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From:	Chris Yi
Envelope Subject:	Please DocuSign these documents: District of Columbia - (DC Net) Order CW48527
Attachments to Fax:	
Envelope ID:	8d3a4edd-3b55-4244-946c-7dee227da897
Sender Account Name:	NICE Systems, Inc.
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<b>GOVERNMENT OF THE DISTRICT OF COLUMBIA</b> <b>TASK ORDER/DELIVERY ORDER FOR SERVICES</b> <b>OFFEROR TO COMPLETE BLOCKS 18 &amp; 29</b>				1. REQUISITION NUMBER <b>RQ956782</b>		PAGE <b>1 of 5</b>	
2. TASK ORDER AGREEMENT NO. <b>CW48527</b>		3. Award/Effective Date <b>See 30C below</b>		4. CONTRACT NUMBER <b>HGAC RP07-17</b>		5. SOLICITATION NUMBER <b>Doc288920</b>	
6. SOLICITATION ISSUE DATE <b>11-15-2016</b>		7. FOR SOLICITATION INFORMATION CONTACT: Email: <b>warren.washington@dc.gov</b>		8. Offer due date <b>11-18-2016</b>		9. ISSUED BY <b>OFFICE OF CONTRACTING AND PROCUREMENT</b> <b>441 4<sup>th</sup> Street, NW, Suite 700S</b> <b>Washington, DC 20001</b>	
10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE 100 %FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> SMALL DISADV. BUS. <input type="checkbox"/> GSA <input type="checkbox"/> DCSS <input checked="" type="checkbox"/> Cooperative Agreement		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> N/A <input type="checkbox"/> 13. RESERVED		12. PAYMENT DISCOUNT TERMS <b>Net 30 days</b>		14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFTOP <input type="checkbox"/> 2-STEP <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
5. CONTRACTOR / OFFEROR <b>NICE SYSTEMS INC.</b> <b>401 From Road</b> <b>Paramus, NJ 07652</b>		16. PAYMENT WILL BE MADE BY <b>DC Office of the Chief Technology Officer (Accounts Payable)</b> <b>200 I St. SE</b> <b>Washington, DC 20001</b> <b>202-727-2277</b>					
15A DUNS CODE 15B TAX ID NO.		17. DELIVER TO <b>DELIVERY ATTN: Michael J. Shaw (Mick)</b> <b>Office of the Chief Technology Officer</b> <b>655 15th Street, NW, Suite 400</b> <b>Washington DC, 20005</b> <b>Phone: 202.715.3789</b> <b>Email: mick.shaw@dc.gov</b>					
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
1	<b>Nice System Licenses and Maintenance Services</b>  <b>See Attachment B – Price Schedule</b>			1	lot	209,090.60	\$209,090.60
25. ACCOUNTING AND APPROPRIATION DATA <b>ENCUMBRANCE CODE:</b>				26. TOTAL AWARD (FOR GOVT. USE ONLY) <b>\$209,090.60</b>			
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 CONTRACT IDENTIFIED IN BLOCK 4.				28. THE FOLLOWING DOCUMENTS ARE INCORPORATED BY REFERENCE INTO THIS TASK ORDER IN THE FOLLOWING PRIORITY: (1) SEE SECTION A.			
29A. SIGNATURE OF OFFEROR /CONTRACTOR DocuSigned by:  142518882C13421...				30A. DISTRICT OF COLUMBIA (SIGNATURE OF CONTRACTING OFFICER) 			
29B. NAME AND TITLE OF SIGNER (TYPE OR PRINT) <b>Yaron Hertz</b> <b>President</b>		29C. DATE SIGNED <b>June 30, 2017</b>		30B. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) <b>Chris Yi</b> <b>Contracting Officer</b>		30C DATE SIGNED <b>7-7-17</b>	

DocuSigned by:

Kim Cohen

Kim Cohen

Director, Finance

F8C9B7C2FEC49D...

