

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. Contract Number	Page of Pages 1   11
2. Amendment/Modification Number A0004	3. Effective Date 25-Sep-09	4. Requisition/Purchase Request No.	5. Solicitation Caption Occupational Healthcare Services	
6. Issued By: Office of Contracting and Procurement Professional Services/Public Safety Cluster 441 4th Street, N.W. Suite 700 South Washington, DC 20001		Code	7. Administered By (If other than line 6) Metropolitan Police Department 300 Indiana Avenue, NW Washington, D.C. 20001	
8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)			(X)	9A. Amendment of Solicitation No. DCFA-2009-R-0000
			X	9B. Dated (See Item 11) 8/24/2009
				10A. Modification of Contract/Order No.
				10B. Dated (See Item 13)
Code	Facility			
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
X The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input checked="" type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning <u>One</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. Accounting and Appropriation Data (If Required)				
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14</b>				
A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A.				
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.				
C. This supplemental agreement is entered into pursuant to authority of:				
D. Other (Specify type of modification and authority)				
<b>E. IMPORTANT:</b> Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.				
14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.) This Solicitation is hereby amended to make the following changes: Under Amendment A0002 of the Solicitation Delete: Section L.3 in its entirety; Insert: Section L.3 (See Attachment A) Under Amendment A0002 of the Solicitation Delete: Section M.3 in its entirety; Insert: Section M.3 (See Attachment B) Under Section J of the Solicitation; Inseerr: Attachment J.19 (See Attachment C) Under Section C.3.1(7) of the Solicitation; Delete: DCFEMS Under Section C.3.6.1.1 of the Solicitation; Delete: invoices; Insert: report Under Section C.3.7.2 of the Solicitation; Detele: 375; Insert: 450 Under Solicitation No. DCFA-2009-R-0000 THE DISTRICT'S OFFICIAL RESPONSE TO THE WRITTEN QUESTIONS SUBMITTED BY PROSPECTIVE OFFERORS IS PROVIDED (See Attachment D)  ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.				
Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect				
15A. Name and Title of Signer (Type or print)			16A. Name of Contracting Officer JEAN WRIGHT	
15B. Name of Contractor		15C. Date Signed	16B. District of Columbia	
(Signature of person authorized to sign)			(Signature of Contracting Officer)	
			9-25-09	

ATTACHMENT A  
SECTION L.3

### L.3 TECHNICAL PROPOSAL

- L.3.1 The Offeror shall submit a detailed outline of the proposed program for accomplishing the requirements of Section C and an explanation of the creative approaches to be used as outlined below. Reference any special techniques, skills, or abilities that the Offeror considers critical to accomplish the requirements outlined in this Request for Proposal. The Technical Proposal shall be organized and presented in the following four (4) separate sections:

- Section 1 – Technical Approach
- Section 2 – Technical Expertise
- Section 3 – Past Performance
- Section 4 – Attachments

- L.3.1.1 Section 1 – Technical Approach: The information requested in this section shall facilitate evaluation of the Offeror’s technical approach in response to Section C. The contents of the section should convince the District that the Offeror understands the requirements, the ability to describe how the services will be delivered and creative approaches to be used. This section must include, but not be limited to, the following information:

- A. The Police and Fire Clinic- The Offeror must provide a technical plan that describes how they will manage and operate the Police and Fire Clinic for up to 6,600 covered employees.
- B. Preferred Provider Network- The Offeror must describe how they will establish the Preferred Provider Network, describing in detail the methodology to be employed to recruit, select and monitor physicians, facilities and other health care providers.
- C. Clinic Open During Extended Hours – The Offeror must describe how they will provide services during the extended hours, including, but not to be limited to, the personnel (medical and non-medical) that will be involved during this period.

- L.3.1.2 Section 2 – Technical Expertise: The information requested in this section shall facilitate evaluation of the Offeror’s technical expertise. Significant sub factors to be evaluated will include the Offeror’s capacity to operate the Police and Fire Clinic. This section must include the following information:

- A. The Offeror must provide an organization chart of the proposed clinic including the Offeror’s staff, the qualifications and expertise of the Offeror’s proposed management staff, and the Offeror’s staff development initiatives.

