

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT			1. Contract Number	Page of Pages	
				1	2
2. Number DCJA-2010-R-0002-A0003	3. Effective Date See Block 16C	4. Requisition/Purchase Request No.	5. Solicitation Caption Hotline, Transportation and Street Outreach Services		
6. Issued by: Office of Contracting and Procurement 441 4 th Street, NW, Suite 700S Washington, DC 20001		Code	7. Administered by (If other than line 6) Office of Contracting and Procurement 441 4 th Street, NW, Suite 700S Washington, DC 20001		
8. Name and Address of Contractor (No. street, city, county, state and zip code) PROSPECTIVE OFFERORS		Code	Facility	9A. Amendment of Solicitation No. DCJA-2010-R-0002	
				9B. Dated (See Item 11) July 20, 2010	
				10A. Modification of Contract/Order No.	
				10B. Dated (See Item 13)	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended. <input 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 2 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 ACKNOWLEDGMENT 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 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)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14					
A. This change order is issued pursuant to (Specify Authority): 27 DCMR, Chapter 36, Contract Modifications 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 data 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)					
E. IMPORTANT: 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.) The above solicitation is hereby amended as follows:					
A. Delete Pages 1 thru 17 Insert Revised Pages 1 thru 17, See attachment 1					
B. In accordance with section H.8.4, of the Way to Work Amendment Act of 2006 provision of the Contract and Section 15 of the Standard Contract Provisions, the living wage rate is hereby adjusted to \$12.50 per hour, effective as of January 1, 2010.					
Except as provided herein, all terms and conditions of the document is 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 James Marshall		
15B. Name of Contractor		15C. Date Signed		16B. District of Columbia	
(Signature of person authorized to sign)				16C. Date Signed 8-13-10	
				(Signature of Contracting Officer)	

C. Delete Page 33 in its entirety

Insert Revised Page 33, see attachment 2

D. The Living Wage Act Fact Sheet referenced in Attachment J.6 is replaced with the Living Wage Act Fact Sheet which is attached and hereby incorporated in the contract as Revised Attachment J.6.

E. The Living Wage Act Notice referenced in Attachment J.5 is replaced with the Living Wage Act Notice which is attached and hereby incorporated in the contract as Revised Attachment J.5.

F. Responses to Questions from a Potential Offeror, see attachment 3

G. Sign-In Sheet from Proposal Conference conducted on July 29, 2010, see attachment 4

ATTACHMENT 1

REVISED SOLICITATION, OFFER AND AWARD COVER SHEET

SOLICITATION, OFFER, AND AWARD		1. Caption Hotline Transportation and Street Outreach Services			Page of Pages 1 59	
		2. Contract Number	3. Solicitation Number DCJA-2010-R-0002	4. Type of Solicitation <input type="checkbox"/> Sealed Bid (IFB) <input checked="" type="checkbox"/> Sealed Proposals (RFP) <input type="checkbox"/> Sole Source <input type="checkbox"/> Human Care Agreements <input type="checkbox"/> Emergency	5. Date Issued 7/20/2010	6. Type of Market <input checked="" type="checkbox"/> Open <input type="checkbox"/> Set Aside <input type="checkbox"/> Open with Sub-Contracting Set Aside
7. Issued By: Office of Contracting and Procurement 441 4th Street, NW, Suite 330S Washington, DC 20002			8. Address Offer to: Office of Contracting and Procurement 441 4th Street, NW, Suite 330S Washington, DC 20002 ATTN: James Marshall			

NOTE: In sealed bid solicitations "offer" and offeror" means "bid" and "bidder"

SOLICITATION

9. Sealed offers in original and 4 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at 441 4th Street, NW, Room 703S until 2:00 p.m. local time 19-Aug-10
(Hour) (Date)

CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.

10. For Information Contact	A. Name Jeanne Sheridan	B. Telephone			C. E-mail Address Jeanne.Sheridan@dc.gov
	(Area Code) 202	(Number) 727-2354	(Ext)		

11. Table of Contents

(X)	Section	Description	Page No.	(X)	Section	Description	Page No.
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X	B	Supplies or Services and Price/Cost	2-4d	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS			
X	C	Specifications/Work Statement	5-17	X	J	List of Attachments	41
x	D	Packaging and Marking	18	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
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OFFER

12. In compliance with the above, the undersigned agrees, if this offer is accepted within 180 calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.

13. Discount for Prompt Payment 10 Calendar days % 20 Calendar days % 30 Calendar days % ___ Calendar days %

14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):	Amendment Number	Date	Amendment Number	Date

15A. Name and Address of Offeror	16. Name and Title of Person Authorized to Sign Offer/Contract		

15B. Telephone	15 C. Check if remittance address is different from above - Refer to Section G	17. