ARLINGTON COUNTY, VIRGINIA OFFICE OF THE PURCHASING AGENT

REQUEST FOR PROPOSALS NO. 23-DHS-RFP-498

ADDENDUM NO. 2

Arlington County Request for Proposals No. 23-DHS-RFP-498 for Child Care Licensing Management System is amended as follows:

A. THE SOLICITATION HAS THE FOLLOWING UPDATES:

- 1. The solicitation deadline has been extended by two weeks. The new submission deadline is August 11, 2023, at 3:00 p.m. Only proposals received within that date and time will be considered.
- B. THE COUNTY HAS RECEIVED QUESTIONS IN RESPONSE TO THIS RFP. THE QUESTIONS AND ANSWERS ARE AS FOLLOWS:
 - Question 1. In the Mandatory Requirements section, it states that "the Offeror must have a minimum of 5 years of demonstrated experience with the development and successful implementation of CCLMS for local and/or state governments." Can the 5 years of demonstrated experience be cumulative across multiple local and/or state governments and can experience in child support services, or similar, solution development and implementation count towards this requirement?
 - Answer 1 Yes, as long as the Offeror can demonstrate they have the requested 5 years of experience with the development and successful implementation of CCLMS like components as listed in the Scope of Services (Technical and Functional Requirements).
 - Question 2. Can the County let us know of the tentative budget allocated for this project?

 Answer 2 The County does not disclose projected budgets.
 - Question 3. Are there any file naming conventions to be followed while submitting the response on the Vendor Registry portal
 - Answer 3 No. Naming the files according to their content would be helpful.
 - Question 4. Does the County have any preference for font type and page limits for the proposal response

 Answer 4 The County requests that Offerors do not send elaborate marketing materials and instead focuses on addressing the requirements listed. Font size 10 12 is appropriate.
 - Question 5. Are there any file size limits to adhere to while submitting the files on the portal

 Vendor Registry has a maximum size per document of 800mb. Vendor Registry recommends that if you are uploading multiple larger documents that you upload them one at a time.

Question 6. Does the County have any defined roles for Key Personnel or is it left upon the vendor to decide. The County expects the vendor to propose its Key Personnel for the project. Answer 6 Question 7. Please confirm if this is a Firm Fixed Price or a T&M engagement Answer 7 Offerors must propose a budget including hourly rates for various positions, training and other requirements. Question 8. Will there be any preference/ set-aside evaluation points in case we partner with an MBE/ DBE firm? Answer 8 The County does not assign points for MBE/DBE firms. Question 9. In case we partner/ subcontract with another firm, are we allowed to use the references/ past performance of the subcontractor? Answer 9 Yes, as long as the 5 years of experience is met as listed in all relative sections to include, Section V. PROPOSAL REQUIREMENTS, 7. PROPOSAL SUBMITTAL ELEMENTS, B. MANDATORY REQUIREMENTS, C. EXPERIENCE AND QUALIFICATIONS. Question 10. Are the project resources allowed to work remotely or is it 100% onsite? Answer 10 Remote work will be allowed unless onsite presence is requested by the County. Question 11. As part of the response the ask is to provide 3 organizations for which firm completed a similar scope of services within the last five years. Can we showcase some of the ongoing projects as well to be considered? Answer 11 Yes. This will be acceptable. Question 12. We understand that Attachment A and Attachment B will need to be submitted as separate files. Please confirm. Answer 12 Yes, confirmed. Question 13. There will be a total of 3 files to be submitted. 1- Technical Proposal with Forms; 2-Attachment A- Cost Proposal Spreadsheet; and Attachment B- Table of Conformance. Please confirm. Answer 13 Yes, confirmed. Question 14. What are the different legacy data sources that need to be considered for data migration to a new solution? Answer 14 Primarily Microsoft Excel spreadsheets (.xlsx, etc.), along with Microsoft Word documents (.doc, .docx, etc.).