- B. The Offeror must provide documentation of the expertise, skills and experience of the Medical Director.
- C. The Offeror must identify the medical staff necessary to meet the needs of a 16-hour clinic with the capacity for extended hours. This staffing pattern should include resumes.
- D. The Offeror must identify non-medical staff, such as housekeeping staff and x-ray technicians that will be relevant in the performance of the required services during the 16-hour period and the extended hours.
- E. The Offeror must provide documentation showing knowledge, qualification and experience of the proposed staff for the proposed clinic.

L.3.1.3 Section 3 – Past Performance: The information requested in this section shall facilitate evaluation of the Offeror’s past performance and demonstrated success in services of this nature. Significant sub factors to be evaluated will include the Offeror’s organization past experience. This section must include the following information:

- A. Health Clinic – The Offeror must list the health clinics operated, including contracts and subcontracts performed, during the past three (3) years, which will include a narrative to demonstrate the Offeror’s previous experience with the following:
  - i. Management of health clinic
  - ii. Demonstrated successful interaction with diverse, multi-cultural populations
- B. Documentation - The Offeror must provide at a minimum the following information:
  - a. A narrative that describes the Offeror’s organization’s history and past and current experience in performing services similar in size and scope as those described in Section C.3. The Offeror’s narrative must address lessons learned and barriers overcome in previous experiences delivering services similar in size and scope as the required services described in Section C.3 and how this experience will enable the Offeror to better perform the required services.
  - b. Offeror must submit at a minimum three completed (3) Performance Evaluation Forms provided as Attachment J.19

from the list of contracts and subcontracts identified in L.3.1.3 A above.

- c. Offerors must provide three (3) additional business references in which the Offeror has provided services similar to those described in Section C.3 not included in L.3.1.3 A above.

L.3.1.4 Section 4 – Attachments: The Offeror shall provide in this section the following documentation and pertinent information:

- A. Attachment J.19 of this solicitation;
- B. Attachment L.19 of this solicitation; and
- C. Certifications from the certifying authorities including the Joint Commission on Accreditation of Health Care Organizations (JACHO) showing that the proposed clinic is certified.

ATTACHMENT B  
SECTION M.4

## **M.4 EVALUATION FACTORS**

M.4.1 The competitive source selection for this Request for Proposal will be based upon four (4) evaluation factors: technical approach; technical expertise; past performance; and price. The manner in which each factor will be evaluated is described below:

### **M.4.2 FACTOR 1 – TECHNICAL APPROACH 35 POINTS**

The Offeror's technical approaches which are listed in descending order of significance will be evaluated based on the following sub factors:

#### **A. Service Delivery at the Police and Fire Clinic**

Technical Plan – The Offeror will be evaluated based on the technical plan that describes how they will manage and operate the Police and Fire Clinic for up to 6,600 covered employees.

Preferred Provider Network – The Offeror will be evaluated based on the Offeror's plan for establishing the Preferred Provider Network, describing in detail the methodology to be employed to recruit, select and monitor physicians, facilities and other health care providers.

Clinic Open During Extended Hours – The Offeror will be evaluated based on how they propose to provide services during the extended hours, including, but not to be limited to, the personnel (medical and non-medical) that will be involved during this period.

### **M.4.3 FACTOR 2 – TECHNICAL EXPERTISE 25 POINTS**

The Offeror's technical expertises which are listed in descending order of significance will be evaluated based on the following sub factors:

Organization Chart – The Offeror will be evaluated based on the submitted organization chart of the proposed clinic including the Offeror's staff, the qualification and expertise of the Offeror's proposed management staff, and the Offeror's staff development initiatives.

Clinic Medical Director – The Offeror will be evaluated based on evidence of the expertise, skills, and experience of the Medical Director.

Medical Staff - The Offeror will be evaluated based on evidence of the proposed medical staff necessary to meet the needs of a 16-hour clinic with the capacity for extended hours.

Non-medical Staff – The Offeror will be evaluated based on evidence of the proposed non-medical staff, such as house-keeping staff and x-ray technicians, that will be relevant in the performance of the required services to meet the needs of a 16-hour clinic with the capacity for extended hours.

Qualification of proposed medical staff and x-ray technicians – The Offeror will be evaluated based on evidence of documentation showing knowledge, qualification and experience of the proposed staff for the proposed clinic.

