considered to include this option provision. The price for the option period(s) shall be as specified in the Price Proposal and is subject to negotiations. The total duration of the contract, including the exercise of any options under this clause, shall not exceed four (4) years.

#### **M. Termination for Cause/Convenience**

The contract may be terminated by DCRB in whole or in part for cause at any time.

If DCRB proposes terminating the contract for cause, DCRB shall first give ten (10) days prior written notice to the Offeror stating the reason for termination, and providing the Offeror an opportunity to cure the issues leading to termination. Offeror must submit a corrective action plan which outlines the methodology and timeline of each corrective action. The corrective action plan shall be provided to the COTR or his designee within ten (10) calendar days of receipt of the notice to cure. Failure to submit a corrective action plan in response to the notice to cure shall result in DCRB terminating the contract for cause.

Offeror shall not be entitled to receive payment for labor or expenses incurred prior to termination unless accepted by the Board.

The contract may be terminated in whole or in part by DCRB for convenience at any time by giving the Offeror written notice. In such event:

- A. Offeror shall immediately cease performing the terminated work unless directed otherwise.

- B. Offeror shall be reimbursed for agreed upon fees and expenses incurred in preparing to perform the terminated work.
- C. Offeror shall not be compensated for anticipated future profit for the terminated work.

## **N. Rights in Data**

N.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.

N.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.

N.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.

N.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.

N.5 All data first produced in the performance of this Contract shall be the sole property of the DCRB. The Contractor hereby acknowledges that all data, including, without limitation, computer program codes, produced by Contractor for the DCRB under this Contract, are works made for hire and are the sole property of the DCRB; 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 DCRB the ownership of copyright in such works, whether published or unpublished. The Contractor agrees to give the DCRB 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 DCRB until such time as the DCRB may have released such data to the public.

N.6 The DCRB 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:

N.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 DCRB installation to which the computer may be transferred by the DCRB;

N.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;

N.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.

N.7 The restricted rights set forth in section N.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 DCRB'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 DCRB of liability with respect to such unmarked software.

N.8 In addition to the rights granted in Section I.5.6 above, the Contractor hereby grants to the DCRB 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 DCRB under this contract. Unless written approval of the CO is obtained, the Contractor shall not include in technical data or computer software prepared for or acquired by the DCRB under this contract any works of authorship in which copyright is not owned by the Contractor without acquiring for the DCRB any rights necessary to perfect a copyright license of the scope specified in the first sentence of this paragraph.

N.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 DCRB's or the Contractor's rights in that subcontractor data or computer software which is required for the DCRB.

N.10 For all computer software furnished to the DCRB with the rights specified in Section I.5.5, the Contractor shall furnish to the DCRB, 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 DCRB with the restricted rights specified in Section I.5.6, the DCRB, if the Contractor, either directly or through a successor or affiliate shall cease to provide the maintenance or warranty services provided the DCRB 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.

N.11 The Contractor shall indemnify and save and hold harmless the DCRB, 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.

N.12 Nothing contained in this clause shall imply a license to the DCRB under any patent, or be construed as affecting the scope of any license or other right otherwise granted to the DCRB under any patent.

N.13 Paragraphs N.6, N.7, N.8, N.11 and N.12 above are not applicable to material furnished to the Contractor by the DCRB 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.

## **O. Successor Contract**

In the event DCRB awards a successor Contract to another entity covering the same matters as those assigned to Offeror under this Contract, then Offeror shall cooperate with DCRB to effect an orderly transition to the successor entity.

## P. Cancellations

In the event provisions of this RFP are violated by Offeror(s), DCRB may give written notice to the Offeror(s) stating the deficiencies. Unless deficiencies are corrected within five (5) working days, DCRB reserves the right to issue an immediate termination notice in writing to the Offeror(s).

DCRB reserves the right to require personnel changes at any time during the term of the contract. Such a request shall be issued in writing by DCRB and the Offeror shall have five (5) business days to provide a substitute acceptable to DCRB. Failure to do so shall result in DCRB issuing an immediate termination notice in writing to the Offeror.

## Q. Security and Background Checks

Due to the sensitive nature of the information that the Offeror's staff will be supporting, a background check shall be performed on all personnel and employees who are assigned to work on this contract. A background check will be performed initially and every two years thereafter consistent with DCRB's policies. The Offeror shall not assign anyone to work on this contract and shall immediately remove from work on this contract anyone who has been convicted within the past seven years of fraud or any felony or who is currently under arrest warrant. Any exceptions to this provision must be approved in writing by the Contracting Officer.

The background check must be returned in a favorable status prior to the Offeror commencing work on this contract. The background check shall be performed by the District of Columbia's Metropolitan Police Department located at 300 Indiana Avenue, N.W., Washington, DC 2001. The cost of the background check is \$42.00 per individual and must be paid directly by Offeror.

In the event that the Offeror is located outside the DC Metropolitan area (Washington, DC, Maryland, Virginia), they must propose for DCRB's review and acceptance alternate means for conducting background check(s).

In addition to the aforementioned background check requirement(s), each Offeror shall provide a risk mitigation plan, including but not limited to, the processes employed by the Offeror to provide data and personnel security in compliance with Privacy Act of 1974, 5 U.S.C. § 552a, and the Department of the Treasury's system of records notice TREASURY/DO .214 Fed Reg. 46284 (2005). The Offeror shall provide as part of the risk mitigation plan how it will meet the requirements of DCRB's Personally Identifiable Information (PII) Policy included as Appendix C by providing the following:

- A list of the anticipated threats and hazards that the contractor must guard against;
- A description of the safeguards that the contractor must specifically provide; and
- Requirements for a program of Government inspection during performance of the contract that will ensure the continued efficacy and efficiency of safeguards and the discovery and countering of new threats and hazards.

Offeror and all personnel working on this contract must sign a confidentiality statement provided by DCRB as prescribed above in Section B. Confidentiality and be required to undergo DCRB security and privacy training prior to contract award.

## **R. Dispute Resolution**

- A. The parties waive the right to trial by jury in any judicial action, proceeding or counterclaim arising from this Contract that is not resolved by mutual Contract.
- B. Any legal proceedings involving this contract shall be filed with a District of Columbia court with subject matter jurisdiction, and District of Columbia law shall apply, excluding its choice of law provisions.
- C. Pending a final settlement of or a final decision from a court on an action or appeal of, a dispute or a claim asserted by the Offeror against DCRB, the Offeror shall proceed diligently with performance of the Contract in accordance with its terms and conditions.

## **S. Governing Laws**

This Contract shall be governed by and construed in accordance with the laws of the United States and the District of Columbia.

## **T. Freedom of Information Act**

Offeror understands and acknowledges that DCRB is subject to the District of Columbia Freedom of Information Act (“Act”) and consents to the disclosure of its proposal, this Contract, and any information, recommendations, or advice received by DCRB from Offeror under this Contract, or such information, recommendations, or advice is subject to disclosure under the Act. DCRB shall use reasonable efforts to give notice of any demand for disclosure to Offeror as soon as reasonably practicable after demand for disclosure is made upon DCRB.

## **U. Insurance Requirements**

The Offeror selected for contract award shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Offeror shall have its insurance broker or insurance company submit a Certificate of Insurance to the DCRB giving evidence of the required coverage prior to commencing performance under this contract. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the DCRB. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia or in the jurisdiction where the work is to be performed and have an A.M. Best Company rating of A-VIII or higher. The Offeror shall ensure that all policies provide that the DCRB shall be given thirty (30) days prior written notice in the event the stated limit in the declarations page of the policy is reduced via endorsement or the policy is canceled prior to the expiration date shown on the certificate. The Offeror shall provide the DCRB with ten (10) days prior written notice in the event of non-payment of premium.

- a. Commercial General Liability Insurance. The Offeror shall provide evidence satisfactory to the DCRB with respect to the services performed that it carries \$1,000,000 per occurrence limits; \$2,000,000 aggregate; Bodily Injury and Property Damage including, but not limited to: premises-operations; broad form property damage; Products and Completed Operations; Personal and Advertising Injury; contractual liability and independent Offerors. The policy coverage shall include the DCRB as an additional insured, shall be primary and non-contributory with any other insurance maintained by the DCRB, and shall contain a waiver of subrogation. The Offeror shall maintain Completed Operations coverage for five (5) years following final acceptance of the work performed under this contract.
- b. Workers' Compensation Insurance. The Offeror shall provide Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the contract is performed.

Employer's Liability Insurance. The Offeror shall provide employer's liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

The Offeror shall carry all required insurance until all contract work is accepted by the DCRB, and shall carry the required General Liability; any required Professional Liability insurance for five (5) years following final acceptance of the work performed under an awarded contract.

These are the required minimum insurance requirements established by the District of Columbia.

HOWEVER, THE REQUIRED MINIMUM INSURANCE REQUIREMENTS PROVIDED ABOVE WILL NOT IN ANY WAY LIMIT THE OFFEROR'S LIABILITY.

The Offeror are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of the DCRB.

The DCRB shall not make any separate measure or payment for the cost of insurance and bonds. The Offeror shall include all of the costs of insurance and bonds in the contract price.

The Offeror shall immediately provide the DCRB with written notice in the event that its insurance coverage has or will be substantially changed, canceled or not renewed, and provide an updated certificate of insurance to the CO.