Question 15.	What are the current solutions / legacy systems / applications that are used for Child Care Licensing Management System (CCLMS). Please provide details on what system (s) will be replaced with new CCLMS solution
Answer 15	A legacy system does not exist. The County's Child Care Licensing Management team does use a SharePoint landing page and URL to access its data (primarily Microsoft Excel spreadsheets and Microsoft Word documents) that are manually uploaded and stored.
Question 16.	Who are the different types of end users of the new CCLMS? Can you specify the approximate number of internal and external users?
Answer 16	Internal Users: Approximately 20. External Users: Approximately 250
Question 17.	What is the IAM provider solution (on-prem Microsoft AD or Azure AD or any other solution) used by the County? Please clarify if the County has a single sign-on (SSO) for its internal users? Please elaborate on what are the IAM solution / products being used for external users for authentication and where they are hosted?
Answer 17	On-prem, the IAM provider solution The County uses is MS Azure AD; with single sign-on capabilities for internal users only. Nothing for external users.
Question 18.	For service-based integrations, are there any existing SOAP based web-services or mostly REST based services are in use integrating with other legacy systems and applications? Where are the APIs / services are hosted and what protocols do they support (e.g. REST, SOAP, etc.)?
Answer 18	No. There are no existing SOAP based web-services or mostly REST based services in use.
Question 19.	Do you have any solution for Managed File Transfer (Secured MFT) solution other than SFTP file server for file-based batch integrations?
Answer 19	The County uses MOVEit for SFTP.
Question 20.	Does the County have any existing Cloud contracts / tenant that they would wish to use as part of the hosting strategy for new CCLMS? Please provide information on any existing cloud tenants such as Azure Gov or Azure Commercial Cloud, in any of the US regions
Answer 20	The County uses Azure Gov, Azure Commercial Cloud, and AWS Commercial Cloud.
Question 21.	What is the Integration Platform such as ESB or API Management such as MuleSoft ESB / Dell Boomi, /or other such solutions are in use in current environment?
Answer 21	The County does not use MuleSoft ESB, but we can use AWS or Azure for API Management, if needed.
Question 22. Answer 22	What metrics are expected to be a part of the Ad Hoc Relative Reporting functionality? See Q&A #49 for a preliminary review of expected metrics.

Question 23.	Are we expecting the background check information to be manually entered into the CCLMS application or are we expecting background check results to be synchronized via system integration with these external portals/services?
Answer 23	The County is expecting any relative background check information to be entered manually into the CCLMS and then processed. The County is not expecting results to be synchronized.
Question 24.	Can you elaborate the data points are required by the agency to effectively evaluate the accuracy of Child Care Licensing relative fees?
Answer 24	There will be a fee associated with the background check process. No other fees at this time.
Question 25.	Can you describe the existing system landscape for the subsidy management system of the agency?
Answer 25	Subsidy management is not applicable for this CCLMS system.
Question 26.	Are we expecting the license management system to integrate with the subsidy management system?
Answer 26	No. The County is not expecting the license management system to integrate with the subsidy management system.
Question 27.	What are the legacy systems that the agency is planning to replace with the solicited application?
Answer 27	Please reference Q&A #14 and #15.
Question 28.	What is the technology landscape of the prevalent systems used in offering Child Care services by the agency?
Answer 28	The County's Child Care Services Department operates separately from CFSD's Child Care Licensing and will not be integrated with the proposed CCLMS.
Question 29.	Is there any preference for certain technology and/or towards any products / platforms such as Salesforce
Answer 29	No preference listed.
Question 30.	As part of the response to Capability and Experience of the Project Team section, we need to submit detailed resumes. Please let us know if we can submit theses detailed resumes at the end of the Technical Proposal document or should it be in the middle of the response within the same section
Answer 30	Either way will work as long as you reference where they will be located.
Question 31.	Can the contractor utilize offshore resources to support the implementation of this solution?
Answer 31	The County prefers that vendors use onshore resources for this RFP.

Question 32.	We request an extension to the due date so that vendors can provide a comprehensive solution to the county. A 2-week extension will be helpful.
Answer 32	The County will extend the due date by two weeks. Please reference Section A for the updates to the solicitation.
Question 33.	If a phased implementation approach is acceptable, what is the desired order for which the County Programs are to be implemented? Please elaborate upon any timing considerations for when specific programs / areas / functions will need to be fully transitioned to the new solution.
Answer 33	Although a phased implementation approach is acceptable, the Offeror is to propose its implementation approach in accordance with the requirements of the RFP. There is no specific desired order for which County Programs are to be implemented.
Question 34. Answer 34	Can bidders assume that the portable tablets for County staff and internet connectivity will be supplied by the County? Yes. This assumption is accurate.
Question 35.	What costs has the County incurred for the initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., "change orders") over the lifetime of the current system(s) to be replaced by the new solution?
Answer 35	This is not applicable. Reference Q&A #15.
Question 36.	What presentations, software demonstrations and/or estimates / quotes has the County received related to this project and from whom?
Answer 36	None.
Question 37.	For data conversion requirements, please inventory all data sources, file formats, and size of the current data sets to be converted and migrated into the new system.
Answer 37	Reference Q&A #14.
Question 38.	What is the County's budget for the initial system implementation? What, if any, amount of the budget is subject to expire by a certain timeframe and when? Please elaborate.
Answer 38	Reference Q&A #2.
Question 39.	What amount is being budgeted for ongoing support, software licensing, hosting, and
Answer 39	support of the new system. Reference Q&A #2.
Question 40.	Is the County desiring to have the option for staff to be trained on application administration to make changes, updates, and add new capabilities to the system after go-live? Or is the
	County anticipating the vendor to perform future updates and changes (such as addition of new license types, form configuration, business rule changes, etc.) to the system?
Answer 40	The County is anticipating the vendor to perform future updates and changes (such as addition of new license types, form configuration, business rule changes, etc.) to the system.

Question 41. Please provide an approximate number of standard email/letter templates that are to be integrated and automated by the system

Approx 41. This is unless our at this time.

Answer 41 This is unknown at this time.

Question 42. How many different or distinct permit and license application types will be supported in this solution? Please provide a comprehensive list.

Answer 42 There are 3 different program types (Child Care Center, Family Day Care Home, and Private School). Each program type can be issued either a regular license, conditional license, or a provisional license.

Question 43. Please identify ALL other systems that the new solution will need to integrate with (i.e., Oracle for payment processing and other systems such Sex Offender Registries, Background Check System(s), Peripherals including Printers, Scanners, etc.) along with an inventory of which interfaces will need to be wither a one-way (import or export) or two-way data exchange?

Answer 43 The County's Oracle Payment processing system

Question 44. Please provide the annual number of applications / renewals processed by the County

Answer 44 Child Care Centers: 61 currently licensed, license renewed every 2 years; Private Schools: 8 currently licensed, license renewed annually; Family Day Care Homes: 117 currently licensed, license renewed annually. Approximate number of annual renewals 150. Not all programs have the same expiration date.

Question 45. Please provide a breakdown of the number of County employees that will be using the new solution by Program, role, as well as which ones will be performing mobile inspections

Answer 45 We cannot provide this at this time.

Question 46. Given the complexity of the RFP, extensive requirements, etc. can the proposal due date (be

extended) by at least 2-4 weeks?

Answer 46 Reference Q&A #32.

Question 47. Which vendors attended the pre-proposal conference?

Answer 47 This information is posted in Vendor Registry.

Question 48. Is there a recording / transcription of the pre-proposal conference that can be made

available?

Answer 48 The pre-proposal was not mandatory and therefore only an outline of the points discussed is

posted in Vendor Registry.

Question 49. Can the County provide an inventory of all the reports that need to be replicated within the new system?

Answer 49 The quarterly reports currently submitted: Total Capacity: (FDCH, CCC, Private), The number of programs that were opened as of the last day of the quarter, Total number of License Renewals issued (separated out by FDCH, CCC and private), Number of renewals issued on time (separated out by FDCH, CCC and private), Health and Safety compliance percentages for

the FDH, Number of programs each receiving complaints, Total # of Inspections Completed:

(Renewal, Monitoring, Validation, Complaint, Other).

Question 50. Item G. Data Access – "The System must have the capability to download and access copies of the application database for reporting and data ownership" seems unclear. Can the County clarify this? Does this pertain to if / when the County may need to export all data / files to be migrated / converted to a replacement?

Answer 50 Data Access –Please describe how the County will be able to download and access copies of the application database for reporting and data ownership. Please include the proposed format of the data, how often the data can be downloaded, the expected size of the database, and the secure method for transferring the database to Arlington County. This is relative to data ownership.

