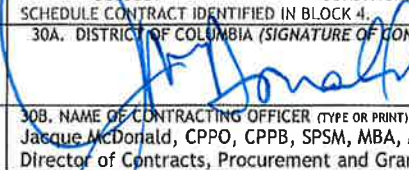


GOVERNMENT OF THE DISTRICT OF COLUMBIA TASK ORDER/DELIVERY ORDER FOR SERVICES OFFEROR TO COMPLETE BLOCKS 18 & 29				1. REQUISITION NUMBER		PAGE 1 of 5	
2. TASK ORDER AGREEMENT NO. DCEB-2015-F-2002		3. Award/Effective Date See 30C below		4. CONTRACT NUMBER GS-35F-130BA		5. SOLICITATION NUMBER DCEB-2015-R-2002	
6. SOLICITATION ISSUE DATE N/A		7. FOR SOLICITATION INFORMATION CONTACT: Email: lindel.reid@dc.gov		A. NAME Lindel Reid		B. TELEPHONE (No Collect Calls) 202 724-7330	
8. OFFER DUE DATE: N/A		9. ISSUED BY Office of the Deputy Mayor for Planning and Economic Development Contracts, Procurement and Grants 1100 4 TH Street, S.W., Suite E500 Washington, D.C. 20024		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE %FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> SMALL DISADV. BUS. <input checked="" type="checkbox"/> GSA Federal Supply Schedule SIC: SIZE STANDARD:		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> N/A <input type="checkbox"/> 13. RESERVED	
12. PAYMENT DISCOUNT TERMS Net 30 days		14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFTOP <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> 2-STEP		15. CONTRACTOR / OFFEROR Social Solutions Global, Inc. 425 Williams Court, Suite 100 Baltimore, MD 21220 443 463-5078 (Phone) 443 460-3473 (Fax)			
15A DUNS NO.		15B TAX ID NO. 52-2277149		16. PAYMENT WILL BE MADE BY Office of the Deputy Mayor for Planning and Economic Development Office of the Chief Financial Officer - Accounts Payable 1100 4 TH Street, S.W., Suite E500 Washington, D.C. 20024			
17. DELIVER TO Office of the Deputy Mayor for Planning and Economic Development New Communities Initiative (NCI) Program 1100 4 th Street, S.W., Suite E500 Washington, D.C. 20024		18. ADMINISTERED BY Office of the Deputy Mayor for Planning and Economic Development New Communities Initiative (NCI) Program 1100 4 th Street, S.W., Suite E500 Washington, D.C. 20024					
18A. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>				18B. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 16 UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19 IEM NO.	20 SCHEDULE OF SUPPLIES/SERVICES			21 QUANTITY	22 UNIT	23 UNIT PRICE	24 AMOUNT
0001	Provide Efforts to Outcomes™ (ETO) Software Tracking System as described in the attached Statement of Work.			1	JOB	\$91,849.00	\$91,849.00
25. ACCOUNTING AND APPROPRIATION DATA PURCHASE ORDER NO.					26. TOTAL AWARD (FOR GOVT. USE ONLY) \$91,849.00		
27. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN ONE COPY TO THE ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL PAGES SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. THIS ORDER IS ISSUED SUBJECT TO THE TERMS AND CONDITIONS OF THE GSA FEDERAL SUPPLY SCHEDULE CONTRACT IDENTIFIED IN BLOCK 4.				28. THE FOLLOWING DOCUMENTS ARE INCORPORATED BY REFERENCE INTO THIS TASK ORDER IN THE FOLLOWING PRIORITY: (1) REQUEST FOR SOLE SOURCE PROPOSAL NO. DCEB-2015-R-2002, ISSUED OCTOBER 28, 2014; CONTRACTOR'S TECHNICAL AND PRICE PROPOSALS DATED NOVEMBER 3, 2014, AND CONTRACTOR'S BEST AND FINAL OFFER, DATED NOVEMBER 12, 2014. THIS TASK ORDER IS SUBJECT TO THE TERMS AND CONDITIONS OF THE GSA FEDERAL SUPPLY SCHEDULE CONTRACT IDENTIFIED IN BLOCK 4.			
29A. SIGNATURE OF OFFEROR / CONTRACTOR 				30A. DISTRICT OF COLUMBIA (SIGNATURE OF CONTRACTING OFFICER) 			
29B. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Stephen Wiegman, CFO		29C. DATE SIGNED 11/13/14		30B. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Jacques McDonald, CPPO, CPPB, SPSM, MBA, MST Director of Contracts, Procurement and Grants		30C. DATE SIGNED 11-23-14	

1. SERVICES REQUIRED

The Contractor shall provide ongoing outcome-oriented case management Efforts to Outcomes™ (ETO) software, including storage, security, backup, maintenance and upgrades for human services programs/organizations in support of the New Communities Initiative (NCI) Program.

The Contractor shall provide services specified in this task order in accordance with the Statement of Work, incorporated herein as Attachment A. The Contractor services shall be in accordance with the terms of its GSA Federal Supply Schedule, General Purpose Commercial Information Technology Equipment, Software and Services contract, and the Contractor's technical and price proposals, dated November 3, 2014, and the Contractor's Best and Final Offer, dated November 12, 2014, incorporated herein by reference.

2. CONTRACT TYPE AND TERM OF CONTRACT

This is a firm fixed price tasks for the services specified and effective for the period stated.

The term of the task order shall be from the date of award through one (1) year thereafter.

3. OPTION TO EXTEND THE TERM OF THE CONTRACT

The District may extend the term of this contract for a period of four (4) one-year option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will give the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.

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

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

The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

4. CONTRACTING OFFICER (CO)

Contracts may be entered into and signed on behalf of the District Government only by Contracting Officers. The name, address and telephone number of the Contracting Officer for this task order is:

Jacque McDonald, CPPO, CPPB, SPSM, MBA, MST
Director of Contracts, Procurement and Grants
Office of the Deputy Mayor for Planning and Economic Development
1100 4th Street, SW, Suite E500
Washington, D.C. 20024

Email: Jacque.mcdonald@dc.gov
 Phone: (202) 724-8111
 Fax: (202) 724-9006

5. CONTRACT ADMINISTRATOR (CA)

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

Coyan A. Lewis
 Project Manager
 Office of the Deputy Mayor for Planning and Economic Development
 1100 4th Street, S.W., Suite E500
 Washington, D.C. 20024
 Email: Coyan.lewis@dc.gov
 Phone: (202) 724-8702
 Fax: (202) 724-9006

It is understood and agreed that the CA shall not have the authority to make changes in the specifications/scope of work or terms and conditions of the contract.

Contractor shall be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer, may be denied compensation or other relief for any additional work performed that is not so authorized, and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

6. COMPENSATION AND PAYMENT

For satisfactory performance and delivery of services set forth in the Statement of Work and the Contractor's technical and price proposals dated November 3, 2014, and the Contractor's Best and Final Offer, dated November 12, 2014, the Contractor shall be paid as follows:

6.1 PRICE SCHEDULE – FIRM FIXED PRICE

6.1.1 BASE PERIOD (Date of Award through One Year Thereafter)

Contract Line Item No. (CLIN)	Item Description	Unit Price	Quantity	Total Price
	IMPLEMENTATION AND TRAINING			
0001	Set-Up and Implementation	\$137.00/hour	104 hours	\$14,248.00
0002	Project Management	\$137.00/hour	26 hours	\$ 3,562.00
0003	Training (End User and Prep)	\$137.00/hour	47 hours	\$ 6,439.00
0004	Travel (2 3-day trips for Discovery and Training)	\$2,000.00	Lot	\$ 2,000.00
0005	Site Administrator Training (2 people at \$950.00 per person)	\$1,900.00	Lot	\$ 1,900.00

0006	ETO Results Basic Reports Training (2 people)	\$ 350.00	Lot	\$ 350.00
0007	ETO Results Intermediate Touchpoints Training (2 people)	\$ 700.00	Lot	\$ 700.00
0008	ETO Results Advanced Training (2 people)	\$ 700.00	Lot	\$ 700.00
	DATA MIGRATION			
0009	Data Migration (Estimated Not-to-Exceed Price)	\$145.00/hour	30	\$ 4,350.00
	ANNUAL SUBSCRIPTION FEES			
0010	Annual Subscription Fee (Including Hosting, Licensing, Technical Support, Maintenance and Updates to ETO Software)	\$48,367.00	Lot	\$48,367.00
0011	ETO Engage Add on Module	\$9,233.00	Lot	\$ 9,233.00
Grand Total for 6.1.1				\$91,849.00