June 30, 2017

CW48527 Nice System

1. **PRODUCT REQUIRED:** The Office of Contracting and Procurement, on behalf of Office of the Chief Technology Officer seeks a vendor to provide licenses and maintenance support to DC-Net's existing Nice Systems voice call recording platform.
2. **DC Supply Schedule:** N/A
3. **TASK ORDER NO.:** CW48527 /H-GAC RP07-17
4. **PERIOD OF PERFORMANCE:** The period of performance shall from the Date of Award through September 30, 2017.
5. **OPTION TO EXTEND THE TERM OF THE CONTRACT**
  - 5.1 The District may extend the term of this 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 the District 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 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.
  - 5.2 If the District exercises this option, the extended contract shall be considered to include this option provision.
  - 5.3 The price for the option period shall be as specified in the Section B of the contract.
  - 5.4 The total duration of this contract, including the exercise of any options under this clause, shall not exceed four (4) years.
6. **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:

Chris Yi  
Office of Contracting and Procurement  
200 I Street, SE Fifth Floor  
Washington, DC 20003  
Telephone: 202-724-5069  
E-mail: [chris.yi@dc.gov](mailto:chris.yi@dc.gov)



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## **7. AUTHORIZED CHANGES BY THE CONTRACTING OFFICER (CO)**

- a. The CO is the only person authorized to approve changes in any of the requirements of this contract.
- b. The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the CO.
- c. In the event the Contractor effects any change at the instruction or request of any person other than the CO, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

## **8. Contract Administrator (CA)**

- a. The CA is responsible for general administration of the contract and advising the CO as the Contractor's compliance or noncompliance with the contract. The CA has the responsibility of ensuring the work conforms to the requirements of the contract and such other responsibilities and authorities as may be specified in the contract. These include:
- b. Keeping the CO fully informed of any technical or contractual difficulties encountered during the performance period and advising the CO of any potential problem areas under the contract; Coordinating site entry for Contractor personnel, if applicable;
- c. Reviewing invoices for completed work and recommending approval by the CO if the Contractor's prices and costs are consistent with the contractual amounts and progress is satisfactory and commensurate with the rate of expenditure;
- d. Reviewing and approving invoices for deliverables to ensure receipt of goods and services. This includes the timely processing of invoices and vouchers in accordance with the District's payment provisions; and
- e. Maintaining a file that includes all contract correspondence, modifications, records of inspections (site, data, equipment) and invoice or vouchers.
- f. The address and telephone number of the CA is:

Christina Thiele, Manager  
Telecommunications Support Services, OCTO  
200 I Street, SE, 5<sup>th</sup> Floor, Washington DC 20003  
202-727-5745  
[Christina.thiele@dc.gov](mailto:Christina.thiele@dc.gov)

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**9. The CA shall NOT have the authority to:**

- a. Award, agree to, or sign any contract, delivery order or task order. Only the CO shall make contractual agreements, commitments or modifications;
- b. Grant deviations from or waive any of the terms and conditions of the contract;
- c. Increase the dollar limit of the contract or authorize work beyond the dollar limit of the Contract.
- d. Authorize the expenditure of funds by the Contractor;
- e. Change the period of performance; or
- f. Authorize the use of District property, except as specified under the contract.
- g. The Contractor will be fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer.

**10. Payment**

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

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

**11. Invoice Submittal**

- a) The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in this contract. Invoices shall be prepared in duplicate and submitted to the Accounts payable at the Office of the Chief Technology Officer, with a concurrent copy to the Contracts Administrator (CA) specified in Section 7. The address of the Office of the Chief Technology Officer is:

Office of the Chief Technology Officer/ Accounts Payable  
200 I Street, SE, Room 5410-D  
Washington, DC 20003

- b) To constitute a proper invoice, the Contractor shall submit the following information:
  - i. Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);
  - ii. Task Order Agreement Number and Purchase Order Number. Assignment of an invoice number by the contractor is also recommended;
  - iii. Description, price, quantity, and dates of work actually performed;
  - iv. Other supporting documentation or information, as required by the Contracting Officer;

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- v. Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
- vi. Name, title, phone number of person preparing the invoice;
- vii. Name, title, phone number and mailing address of person (if different from the person identified in G.2.2.6 above) to be notified in the event of a defective invoice; and
- viii. Authorized signature.