M.4.4 FACTOR 3 – PAST PERFORMANCE 20 POINTS

The Offeror’s past performance, which is listed in order of significance, will be evaluated based on the following sub factors:

Health Clinic – The Offeror will be evaluated based on a submitted list of health clinics operated, including contracts and subcontracts performed, during the past three (3) years, which will include a narrative to demonstrate the Offeror’s previous experience with the following

- i. Management of health clinic
- ii. Demonstrated successful interaction with diverse, multi-cultural populations

Documentation - The Offeror will be evaluated based on a narrative that describes the Offeror’s organizations history and past and current experience in performing services similar in size and scope as those described in Section C.3. The Offeror’s narrative must address lessons learned and barriers overcome in previous experiences delivering similar services in size and scope as the required services described in Section C.3 and how this experience will enable the Offeror to better perform the required services.

The Offeror will be evaluated based on a minimum of three (3) completed Performance Evaluation Forms provided in Attachment J.19 from the list of contracts and subcontracts identified above.

The Offeror will be evaluated based on a minimum of three (3) additional references from business not included in the list above in which the Offeror has provided services similar to those described in Section C.3.

M.4.5 FACTOR 4 – ATTACHMENTS 5 POINTS

The Offeror will be evaluated based on the information provided in the following information:

- A. Completed Attachment J.19 of this solicitation;

- B. Completed Attachment L.19 of this solicitation; and
- C. Certifications from the certifying authorities including the Joint Commission on Accreditation of Health Care Organizations (JACHO) showing that the proposed clinic is certified.

ATTACHMENT C  
PAST PERFORMANCE EVALUATION FORM

ATTACHMENT J.19  
PAST PERFORMANCE EVALUATION FORM

**PAST PERFORMANCE EVALUATION FORM**

(Check appropriate box)

Performance Elements	Excellent	Good	Acceptable	Poor	Unacceptable
Quality of Services/ Work					
Timeliness of Performance					
Cost Control					
Business Relations					
Customer Satisfaction					

1. Name & Title of Evaluator: \_\_\_\_\_
2. Signature of Evaluator: \_\_\_\_\_
3. Name of Organization: \_\_\_\_\_
4. Telephone Number of Evaluator: \_\_\_\_\_
5. State type of service received: \_\_\_\_\_
6. State Contract Number, Amount and period of Performance \_\_\_\_\_  
\_\_\_\_\_
7. Remarks on Excellent Performance: Provide data supporting this observation. Continue on separate sheet if needed)
8. Remarks on unacceptable performance: Provide data supporting this observation. (Continue on separate sheet if needed)

## RATING GUIDELINES

Summarize Contractor performance in each of the rating areas. Assign each area a rating of 0 (Unacceptable), 1 (Poor), 2 (Acceptable), 3 (Good), 4(Excellent), or ++ (Plus). Use the following instructions a guidance in making these evaluations.

	<b>Quality Product/Service</b>	<b>Cost Control</b>	<b>Timeless of Performance</b>	<b>Business Relations</b>
	<ul style="list-style-type: none"> <li>-Compliance with contract requirements</li> <li>-Accuracy of reports</li> <li>-Appropriateness of personnel</li> <li>-Technical excellence</li> </ul>	<ul style="list-style-type: none"> <li>-Within budget (over/ under target costs)</li> <li>-Current, accurate, and complete billings</li> <li>-Relationship of negated costs to actual</li> <li>-Cost efficiencies</li> <li>-Change order issue</li> </ul>	<ul style="list-style-type: none"> <li>-Meet Interim milestones</li> <li>-Reliable</li> <li>-Responsive to technical directions</li> <li>-Completed on time, including wrap-up and contract administration</li> <li>-No liquidated damages assessed</li> </ul>	<ul style="list-style-type: none"> <li>-Effective management</li> <li>-Businesslike correspondence</li> <li>-Responsive to contract requirements</li> <li>-Prompt notification of contract problems</li> <li>-Reasonable/cooperative</li> <li>-Flexible</li> <li>-Pro-active</li> <li>-effective contractor recommended solutions</li> <li>-Effective snail/small disadvantaged business Subcontracting program</li> </ul>
<b>0. Zero</b>	Nonconformances are comprises the achievement of contract requirements, despite use of Agency resources	Cost issues are comprising performance of contract requirements.	Delays are comprising the achievement of contract requirements, Despite use of Agency resources.	Response to inquiries, technical/ service/administrative issues is not effective and responsive.
<b>1, Unacceptable</b>	Nonconformances require major Agency resources to ensure achievement of contract requirements.	Cost issues require major Agency resources to ensure achievement of contract requirements.	Delays require major Agency resources to ensure achievement of contract requirements.	response to inquiries, technical/ service/administrative issues is marginally effective and responsive.
<b>2. Poor</b>	Nonconformances require minor Agency resources to ensure achievement of contract requirements.	Costs issues require minor Agency resources to ensure achievement of contract requirements.	Delays require minor Agency resources to ensure achievement of contract requirements.	Responses to inquiries, technical/ service/administrative issues is somewhat effective and responsive.
<b>3. Acceptable</b>	Nonconformances do not impact achievement of contract requirements.	Cost issues do not impact achievement of contract requirements.	Delays do not impact achievement of contract requirements.	Responses to inquires, technical/ service/administrative issues is usually effective and responsive.
<b>4. Good</b>	There are no quality problems.	There are no cost issues.	There are not delays.	Responses to inquiries, technical/ service/administrative issues is effective and responsive,
<b>5. Excellent</b>	The contractor has demonstrated an exceptional performance level in some or all of the above categories.			