6.1.2 OPTION YEAR ONE

Contract Line Item No. (CLIN)	Item Description	Unit Price	Quantity	Total Price
1001	Annual Subscription Fee (Including Hosting, Licensing, Technical Support, Maintenance and Updates to ETO Software)	\$48,367.00	Lot	\$48,367.00
1002	ETO Engage Add on Module	\$9,233.00	Lot	\$ 9,233.00
Grand Total for 6.1.2				\$57,600.00

6.1.3 OPTION YEAR TWO

Contract Line Item No. (CLIN)	Item Description	Unit Price	Quantity	Total Price
2001	Annual Subscription Fee (Including Hosting, Licensing, Technical Support, Maintenance and Updates to ETO Software)	\$48,367.00	Lot	\$48,367.00
2002	ETO Engage Add on Module	\$9,233.00	Lot	\$ 9,233.00
Grand Total for 6.1.3				\$57,600.00

6.1.4 OPTION YEAR THREE

Contract Line Item No. (CLIN)	Item Description	Unit Price	Quantity	Total Price
3001	Annual Subscription Fee (Including Hosting, Licensing, Technical Support, Maintenance and Updates to ETO Software)	\$48,367.00	Lot	\$48,367.00
3002	ETO Engage Add on Module	\$9,233.00	Lot	\$ 9,233.00
Grand Total for 6.1.4				\$57,600.00

6.1.5 OPTION YEAR FOUR

Contract Line Item No. (CLIN)	Item Description	Unit Price	Quantity	Total Price
4001	Annual Subscription Fee (Including Hosting, Licensing, Technical Support, Maintenance and Updates to ETO Software)	\$48,367.00	Lot	\$48,367.00
4002	ETO Engage Add on Module	\$9,233.00	Lot	\$ 9,233.00
Grand Total for 6.1.5				\$57,600.00

The District will make payments in accordance with the terms of the contract upon the submission of proper invoices or vouchers less any discounts, allowances or adjustments provided for in this contract.

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

7. INVOICE SUBMITTAL

The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in this contract. Invoices shall be prepared and emailed to dmpedinvoices@dc.gov.

To constitute a proper invoice, the Contractor shall submit the following information:

- Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);
- Task Order Agreement Number and Purchase Order Number. Assignment of an invoice number by the contractor is also recommended;
- Description, price, quantity, and dates of work actually performed;
- Other supporting documentation or information, as required by the Contracting Officer;
- Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
- Name, title, phone number of person preparing the invoice;
- Authorized signature.

8. ATTACHMENT

Attachment A - Statement of Work (5 pages)

**STATEMENT OF WORK
FOR
EFFORTS TO OUTCOME (ETO) SOFTWARE TRACKING SYSTEM**

C.1 OVERVIEW

- C.1.1** The D.C. Office of the Deputy Mayor for Planning and Development (DMPED), New Communities Initiative (NCI), is a District government program designed to revitalize severely distressed subsidized housing and redevelop communities plagued with concentrated poverty, high crime, and economic segregation. The initiative targets four neighborhoods in the District of Columbia, including Barry Farm in Ward 8, Lincoln Heights/Richardson Dwellings in Ward 7, Northwest One in Ward 6 and Park Morton in Ward 1.
- C.1.2** New Communities began in 2005 as a local response to neighborhood redevelopment in the wake of federal budget cuts to housing revitalization programs and increasing crime and poverty in District neighborhoods. The vision for the New Communities Initiative is for vibrant mixed-income neighborhoods that address both the physical architecture and human capital needs, where residents have quality affordable housing options, economic opportunities and access to appropriate human services.
- C.1.3** The physical redevelopment component of these plans call for the demolition of over 1,500 distressed housing units over the four New Communities neighborhoods and the replacement of these units with mixed-income housing. To achieve these goals, New Communities Initiatives is funded through public bond financing that allows the District to leverage funding for development projects. To date, 250 units have been demolished and a total of 1,070 units have come online or are currently under construction. This redevelopment is the result of \$66 million in public investment that has been leveraged with over \$240 million of private funding.
- C.1.4** The human capital component of New Communities is a critical element of the initiative and focuses on providing supportive services to residents to help households achieve self-sufficiency. The District partners with service providers to provide comprehensive case management services to New Communities residents. Health and wellness, employment, education, financial literacy and parenting are among the robust services that are offered to residents. Service providers are funded by the District through the New Communities human capital grant program.