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**12. Delivery**

The Office of the Chief Technology Officer will not accept any re-furbished software for original re purchases. No substitution of hardware manufacturer, model, or type will be accepted. Equipment is to be shipped in its entirety to the address below in the original manufacturer packaging.

Michael J. Shaw (Mick)  
Office of the Chief Technology Officer  
655 15th Street, NW, Suite 400  
Washington DC, 20005  
Phone: 202.715.3789  
E-mail: mick.shaw@dc.gov

**13. Attachments**

Attachment A – Statement of Work  
Attachment B – Price Schedule  
Attachment C – H-GAC RP07-17 contract

CW48527 Nice System

## **ATTACHMENT A: Statement of Work**

### **A.1 Scope**

The Office of Contracting and Procurement, on behalf of Office of the Chief Technology Officer seeks a vendor to provide a maintenance support plan to DC-Net's existing Nice Systems voice call recording platform.

### **A.2 Applicable Documents**

N/A

### **A.3 Definitions**

N/A

### **A.4 Background**

- a) In May of 2008, The Office of the Chief Technology Officer's DC-Net program engaged Avaya to assist in the procurement of a Voice Call Recording Server (VCRS) compatible with the Avaya switch platforms voice service and consistent with District of Columbia agency call centers requirements.
- b) Since this procurement, call center agent recording services have been part of the DC-Net product portfolio. The core platform and application in support of this technology is based on equipment from NICE Systems.
- c) DC-Net currently provides call recording services to several DC Government agencies, some of the agencies have operations 24x7.

#### **A.4.1 System Usage and Demand**

The NICE VCRS currently serves call agents at the following District government agencies:

- 1) Child and Family Services Agency (CFSA)
- 2) Office of the Chief Technology Officer (OCTO)
- 3) Health Benefit Exchange Authority (DCHBX)
- 4) Public Services Commission (PSC)
- 5) Office of the Attorney General (OAG)
- 6) Department of Employment Services (DOES)
- 7) Department of Police Complaints (DCPC)
- 8) Board of Elections and Ethics (BOEE)
- 9) Department of Transportation (DDOT)
- 10) Department of Human Services (DHS)
- 11) Office of Contracts and Procurement (OCP)
- 12) Department of Regulatory Affairs (DCRA)
- 13) Department of Public Works (DPW)



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## **A.5 Requirements**

The Contractor shall provide 24x7 maintenance support for the existing call recording system to include the installation of periodic patches to improve performance and resolve issues. The Contractor shall provide a maintenance plan outlining the execution strategy for the maintenance support.

**A.5.1** The Contractor shall provide the following in support of the necessary expansion:

- a) The contractor shall provide maintenance support for the NICE Engage 6.4 recording system.
  - a) The support shall include 24x7 remote support to give DC-Net engineers direct access to the NICE technical support team to quickly escalate call recording issues.
  - b) The support shall include the installation of periodic patches to the system to improve performance and to resolve identified issues.
- b) The contractor shall provide 200 Interaction Management Platform licenses
- c) The contractor shall provide 75 AIR Voice Capture Channel licenses
- d) The contractor shall provide 75 Encryption licenses for AIR Channels
- e) The contractor shall provide all necessary professional services to deliver and deploy the additional licenses. All installation and professional services labor requirements shall be performed by Nice Systems certified personnel.