Question 51. Item "U. Software Upgrades states: "Provide software upgrades and patches. The Contractor will also, at no charge to the County, provide the latest version of their product as it is released. If the Contractor implements a newer version of their product within one year of the contract award, the County shall have the latest version at no additional cost." Would this be applicable to Offerors whom solution may have new modules / widgets added to their product offering over time?

Answer 51 Software Upgrades: Discuss how software upgrades and patches are handled, including how often they are done and if they require additional cost. Please detail how hot fixes/patches are received and implemented, including scheduled downtimes and reasons for those down times and back up procedures. Please describe your maintenance activity (i.e., number of releases annually). Also, describe how you will, at no charge to the County, provide the latest version of their product as it is released and that you will implement a newer version of your product within one year of the contract award, allowing the County to have the latest version at no additional cost.

Question 52. The RFP states "Support continued access of legacy data through data conversion and migration of ten (10) years of data from the legacy environment." This could imply that the vendor must keep a copy of the system data within the new solution beyond the initial contract period. The assumption is this item pertains to the data in the current legacy system that would need to be converted and migrated into the new solution. Can the County confirm this assumption?

Answer 52 The County can confirm that this item pertains to the data in the current legacy environment that would need to be converted and migrated into the new solution.

Question 53.	Please elaborate on the County's needs in regard to 3. Quality Assurance ("QA"), including data quality management and the ability to: a. Provide QA separate summary screens (with screenshots) to view and evaluate system data. b. Allow QA staff to enter QA data to evaluate accuracy and quality of CCP data staff entry. c. Run system processes and calculations on the QA data to comparatively evaluate accuracy of Child Care Licensing relative fees"
Answer 53	This simply refers to the ability to perform quality assurance processes in the specified areas.
Question 54.	Is there a minimum number of successful implementations of CCLMS for local and/or state governments that the County is requiring?
Answer 54	No minimum required.
Question 55. Answer 55	Page 19 of the RFP states: "G. If the system go-live date is delayed more than 60 days due to the Contractor's action or inaction, any necessary repeat training sessions, as determined by the County, must be performed at no cost to the County. The County is not sure what the question is.
Allswei 55	The County is not sure what the question is.
Question 56.	Section 24. Ownership of Work Product within contract (page 34 of RFP) seems that it could include source code, of which some Offerors' technology is proprietary making this untenable. Is it possible to remove or alter this section to accommodate?
Answer 56	Any custom source code and resulting work product developed for The County is the property of Arlington County Government.
Question 57.	If the Contractor does not have a concurrent user-licensing model, what alternative(s) or leeway do they have for updating the Cost Proposal to accurately reflect their given pricing model(s)?
Answer 57	The County expects the Offeror to update Attachment A (Cost Proposal) according to what is being proposed.
Question 58.	How many systems will the CCLMS need to interface with? What are the systems? Are they batch or real-time interfaces?
Answer 58	Oracle Payment System, batch interface
Question 59.	How many legacy systems must have their data converted? What database do these systems use?
Answer 59	Reference Q&A #15.
Question 60. Answer 60	Who currently maintains the existing Child Care Licensing Management System(s)? Reference Q&A #15.
Question 61. Answer 61	What is the estimated budget for solution? Reference Q&A #2.

Question 62. Answer 62	Page 11, M. Concurrent Users – How many concurrent users should the solution be priced for? Up to 250
Question 63.	Page 12, U. Software Upgrades – Should the pricing include all forms of software upgrades including those activities involved with platform upgrades, security appliance/software upgrades, or any other hosting software version otherwise associated to N-1 activities?
Answer 63	Yes.
Question 64. Answer 64	Page 12, Y. Microsoft Outlook/Exchange – Could you please provide more details on the integration with MS Outlook / Exchange in an Office 365 environment you are requiring? For sending alerts, emails, etc. from CCLMS via arlington.va.us domain.
Question 65.	Page 13, 4. Legacy Data – Approx. how much data exists in legacy systems that will need to be considered for migration?
Answer 65	Data conversion/migration requirements are minimal. Primarily dealing with Microsoft Excel and Microsoft Word documents.
Question 66.	Page 16, E.1.g. – Upload Multiple documents to County's repository – Should the solution integrate with an existing County data repository (EDMS Solution) or should the solution have its own data repository (EDMS Solution) separate from an existing County Repository?
Answer 66	Solution should have its own data repository.
Question 67.	Page 17, H.2 – Enable quick modification of system logic – Could you please define "quick"? Additionally define what specific decision variables would need to be included for quick modification?
Answer 67	The Offeror will need to be able to make quick modification of any relative system decision logic, if these changes are mandated by changes in federal or state laws, regulations, County policy, or other sources. Need to make sure your system can remain compliant with everchanging regulations.
Question 68.	Page 17, H.6 – Communication Tools – Should the solution fully leverage and utilize the County's Office 365 email system for all internal and external communication or only a subset of contain accommunication (notification requirements)
Answer 68	subset of certain communication/notification requirements? Yes. The solution should have the capability to fully leverage and utilize the County's Office 365 email system.
Question 69. Answer 69	What are the expected dates for the contract award and project start? Late Fall of 2023.
Question 70. Answer 70	Will the county invite shortlisted vendors for a demo prior to the contract award? Yes.