C.2 OBJECTIVE AND SCOPE OF PROJECT

- C.2.1** The District has a requirement for an experienced technology based Contractor to provide ongoing outcome-oriented case management Efforts to Outcome software (also referred to as ETO, including storage, security, backup, maintenance, and upgrades for human service programs/organization. The Contractor shall have the ability to provide a flexible approach within a timeline requiring quick turnaround. The Contractor shall also have some knowledge of New Communities Initiative (NCI), and the customer base/communities NCI supports. The goal of the District and more specifically the NCI is to have the ability to provide technology which allows a level of transparency into the work that fosters change in lives and communities served.

C.2.2 Additionally, the District requires a Contractor with a demonstrated ability to relate direct service efforts to individual and program outcomes to meet the District's New Communities Initiative.

C.3 Requirements

C.3.1 The Contractor shall provide and remotely host the Efforts to Outcome (ETO) software system, including all storage, security, backup, maintenance, and upgrades on an ongoing basis for a base period of one year and four (4) one-year options.

C.3.2 The Contractor shall provide a detailed work plan outlining contract deliverables and timeframes which shall include, but not be limited to the following tasks:

C.3.2.1 Assessment – The ETO software shall support both the direct data collection of data through surveys created in ETO, as well as the uploading of data from multiple data sources to create a complete picture by the community of all data. Community assessments shall be supported in the software and enable clear identification of data gaps among key community partners. ETO shall also support and capture reporting on information specific to agencies within each community to include information on capacity, leadership and indicators in support of prevention efforts. Data gathered by specific agencies shall be reproduced in reports in individual and aggregated formats to meet the needs of DMPED.

C.3.2.2 Capacity – The ETO software shall enhance the ability to track and identify partnerships created within the community and allow the upload of supporting documentation such as Memorandum of Understanding (MOU) and contact information for participating stakeholders. ETO shall also support the documentation of efforts by staff in partnerships and shall enable local partnerships to document time spent, group meeting time and associated information about discussions, decisions, location of meetings, and attendees present to meet the objectives of DMPED outcome and community engagement requirements.

C.3.2.3 Planning – The ETO software shall support the annual planning process by enabling rich reporting by community partners to identify needs and potential gaps. The ETO software shall support the creation of goals by community partners with an associated set of objectives and measures to support the collection and practices associated with programs including evidenced based programs in support of community goals. This capability shall support the program innovation that DMPED is currently undergoing for fiscal year 2015.

C.3.2.4 Custom Implementation – The ETO software shall support the capture of aggregate level progress indicators and de-identified demographic and service information in aggregate form. The ETO software shall support multiple programs and multiple agencies by community partners with the ability to capture information efficiently and provide dashboard views by community partners and programs that provide visibility into progress against the plan established within the software. The ETO shall enable local providers to readily import and export data, capture data at an aggregate level and readily create new programs within the software to model new evidenced based programs.

C.3.2.5 Data Migration - The Contractor shall work with the incumbent contractor, Designing Success, to extract all the data stored in Tracking-At-A-Glance software system, that shall include demographics, household information, services and assessments and other types of data identified by the Human Capital team, for the purposes of migrating the information into the new ETO software to configure the data and make it specific to the four (4) departments to be served under ETO.

C.3.2.6 Training – The Contractor shall coordinate with NCI team to design and deliver end user training on the ETO software to the DMPED system administrators and up to twenty-five (25) core community based staff of the human capital program for the initial implementation and provide ongoing training on an as needed basis.

