

Request for Proposal
Strategic Management Consulting Services
DCAM-23-NC-RFP-0006
Addendum No. 02
Issued: February 15, 2023

This Addendum No. 02 is issued by the Department of General Services (DGS) on February 15, 2023. Except as modified herein, the Request for Proposal (“RFP”) remains unmodified.

Item No. 1 – Questions and Answers

Add/Incorporate: *Exhibit A to Addendum No. 02 – Questions and Answers*

Item No. 2 – Section C.5.2.1 Addition of Scope

Add/Incorporate: **C.5.2.1 FIRST Work Order Data Analytics, Dashboard Development, Technology Selection, Preventive Maintenance, Capital Asset Data Reporting, Salesforce, ServiceNow and Building Automation**

The Contractor shall provide technology support for the DGS FIRST Team Data Analytics, DGS Scheduled Maintenance and the DGS Building Automation program, in the areas of the FIRST work order data processes, Building Automation program, technology systems integration, work order data analytics and business process improvement.

- A. Develop DGS business process integration between Divisions to manage large project implementation through available funds;
- B. Develop continuous improvement reviews for building automation notifications;
- C. Develop agency cost models sourcing Salesforce work order cost data;
- D. Develop work performance summary reports for DGS leadership;
- E. Develop methods to simplify work order data sharing internal and external work teams;
- F. Update business processes and support development of public dashboards;

- G. Develop analytics approach to calculating baseline work team productivity levels, and to calculate completion times by problem type;
- H. IT Operating Model: develop technology blueprint for the entire enterprise; show all technology touch point across the entire DGS divisions and business units;
- I. Technology Business Management: develop optimized portfolio of IT Assets; develop business case recommendations for technology decisions (e.g., IT asset: lease vs. buy); and
- J. Support budget and Spend Plan Model in Salesforce: build out in Salesforce and then manage monthly reporting tied to operational plan.

Item No. 3 – Revision on Number of Awarded Contractors

Delete in its Entirety: All reference to award up to three (3) qualified contractors; Section B.1, Section C.1, Section L.1.1.

Replace With: The Department is seeking to award up to **four (4)** qualified contractors/contracts.

Item No. 4 – Electronic Proposal Submission Deadline

Delete in its Entirety: All reference to Proposal Submission Date; Award/ Contract Page, Section L.4.1.4 Electronic Proposal Submission.

Replace With: Proposals must be submitted into the Department’s QBSP system no later than 10:00 a.m. EST on March 6, 2023.

All other terms and conditions remain unchanged.

Domonique L. Banks
Domonique Banks
Contracting Officer, Supervisory Contract Specialist
Goods & Services

February 15, 2023
Date

- End of Addendum No. 02 -