The Offeror shall submit certificates of insurance giving evidence of the required coverage as specified in this section prior to commencing work. Evidence of insurance shall be submitted to:

Yolanda Smith  
Contract Specialist  
District of Columbia Retirement Board  
900 7<sup>th</sup> Street, NW, 2<sup>nd</sup> Floor



Washington, DC 20001; (202) 343-3200

The Offeror agrees that the DCRB may disclose the name and contact information of its insurers to any third party which presents a claim against the District for any damages or claims resulting from or arising out of work performed by the Offeror, its agents, employees, servants or sub Offerors in the performance of this contract.

## **V. Order of Precedence**

A conflict in language shall be resolved by giving precedence to the document in the highest order of priority that contains language addressing the issue in question. The following documents are incorporated into the contract by reference and made a part of the contract in the following order of precedence:

1. An applicable Court Order, if any
2. Contract document
3. Contract attachments
4. RFP, including amendments
5. BAFOs (in order of most recent to earliest)
6. Offeror's Proposal

## APPENDIX A

### Board Lock-Out Rule

The Board of Trustees has established guidelines by which Board Members and staff will communicate with prospective service providers during a search process. The Policy is referred to as the Lock-Out Rule.

The Offeror shall not intentionally engage in unauthorized contract with Members or employees of the District of Columbia Retirement Board until such time as the offeror is notified an award has been made or the solicitation has been canceled, whichever occurs first.

“Unauthorized contact” means communication between the offeror and a Member or employee of the Board other than:

1. In the ordinary course of performing an existing contract;
2. In connection with an expired or terminated contract;
3. In the ordinary course of participating in the source selection process (e.g., responding to an invitation from the Board to submit written questions at a pre-Offerors conference or participating in contract discussions;
4. Regarding a matter unrelated to procurement; or
5. As a matter of public record.

A violation of this provision may disqualify the Offeror from participating in the source selection process.

## APPENDIX B – Procurement and Conflict of Interest Rules

### CHAPTER 2

#### **Ethics**

- 2.1 Policy
- 2.2 General Standards of Ethical Conduct
  - 2.2.1 Employees
  - 2.2.2 Non-Employees
- 2.3 Sanctions
  - 2.3.1 Employees
  - 2.3.2 Non-Employees
- 2.4 Conflict of Interest
  - 2.4.1 Employees
- 2.5 Personal Gain
  - 2.5.1 Employees
- 2.6 Restrictions on Employment of Present and Former Employees
  - 2.6.1 Employees
  - 2.6.2 Offeror, Contractor, or Subcontractor

## 2.1 Policy

Employees involved in the procurement process must conduct business impartially and in a manner above reproach, with preferential treatment for none. Employees must strictly avoid any conflict of interest or the appearance of a conflict of interest in the procurement process.

## 2.2 General Standards of Ethical Conduct

### 2.2.1 Employees

Any attempt to realize personal gain through employment with the Board or by conduct inconsistent with proper discharge of the employee's duties is a breach of ethical standards.

### 2.2.2 Non-Employees

Any attempt to influence any Board employee to breach the standards of ethical conduct set forth in this Chapter or in §§1602- 1604 of the Board's Procurement Regulations is a breach of ethical standards.

## 2.3 Sanctions

### 2.3.1 Employees

Disciplinary action may be taken against employees who violate any provision of §§1602- 1604 of the Board's Procurement Regulations or this Chapter. Any employee who violates any provision of §§1602- 1604 of the Board's Procurement regulations or this Chapter will be subject to discipline up to and including termination of the relationship with the Board.

### 2.3.2 Non-Employees

Any effort made by or on behalf of a non-employee, including an offeror or contractor, to influence an employee to breach the ethical standards set forth in §§1602- 1604 of the Board's Procurement Regulations or in this Chapter is prohibited and may be referred to appropriate authorities for civil enforcement or criminal prosecution. A violation by a contractor or subcontractor of §§1602- 1604 of the Board's Procurement Regulations or this Chapter constitutes a major breach of each Board contract or subcontract to which the violator is a party. In addition, an offeror or contractor that violates or whose representative violates any provision of §§1602- 1604 of the Board's Procurement Regulations or this Chapter may be determined to be non-responsible in future solicitations.

## 2.4 Conflict of Interest

### 2.4.1 Employees and Trustees

No employee or Trustee shall participate in or attempt to influence any procurement when the employee or Trustee knows or has reason to know:

The employee or Trustee or any relative of the employee or Trustee has a financial interest pertaining to the procurement;

The employee or Trustee or any relative of the employee or Trustee has a financial interest in a business or organization pertaining to the procurement; or

The employee or Trustee or any relative of the employee or Trustee has an agreement or arrangement for prospective employment with a business or organization involved with the procurement.