Question 71. The scope of services mentions that the CCLMS shall be implemented within 12-months of contract start. Does the 12 months include only the Design Development & Implementation phase or is it inclusive of Maintenance and Support? Answer 71 Includes Design Development, Implementation phase & Go-Live phases. Question 72. Was this RFP assembled with assistance from any vendor(s)? If yes, which vendor(s)? Answer 72 The RFP was not assembled with the assistance of another vendor. Question 73. Does your Laserfiche VAR (value-added reseller) also provide digitization services? Answer 73 This question is not applicable. There is no Laserfiche involved. Question 74. Is there a budget for this project? If yes, what is the budget? Answer 74 Reference Q&A #2. Question 75. Is there a budget for the 12-month implementation? Answer 75 Reference Q&A #2. Question 76. Are there any restrictions on using implementation services located outside of the U.S.? Answer 76 Reference Q&A #31. In addition to the Oracle Payment interface, what other integrations/interfaces are Question 77. required? Answer 77 None known at this time. Question 78. What is the current legacy system and what are the details regarding the current legacy database (number of tables, size of database, number/size/types of files)? Answer 78 Please see Answer #14 and 15. Question 79. When will the Q&A from the 6/22/2023 virtual preproposal conference be available? Answer 79 The answers to the questions from the pre-proposal conference are included in this document. Question 80. Which Child Care Licensing Management System does the County use, when was it implemented and is it an on=premise or SAAS, cloud-based application? Answer 80 Reference Q&A #15. Question 81. What does the County pay on a monthly basis for the current Child Care Licensing Management System? Answer 81 Not applicable.

Question 82. Why is the County looking for a new Child Care Licensing Management System?

Answer 82 To automate an otherwise manual process for current DHS CFSD CCLMS team. See III.

INTRODUCTION TO REQUEST FOR PROPOSAL for details.

Question 83. What is the reasoning behind the requirement of "The Offeror must have a minimum of 5

years of demonstrated experience with the development and successful implementation of

CCLMS for local and/or state governments"?

Answer 83 Reference Q&A #1.

Question 84. Would the County be open to an offeror/vendor that has 5 years of demonstrated

experience with the development and successful implementation of similar applications for

local and/or state governments?

Answer 84 Reference Q&A #1.

Question 85. What is the contract term, and would the county be open to a longer-term contract e.g., 5

year or 7 years, for more favorable pricing?

Answer 85 Standard term is 5 years (Year 1 base, Years 2-5 option years). After the 5-year term, the

County may issue a Service Level Agreement with the current contractor or recompete as in

the best interest of the County.

Question 86. Are we required to submit any Financial Statements with the proposal?

Answer 86 It is not required to submit any Financial Statements with your submission; however, the

County may request it at a later time if needed.

Question 87. Are we required to submit our Certificate of Insurance with the proposals?

Answer 87 No COI will be requested from the final selected vendor.

Question 88. Does the total number of childcare providers supported by CCS equal 195 (65 childcare

centers + 120 family day care homes + ten private schools)?

Answer 88 Yes, current numbers are as listed above. This changes monthly.

Question 89. Does the Mobile Licensing Inspection Tool have to support cell phones and tablets? Please

specify what models of phones and tablets (along with the OS) have to be supported.