**ATTACHMENT D**  
**DISTRICT'S OFFICIAL RESPONSE TO THE WRITTEN QUESTIONS**  
**SUBMITTED BY PROSPECTIVE OFFERORS**

## ATTACHMENT D

### Questions Submitted by Offerors in Connection with Solicitation No. DCFA-2009-R-0000 (Occupational Healthcare Services)

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#### The Official District's Answers Provided in Response

**Question 1** Page 4, B.6.1 – Does the 6,150 estimated quantity of clients per year include the 35 100% disability employees? This small group of 35 100% disability retired employees has too much unpredictable risk associated to provide a capitation rate, so can this group be moved to a cost reimbursement similar to how prescription pharmaceutical services are being provided for this group on Page 7, B.6.3?

**Answer 1.** The estimated quantity of 6150 covered employees does not include the approximate 35 100% disabled employees. The group of 100% disabled retired employees may be moved to a cost reimbursement bases.

**Question 2** Page 23, C.3.6.1.3 – What is the definition of Metropolitan Washington Area? What is the definition of primary healthcare provider?

**Answer 2.** The Washington Metropolitan Area is defined as a group of closely tied contiguous counties that serve as a distinct employment region within the nation's capital, Washington, DC. It has a population core of at least 2.5 million and is a subdivision of a larger metropolitan statistical area. Its businesses employ a substantial workforce, many of whom commute to the District of Columbia from homes in surrounding counties. It functions as a distinct social, economic and cultural area. The Washington Metropolitan Area includes the District of Columbia and parts of the states of Maryland, Virginia, and West Virginia.

The primary healthcare provider is defined as the principal treatment entity for those 100% disabled members who require medical or behavioral health services for the member's condition of disability.

**Question 3** Page 29, C.3.10.3.6 – How many and at what level are the administrative support staff?

**Answer 3.** One administrative support personnel is required. The staff member should have data entry, analysis, communications and reporting skills. The member should be able to work independently with minimal direct supervision.

Question 4 Page 34, C.3.13.1 – How many annuitants below the age of fifty (50) are estimated for each year? How many will require testimony and what is the estimated hours of testimony?

**Answer 4. The number of members who will retire below the age of fifty is difficult to estimate year to year. There are approximately 250 such members presently. The number is determined by the Police and Firefighter's Retirement and Relief Board. Requirements for testimony will be dependent on members who believe their conditions of disability have changed. Each member's evaluation and case presentation will be case by case.**

Question 5 Page 48, H.1.2 – Is there a specific contact person at DC Department of Employment Services you recommend?

Page 94, M.7.5.3 – Is there a specific contact person at DC Department of Small and Local Business Development you recommend?

**Answer 5 No. The main number for the DC Department of Employment Services is: 202-724-7000**

**And the main number for the DC Department of Small and Local Business Development is: 202-727-3900**

Question 6 Page 53, H.10.3 – In order to maintain productivity, control costs, and staffing levels at the clinic, can the clinic personnel testify by phone in hearings before the Retirement Board?

**Answer 6. No, clinic personnel must be physically present.**