## 2.5 Personal Gain

### 2.5.1 Employees

It is a breach of ethical standards for any employee to receive or attempt to realize personal gain or advantage, either directly or indirectly, as a result of their participation in any action related to any procurement. No employee may solicit or accept, directly or indirectly, on his or her own behalf or on behalf of a relative, any benefit, such as a gift, gratuity, favor, compensation, or offer of employment from any person or entity having or seeking to have a contractual, business, or financial relationship with the Board.

In the event an employee is offered or receives any benefit, the employee shall report the matter to DCRB's ethics officer who shall determine the disposition of the benefit. The failure to report such offer or benefit to the ethics officer is a breach of these ethical standards.

## 2.6 Restrictions on Employment of Present and Former Employees

### 2.6.1 Employees

An employee who participates in the selection of a contractor, participates in the approval process of a contract or contract modification, or supervises contract implementation shall not be employed by the contractor in question with respect to the performance of the contract in which the employee participated.

### 2.6.2 Offeror, Contractor, Subcontractor

An offeror, contractor, subcontractor shall not:

1. Employ for a period of 24 months after separation a Board employee to work on a Board project on which the employee directly worked. The Executive Director may change this limitation period if it is determined that it is in the Board's best interests after review and recommendation by the General Counsel.
2. At any time after granting employment to any Board employee who participated in the selection of the contractor, participated in the approval of a contract or contract modification with the contractor, or supervised the contract implementation, allow such employee to work under the Board's contract resulting from the selection or approval.

3. Offer to perform work for the Board premised on the hiring of a Board employee to perform part of the work that may reasonably be expected to participate in the selection of that contractor, participate in the approval of a contract or contract modification with that contractor, or supervise contract implementation.
4. Perform work for the Board under the supervision, direction, or review of a Board employee who was formerly employed by the contractor without notifying the contracting officer in writing.
5. Allow the relative of a Board employee or Trustee to work on a contract for which the employee has any direct responsibility or supervision.
6. Permit any person whose employment the Board terminated, except pursuant to a reduction in force by the Board, other than pursuant to a reduction in force, to work on any Board contract or project.
7. Offer or grant a Board employee relative of Board employee, directly or indirectly, any benefit such as a gift, gratuity, favor, compensation, offer of employment, or any other thing having more than nominal monetary value or any other thing of value.

## APPENDIX C

### **DCRB's PII Policy dated August 28, 2013**



**Information Technology**  
*Excellence through innovation*

District of Columbia Retirement Board

# Personally Identifiable Information Policy

in compliance with ISO 20000

August 28, 2013  
Version 1.0

DCRB IT- Policy		
<b>Title:</b> Personally Identifiable Information Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

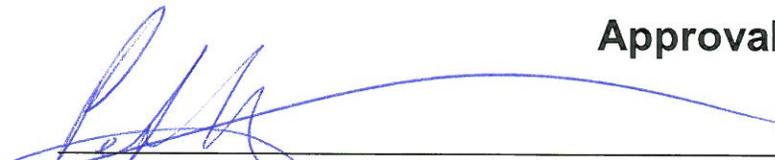
## Table of Contents

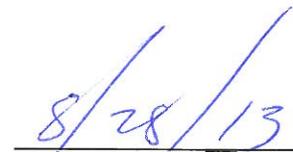
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7.0	Policy References .....	5

## Revision History

Version	Description of Change	Author/Reviewer	Date
0.1	Technical Authoring	Clay Pendarvis	8/14/13
0.2	Knowledge Editing	Tony Phan Ferdinand Frimpong Mark Bojeun	8/16/13
0.3	Review of Knowledge Editing	Tony Phan Mark Bojeun	8/16/13
0.4	Language Edit and Layout Editing	Justin Baker	8/19/13
0.5	Review of Language and Layout Editing	--	--
0.6	Management Editing	Leslie King	8/27/13
0.7	Review of Management Editing	Justin Baker	8/28/13
0.8	Final Editing	Justin Baker	8/28/13
1.0	Delivery	Peter Dewar	8/28/13

### Approval

  
 \_\_\_\_\_  
 Peter Dewar, Director of Information Technology, DCRB

  
 \_\_\_\_\_  
 Date

<b>DCRB IT– Policy</b>		
<b>Title:</b> Personally Identifiable Information Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

# Personally Identifiable Information Policy

## 1.0 Purpose

DCRB information technology (IT) recognizes its need to maintain the confidentiality of personal identifiable information (PII) and understands that such information is unique to each individual. This policy addresses PII that is managed and produced from various types of DCRB work activities and applies to DCRB employees, contractors, consultants, and vendors, including PII maintained on the DCRB customer base (District of Columbia teacher, police, and firefighter retirees).

