GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER

Office of Management and Administration
Office of Contracts

May 23, 2023

Transmitted Via E-mail

Amy E. Tener, Managing Director
Deloitte Consulting LLP
555 12th Street NW
Washington, DC 20004

Subject: District's Response to Deloitte's Performance Deficiencies Response
Contract No. CFOPD-19-C-001 (DIFS Implementation)

Dear Ms. Tener:

The District of Columbia (District) has reviewed Deloitte Consulting LLP's (Deloitte) initial response dated January 24, 2023, and the updated response dated February 3, 2023, to the Deficiency Letter (Letter) issued on January 11, 2023, regarding the subject contract. This letter serves as the District's reply to Deloitte's response. The Letter addressed deficiencies related to Deloitte's performance under the subject contract to provide Implementation services on behalf of the Office of the Chief Information Officer (OCIO).

The District first sent Deloitte a list of forty (40) items to be addressed with the deficiency letter. Deloitte responded back with an initial assessment of those items and following a review with the District, provided an update wherein Deloitte identified each item as either a Defect or an Enhancement/Change from their perspective.

Since the response, the District in partnership with Deloitte has participated in daily stabilization calls held each working day which cover key topics, service requests, urgent tickets, problem tickets and enhancements. This daily exercise includes the original list of forty (40) items as well as new issues that may have occurred.

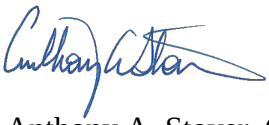
Deloitte categorized sixteen (16) of the forty (40) items as defects and stated that seven (7) of those items had been resolved as of their February update. The District has reviewed those seven (7) items and concur. The other nine (9) items have progressed through the daily stabilization calls and are either resolved or have been transferred to the DIFS Support Center (DSC) to continue monitoring or

remediating While Deloitte will continue to assist through the end of their engagement, the District considers the sixteen (16) defects as closed and no further action on them is required.

Twenty-four (24) of the items identified were considered Enhancements/Changes. One item led to opening an enhancement request directly with Oracle. Eight (8) items were identified as enhancements for which Deloitte offered to provide an estimate for making the change/enhancement. Given the closeout work in progress, these eight (8) items will now be handled by the DSC. In collaboration with Deloitte, the District has progressed the remaining fourteen (14) items to the point that they are resolved or are now managed by the DSC. Based on the changes to Option Year Three as defined in Modification #12, the remaining twenty-four (24) items identified as Enhancements/Changes are no longer a responsibility of Deloitte.

If you have any questions, please contact me at anthony.stover@dc.gov or (202) 442-7122.

Regards,



Anthony A. Stover, CPPO
Contracting Officer

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