C.3.2.7 Evaluation –The ETO software shall capture information to allow the comparison of data over time. The ETO shall also support locking assessment tools after data is entered and provide an export for evaluation purposes. Additionally, the ETO shall support the evaluation process by enabling local programs to run correlation reporting directly within the ETO. ETO shall have the capability to produce reports that can be generated on the de-identified and anonymous data sets for the purposes of conducting programmatic evaluation in relation to the overall neighborhood plan.

C.4 Deliverables

The Contractor shall perform the tasks required to successfully complete the District's requirements and submit each deliverable to the primary point of contact in accordance with the following:

Item No.	Deliverable	Quantity	Format/Method of Delivery	Due Date
01	Work plan as stated in C.3.2	1	Electronic and Hard copy	10 days after award
02	Custom Implementation as described in C.3.2.4	1	URL Link to Download and install software	To be mutually agreed upon by NCI Team and Contractor
03	Administrator Orientation Training as described in C.3.2.6	1-3	In person / Web-based	To be mutually agreed upon by NCI Team and Contractor
04	Core Staff Training on configured ETO as described in C.3.2.6	3-6	In person / Web-based	To be mutually agreed upon by NCI Team and Contractor
05	Final ETO Software Implementation as described in C.3.2.4	1	URL Link to Download and install software	To be mutually agreed upon by NCI Team and Contractor
06	Data Migration as described in C.3.2.5	1	Data Upload to ETO Software System	180 days after award

C.5 INSURANCE

A. GENERAL REQUIREMENTS. The Contractor shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Contractor shall have its insurance broker or insurance company submit a Certificate of Insurance to the CO 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 CO. 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 Contractor shall require all of its subcontractors to carry the same insurance required herein. The Contractor shall ensure that all policies provide that the CO 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 Contractor shall provide the CO with ten (10) days prior written notice in the event of non-payment of premium.

1. Commercial General Liability Insurance. The Contractor shall provide evidence satisfactory to the CO 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 contractors. The policy coverage shall include the District of Columbia as an additional insured, shall be primary and non-contributory with any other insurance maintained by the District of Columbia, and shall contain a waiver of subrogation. The Contractor shall maintain Completed Operations coverage for five (5) years following final acceptance of the work performed under this contract.

2. Automobile Liability Insurance. The Contractor shall provide automobile liability insurance to cover all owned, hired or non-owned motor vehicles used in conjunction with the performance of this contract. The policy shall provide a \$1,000,000 per occurrence combined single limit for bodily injury and property damage.

3. Workers' Compensation Insurance. The Contractor 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 Contractor 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.

4. Umbrella or Excess Liability Insurance. The Contractor shall provide umbrella or excess liability (which is excess over employer's liability, general liability, and automobile liability) insurance as follows: \$2,000,000 per occurrence. **The policy must name the District as an additional insured, contain a waiver of subrogation, and state that coverage is primary and non-contributory.**

B. DURATION. The Contractor shall carry all required insurance until all contract work is accepted by the District, and shall carry the required General Liability; any required Professional Liability; and any required Employment Practices Liability insurance for five (5) years following final acceptance of the work performed under this contract.

C. LIABILITY. 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 CONTRACTOR'S LIABILITY UNDER THIS CONTRACT.**

D. CONTRACTOR'S PROPERTY. Contractor and subcontractors are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, scaffolding and temporary structures, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of the District of Columbia.

E. MEASURE OF PAYMENT. The District shall not make any separate measure or payment for the cost of insurance and bonds. The Contractor shall include all of the costs of insurance and bonds in the contract price.

F. NOTIFICATION. The Contractor shall immediately provide the CO 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.

G. CERTIFICATES OF INSURANCE. The Contractor 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:

Jacque McDonald, MBA, MST, CPPO, CPPB, SPSM
Director of Contracts, Procurement and Grants
Office of the Deputy Mayor for Planning and Economic Development
1100 4th Street SW, Suite E500
Washington, DC 20024
Email: jacque.mcdonald@dc.gov

H. DISCLOSURE OF INFORMATION. The Contractor agrees that the District 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 Contractor, its agents, employees, servants or subcontractors in the performance of this contract.