## 2.0 Scope

The scope of this policy is intended to be comprehensive and includes requirements for the security and protection of PII throughout the agency and its approved vendors both onsite and offsite. All applicable DCRB departments will develop and implement specific processes and procedures for protecting PII when necessary. Such policies will be governed by applicable District of Columbia and Federal laws. These laws govern in the event of any conflict between these laws and DCRB policies.

## 3.0 Policy

In the DCRB organizational environment, PII is unique, personal data that includes, but is not limited to, the following:

- Social Security Numbers (or their equivalent issued by governmental entities outside the United States)
- Employer Identification Numbers (or their equivalent issued by government entities outside the United States)
- State or foreign driver’s license numbers
- Date(s) of birth
- Government or individually held credit or debit transaction card numbers (including PIN or access numbers) maintained in organizational or approved vendor records

PII may reside in hard copy or in electronic records; both forms of PII fall within the scope of this policy.

### 3.1 Vendors

Individual(s) or companies that have been approved by DCRB as a recipient of organizational and member PII and from which DCRB has received certification of their data protection practices that conform to this policy. Vendors include all external providers of services to the agency as well as proposed vendors. No PII can be transmitted to any vendor in any method unless the vendor has been pre-certified for the receipt of such information.

### 3.2 PII Retention

<b>DCRB IT– Policy</b>		
<b>Title:</b> Personally Identifiable Information Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

DCRB understands the importance of minimizing the amount of PII it maintains and will retain PII only as long as necessary. A joint task force comprising members of the DCRB Legal, Finance, IT, Contracts and Human Resources Departments will maintain organizational record retention procedures, which will dictate the length of data retention and data destruction methods for both hard copy and electronic records.

### 3.3 PII Training

All employees and contractors at DCRB who may have access to PII will be provided with introductory training regarding PII policy, will be provided a copy of this PII policy, and will be provided a copy of PII-related procedures for the department to which they are assigned. Employees in positions with regular ongoing access to PII or those transferred into such positions will be provided with training that reinforces this policy and reinforces the procedures for the maintenance of PII. Employees will receive annual training regarding the security and protection of PII and company proprietary data

### 3.4 PII Audit(s)

DCRB will conduct audits of PII maintained by DCRB in conjunction with fiscal year closing activities to ensure that this PII policy remains strictly enforced and to ascertain the necessity for the continued retention of specific PII throughout DCRB. Where the need no longer exists, PII will be destroyed in accordance with protocols for destruction of such records and logs will be maintained that record the dates of the specific PII destruction. The audits will be conducted by the DCRB Finance, IT, Procurement, and Human Resources Departments under the auspices of the DCRB Legal Department.

### 3.5 Data Breaches/Notification

Databases or data sets that include PII may be breached inadvertently or through wrongful intrusion. Upon becoming aware of a data breach, DCRB will notify all affected individuals whose PII may have been compromised, and the notice will be accompanied by a description of action being taken to reconcile any damage as a result of the data breach. Notices will be provided as expeditiously as possible and will be provided no later than the commencement of the payroll period after which the breach was discovered.

### 3.6 Data Access

DCRB maintains multiple IT systems in which PII resides; thus, user access to such IT resources will be the responsibility of the DCRB IT Department. The DCRB IT Department will create internal controls for such IT resources to establish legitimate access for users of data, and access will be limited to those users approved by IT. Any change in vendor status or the termination of an employee or contractor with access to PII will immediately result in the termination of the user’s access to all systems where the PII resides.

### 3.7 Data Transmission and Transportation

1. Within DCRB: DCRB will have defined responsibilities for onsite access of data that may include access to PII. DCRB IT Security will have oversight responsibility for all electronic records and data access to those electronic records. DCRB will be responsible for implementing the access and terminating the access of individual users to PII within the organization and providing timely notice to IT.

DCRB IT- Policy		
<b>Title:</b> Personally Identifiable Information Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

2. Agencies and Vendors: DCRB may share data with other agencies and vendors such as the Office of Personnel Management, the U.S. Department of the Treasury, and the DCRB independent actuary who have legitimate business needs for PII data. Where such sharing of data is required, the DCRB IT Department will be responsible for creating and maintaining data encryption and protection standards to safeguard all PII during transmission to those agencies and vendors. An approved vendor list will be maintained by the DCRB Procurement Department, which will be responsible for notifying DCRB IT of any changes to vendor status.