**A.5.2** The Contractor shall provide only the most current models, components and accessories in new, fully operational, factory sealed condition, with all applicable licenses. The Contractor warrants and represents that the equipment is eligible for the manufacturer's normal [and extended] warranty and support within the United States to Authorized Users. Previously owned, damaged, refurbished, remanufactured, counterfeit, "gray market" or substitute third party items will not be accepted. The responding Contractor shall be an authorized reseller of the products specified.

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#### **A.5 Deliverables**

The Contractor shall perform the activities required to successfully complete the District's requirements and submit each deliverable in accordance with the following:

<b>Item No.</b>	<b>Deliverable</b>	<b>QTY</b>	<b>Format / Method of Delivery</b>	<b>Due Date</b>
0001	Interaction Management Platform license key	200 each	Electronic	Date of Award
0002	AIR Voice Capture Channel license key	75 each	Electronic	Date of Award
0003	Encryption license key for AIR Channels	75 each	Electronic	Date of Award

All materials to be delivered to:

Office of the Chief Technology Officer  
655 15th Street, NW, Suite 400  
Washington DC, 20005  
Phone: 202.715.3789  
E-mail: mick.shaw@dc.gov

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**ATTACHMENT B: Pricing Schedule**

**B.1** The Office of Contracting and Procurement, on behalf of Office of the Chief Technology Officer seeks a vendor to provide a maintenance support plan to DC-Net's existing Nice Systems voice call recording platform.

**B.2 AGGREGATE GROUP OR INDIVIDUAL ITEM**

Award, if made, will be to a single bidder in the aggregate for those groups of items indicated by "Aggregate Award Group" herein. Bidder must quote unit prices on each item within each group to receive consideration. Award, if made, on all other items will be on an individual item basis.

**B.2.1** The District contemplates award of a firm fixed price contract.

**B.3 PRICING SCHEDULE-FIRM FIXED PRICE****B.3.1 Base Year**

(Date of Award through September 30, 2017)

Contract Line Item No. (CLIN)	Description Name	Part Number	QTY	Unit Price	Total Price
0001	NICE Enterprise Maintenance Support	PS-MNT-ENH-DIR	1 lot	\$146,140.60	\$146,140.60
0002	Interaction Management Platform licenses	NICE-IM-IMP	200 each	\$120.00	\$24,000.00
0003	AIR Voice Capture Channel licenses	NICE-IM-VC-AIR	75 each	\$360.00	\$27,000.00
0004	Encryption licenses for AIR Channels	NICE-IM-ENCR-AIR	75 each	\$60.00	\$4,500.00
0005	Professional Service for license delivery and installation	PS-PM-DYL-01	1 lot	\$7,450.00	\$7,450.00
Base Year Total					\$209,090.60

**B.2 OPTION YEAR ONE (1)**

(October 1<sup>st</sup> 2017 through September 30, 2018)

CLIN	Description Name	Part Number	QTY	Unit Price	Total Price
1001	NICE Enterprise Maintenance Support	PS-MNT-ENH-DIR	1 Year	\$143,107.61	\$143,107.61
Option Year 1 Total					\$143,107.61

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**B.3 OPTION YEAR TWO (2)**  
**(October 1<sup>st</sup> 2018 through September 30, 2019)**

CLIN	Description Name	Part Number	QTY	Unit Price	Total Price
2001	NICE Enterprise Maintenance Support	PS-MNT-ENH-DIR	1 Year	\$143,107.61	\$143,107.61
Option Year 2 Total					\$143,107.61

**B.4 OPTION YEAR THREE (3)**  
**(October 1<sup>st</sup> 2019 through September 30, 2020)**

CLIN	Description Name	Part Number	QTY	Unit Price	Total Price
3001	NICE Enterprise Maintenance Support	PS-MNT-ENH-DIR	1 Year	\$143,107.61	\$143,107.61
Option Year 3 Total					\$143,107.61

**B.5 Grand Total**

Base Year	\$209,090.60
Option Year 1	\$143,107.61
Option Year 2	\$143,107.61
Option Year 3	<u>\$143,107.61</u>
Grand Total:	\$638,413.43