Answer 89 Yes. Latest IOS and Android versions.

Question 90. In Attachment A - Cost Proposal - Ongoing Maintenance and Support tab, line 3# Item

description is a single-entry cost line for "Contractor Licenses (external users / Portal access)". There will be two sets of external users in CCLMS: 1. Child Care entities submitting an application who will need a login ID (authenticated users), and 2. County residents searching for childcare services who would not need a login ID (unauthenticated users). Can you please add two separate line items for these two sets of users since some platforms

have different licensing costs for authenticated and unauthenticated users?

Answer 90 This is an accurate assumption. Please adjust Attachment A (Cost Proposal) as needed in order

to submit an accurate proposal.

Question 91. Do the training requirements include training only for the internal County users or is any training expected for external users as well? How many training sessions are anticipated – in person and online?

Answer 91 No CCLMS specific training is expected for external users. Offeror should propose the recommended training sessions for their proposed solution.

Question 92. Does the system have to integrate with other existing County systems? If yes, please describe the integration requirements.

Answer 92 Yes, the County's Oracle Payment System. Integration requirements are not known at this time.

Question 93. Can offshore resources be utilized for implementation and support?

Answer 93 Reference Q&A #31.

Question 94. The technical requirements on page 11 include the following: "M. Concurrent users – Contractor must have a concurrent user-licensing model." Since some of the users will be internal County users, can you allow flexibility in the proposed licensing model to allow named users for internal County users and external authenticated and unauthenticated users?

Answer 94 Yes

Question 95. Does the interface with the County's financial system for the receipt of payments have to

be a real-time interface or a nightly (file-based) batch interface?

Answer 95 At minimum, a nightly (file-based) batch interface is expected.

Question 96. Does the system need to interface or integrate with a background check system, or would

the background check data be entered manually by County users?

Answer 96 At this time, the system is not expected to interface or integrate with a background check system. The relative background check data will be entered manually by County users.

Question 97. How many inspectors would use the mobile license inspection tool?

Answer 97 Currently, up to 10. The County should maintain the ability to add users as the program expands.

Question 98. How many reporting users should the system support? Does the system have to support any data visualization tool used by the County (such as PowerBI, Qlik, or Tableau)?

Answer 98 Up to 20 reporting users should be supported by the system with the ability to add users as the program expands. Yes, data visualization tools like PowerBI, Tableau are widely used by

the County.

Question 99. The RFP has a mandatory requirement that states, "The Offeror must have a minimum of 5 years of demonstrated experience with the development and successful implementation of CCLMS for local and/or state governments." Since many States and Counties use different names for such systems, can the requirement allow experience with State/County systems with similar scope of services as requested in the RFP? Can this experience include the experience of the proposed team?

Answer 99 Yes, for further details reference Q&A #1.

Question 100. To allow us to estimate effort for supporting the requirement of "Support continued access of legacy data through data conversion and migration of ten (10) years of data from the legacy environment.", please provide the following information: a. How is the legacy data currently stored? Is it all in spreadsheets or are they any other databases such as MS Access? b. If the legacy data is stored in all spreadsheets, then please let us know the total number of spreadsheets and the approximate total number of records. c. Is the vendor expected to provide data cleansing services to standardize and/or dedup legacy data (such as names, dates, addresses)

Answer 100 Should not be necessary.

Question 101. Page 16 of the RFP asks for "Proposed number of days for completion and actual number of days for completion, including reason(s) for variances between the proposed schedule and actual schedule". In some cases, similar scope of services has been provided under a bigger time and materials contract, which does not include proposing a fixed number of days of completion for a smaller section of the work. How do we account for such contracts?

Answer 101 This will not be a T&M contract.

Question 102. For Support Services, please let us know if the County requesting that support be provided to the County internal team only or does the County require setting up a call center that can be used directly by County citizens? We need to know this to estimate the support cost.

Answer 102 All support services will be handled by the Offeror.

Question 103. On the county's website, it states that applicants must also apply for a Virginia State Child Care License. Do both systems need to communicate with each other?

Answer 103 No. Both systems should not need to communicate with each other.

The balance of the solicitation remains unchanged.

Arlington County, Virginia

Javier Aturralde

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RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:

OFFEROR ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER 2.

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