3. Portable Storage Devices: DCRB will reserve the right to restrict the PII it maintains in the workplace. In the course of doing business, PII data may also be downloaded to laptops or other computing storage devices to facilitate agency business. To protect such data, the agency will require that those devices use DCRB IT Department-approved encryption and security protection software while such devices are in use on or off company premises. The DCRB IT Department will be responsible for maintaining data encryption and data protection standards to safeguard PII that resides on these portable storage devices.

4. Off-Site Access to PII: DCRB understands that employees may need to access PII while off site or on business travel, and access to such data shall not be prohibited subject to the provision that the data to be accessed is minimized to the greatest degree possible while still meeting business needs and that such data shall reside only on assigned laptops/approved storage devices that have been secured in advance by the DCRB IT Department with data encryption and data protection standards.

#### 4.0 Policy Enforcement

Failure to follow this policy may result in disciplinary action and/or contract termination.

#### 5.0 Policy Owner

DCRB IT Security is responsible for this policy.

#### 6.0 Policy Review

This policy will be reviewed annually by DCRB IT management. All employees, contractors, consultants, and vendors will review this policy, and will acknowledge in writing that they have read this policy.

Issue Date of Policy: February 2013

Next Management Review Date: February 2014

#### 7.0 Policy References

- ISO 20000
- Information Technology Infrastructure Library (ITIL) standards
- DCRB IT Information Security Policy (February 15, 2013)
- DCRB Employee Handbook (November 2012)

## APPENDIX D

### **DCRB's Information Security Policy 001**

Dated August 28, 2013



**Information Technology**  
*Excellence through Innovation*

District of Columbia Retirement Board

# Information Security Policy

in compliance with ISO 20000

August 28, 2013  
Version 1.0

<b>DCRB IT– Policy</b>		
<b>Title:</b> IT Information Security Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

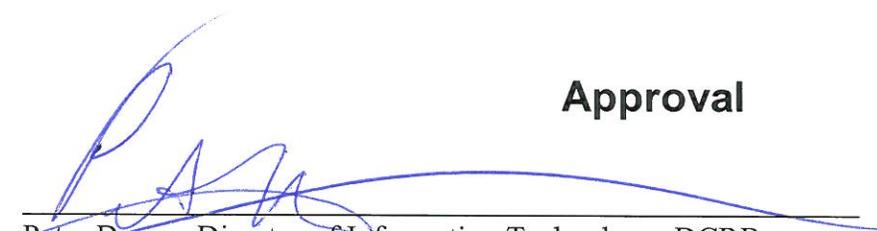
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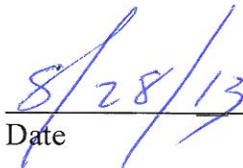
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5.0	Policy Owner .....	7
6.0	Policy Review .....	7
7.0	Policy References .....	7

## Revision History

Version	Description of Change	Author/Reviewer	Date
0.1	Technical Authoring	Mark Bojeun Tony Phan	10/18/2012 8/11/13
0.2	Knowledge Edit	Clay Pendarvis Ferdinand Frimpong Mark Bojeun	8/15/13
0.3	Review of Knowledge Edit	Mark Bojeun	8/15/13
0.4	Language Edit and Layout Edit	Justin Baker	8/16/13
0.5	Review of Language and Layout Edit	--	--
0.6	Management Review	Peter Dewar Leslie King	8/21/13 8/27/13
0.7	Final Editing	Justin Baker	8/28/13
1.0	Delivery	Justin Baker	8/28/13

### Approval

  
 \_\_\_\_\_  
 Peter Dewar, Director of Information Technology, DCRB

  
 \_\_\_\_\_  
 Date

<b>DCRB IT- Policy</b>		
<b>Title:</b> IT Information Security Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

## Information Security Policy

### 1.0 Purpose

This policy provides guidance on information security for the District of Columbia Retirement Board (DCRB) information technology (IT) network and information on the DCRB network. This policy is in alignment with International Organization of Standardization (ISO) 20000 requirements and any applicable Federal and District of Columbia laws.

### 2.0 Scope

This policy applies to all DCRB employees (full-time permanent employees, part-time permanent employees who work at least 20 hours per week, and any full- or part-time temporary or term employees), contractors, consultants, and vendors who use, manage, monitor, or maintain DCRB computer resources and devices. Parts of this policy also apply to DCRB trustees.

### 3.0 Policy

DCRB computer systems, including computer software, computer hardware, telecommunications equipment, and voice/data networks, and the information communicated, transferred, accessed, and/or stored via such systems will be secured and protected against unauthorized access and other forms of misuse. The use of DCRB information resources will be subject to monitoring and disclosure by DCRB at any time with or without notice. DCRB specifically reserves the right to access and disclose electronic communications and computer files when necessary for government investigations into allegations of misconduct, fraud, or other wrongdoing. In addition, computer files and electronic communications may be accessed for technical maintenance purposes to assure system security, compliance with agency policy and applicable legal requirements, and for any other legitimate agency purpose. The policies referenced in this document are designed to comply with applicable laws and regulations, which will govern if there is any conflict between this policy and applicable laws and regulations. These policies are the minimum requirements for providing a secure IT operational environment for DCRB.

#### 3.1 General Information Security

DCRB IT will do the following to ensure general information security:

- Adequately and appropriately protect DCRB information resources against unavailability, unauthorized access, modification, destruction, or disclosure
- Appropriately provision authorized access to DCRB information resources
- Prevent disruption of business processes or service delivery caused by information security inadequacies
- Appropriately, efficiently, and effectively communicate DCRB's information security policies
- Define and assign responsibilities for protecting information technology resources

<b>DCRB IT– Policy</b>		
<b>Title:</b> IT Information Security Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

### 3.2 Agency Security

DCRB IT will do the following to ensure agency security:

- Provision an Information Security Incident Response Team with appropriate resources to exercise the DCRB information security incident response plan when appropriate.
- Designate a knowledgeable information security point of contact (POC) in accordance with the information security requirements. This POC (security administrator) will act as the central communications figure regarding information security within the agency.

### 3.3 Asset Classification and Control

All information resource assets owned by DCRB will be classified to ensure that they receive an appropriate level of protection from unauthorized disclosure, use, modification or destruction. Classified assets shall be protected in a manner consistent with their value, sensitivity, and criticality to the business and operation of DCRB and those it serves or as specified by any governing District of Columbia or Federal law or regulation.

### 3.4 Authentication

Authentication for remote access will use two-factor authentication as a minimum security control.

### 3.5 Remote Device Protection

DCRB IT will do the following to ensure remote device protection:

- Prevent remote PCs, laptops, and iPads devices from compromising the agency network by installing security software on all devices
- Installing and implementing firewall software on all devices to prevent them from being compromised by a virus or any kind of “back door” software
- Configure anti-virus software to automatically download and install the latest approved virus signatures

### 3.6 Personnel Security

Pursuant to the DCRB Employee Handbook, all DCRB employees, contractors, consultants, or vendors will be required to go through a background check process as a condition of employment. Only those who successfully pass the background check or provide other satisfactory documentation as required by DCRB will be allowed on site to perform their job functions.

### 3.7 Physical Security

DCRB IT will do the following to ensure physical security:

- Restrict physical access to the DCRB information resource assets and infrastructure to individuals who require that access to perform their job function

DCRB IT– Policy		
<b>Title:</b> IT Information Security Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

- Prevent unauthorized access, damage, or interference to DCRB premises and information by not giving unauthorized individuals access to the DCRB physical IT environment without formal escort
- Prevent loss, damage, or compromise of processing equipment or network components
- House critical, sensitive business information processing facilities in secure areas that are protected by a defined security perimeter with appropriate security barriers and entry controls that protect them from unauthorized access, damage, and interference
- Protect, at a minimum, all other processing facilities with a single security perimeter from unauthorized access, damage and interference
- Locate equipment in secured areas (Equipment located in areas where DCRB is unable to maintain a secure perimeter shall be locked in a secured cabinet with access controlled by DCRB IT Security. Secured cabinets or facilities shall support further segregation within the DCRB IT organization based on role and responsibility.)
- Protect infrastructure and related computing equipment from power failures and other electrical anomalies
- Protect power and telecommunications cables carrying data or supporting information services from unauthorized interception or damage
- Configure all endpoints that provide access to all systems so that a screensaver with password protection engaged or another lock-down mechanism that prevents unauthorized viewing of screen information or unauthorized access to the system will automatically be implemented if the system has been left unattended
- Orient all computing platforms with attached displays away from direct line of sight from unauthorized viewers

### 3.8 Communication and Operations Management

DCRB IT will do the following to ensure good communication and operations management:

- Document and maintain standard security operating procedures and configurations for the respective operating environments
- Reduce the risk of liability for the unauthorized use of unlicensed software, and minimize the threat of exposure due to software weaknesses and/or configurations
- Prevent the automated propagation of malicious code and contamination of sterile environments attached to the enterprise network
- Sanitize media resources containing sensitive data before transferal or reuse, and destroy the media resources when they are decommissioned
- Protect critical agency information resource assets, including hardware, software, and data from unauthorized use, misuse, or destruction
- Treat operating procedures relating to security as formal documents, and ensure changes are authorized by management
- Control and monitor changes to information processing facilities and systems for security compliance (Formal management responsibilities and procedures using a Change Management system shall exist to ensure satisfactory control of all changes to equipment, software, configurations, or procedures that affect the security of DCRB’s operational environment.)

DCRB IT– Policy		
<b>Title:</b> IT Information Security Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

- Retain all written documentation generated by the change control policies via the Change Management system as evidence of compliance
- Support segmentation and layered security technologies and configurations based on role, risk, sensitivity, and access control rules in the DCRB operational environment

### 3.9 Virtual Private Network (VPN) Policy/Remote Access

DCRB uses the District of Columbia Government’s virtual private network (VPN). The District Government’s VPN gateways are established and managed by the Office of the Chief Technology Officer (OCTO). OCTO only allows access to its resources from external connections through an approved VPN with two-factor authentication method. DCRB will do the following to ensure protected VPN remote access:

- DCRB employees, contractors, consultants, and vendors with VPN privileges will ensure that unauthorized users are not allowed access to DCRB internal networks via their VPN.
- DCRB will not allow dual (split) tunneling. Only one network connection will be allowed per user VPN session.
- All computers connected to DCRB internal networks via VPN or any other technology will use the most up-to-date anti-virus software according to administrative standard. This applies to personal computers, laptops, and mobile devices.
- All computers connected to DCRB internal networks via VPN will have the latest operating system security patches applied.
- Any person or group accessing DCRB using the OCTO VPN will recognize and adhere to the responsibility to preserve the security, integrity, availability, and confidentiality of the DCRB information assets. Such information will be accessed and used strictly for conducting DCRB business or as appropriately authorized.
- DCRB will monitor each remote session, and the date, time duration, and user ID for each remote session will be audited. Inactive sessions will be timed out after a predetermined amount of time.

### 3.10 Personally Identifiable Information (PII)

DCRB IT will protect personally identifiable information (PII). PII within the DCRB environment includes the following:

- Social Security Numbers (or their equivalent issued by governmental entities outside the United States)
- Employer Identification Numbers (or their equivalent issued by government entities outside the United States)
- State or foreign driver’s license numbers
- Date(s) of birth
- A combination of names and addresses that can be used to uniquely identify a person
- Government or individually held credit or debit transaction card numbers (including PIN or access numbers) maintained in organizational records or approved vendor records
- Credit card numbers

DCRB IT- Policy		
<b>Title:</b> IT Information Security Policy	<b>Reference:</b> BS ISO IEC 20000-2 6.6, BS ISO/IEC 27001:2005, BS 27005-2:2008	Version 1.0
<b>Issued By:</b> DCRB IT Security	<b>Approved By:</b> DCRB Director of Information Technology	

## 4.0 Policy Enforcement

Failure to follow this policy may result in disciplinary action and /or contract termination in accordance with District of Columbia and Federal laws.

## 5.0 Policy Owner

DCRB IT Security is responsible for this policy.

## 6.0 Policy Review

This policy will be reviewed and updated annually and as needed by DCRB IT Security. All users will be responsible for reviewing this policy and related updates and will acknowledge in writing that they have read this policy.

Issue Date of Policy: February 2013

Next Management Review Date: February 2014

## 7.0 Policy References

- ISO 20000
- Information Technology Infrastructure Library (ITIL) standards
- DCRB IT Asset Classification and Control Policy (February 15, 2013)
- DCRB IT VPN Access Control Policy (February 15, 2013)
- DCRB IT Physical Access Control Policy (February 15, 2013)
- DCRB IT Anti-Virus Access Control Policy (February 15, 2013)
- DCRB IT Information Security Incident Management Policy (February 15, 2013)
- DCRB IT Access Control Policy (February 15, 2013)
- DCRB IT Personally Identifiable Information (PII) Policy (February 15, 2013)
- DCRB IT Internet Access and Use Policy (February 15, 2013)
- DCRB IT Data Retention and Destruction Policy (February 15, 2013)
- DCRB Employee Handbook (November 2012)

## APPENDIX E

### DCRB's Task Order Template

DCRB CONTRACT NO. XX-##X-###  
TASK ORDER No. ##-##

---

#### 1.0 SCHEDULE:

[Task Number] [Task Name] [Pricing Model] NTE \$ ##,###.##

#### 2.0 BACKGROUND AND OBJECTIVES

[Define the overall background and purpose for the initiative]

[Describe the specific tasks or goals that the task will accomplish and the end-state to be achieved]

#### 3.0 STATEMENT OF WORK

[Describe the tasks and effort necessary to meet the objectives]

#### 3.0 PERIOD OF PERFORMANCE

[Date of Initiation through Completion]

#### 4.0 DELIVERABLES

[Describe the specific deliverables to be achieved by the Task Order:

Deliverables are tangible achievements that the offeror will complete.

Deliverables are stand-alone in nature and should be testable and verifiable.

Deliverables may be part of a larger deliverable or can be distinct.

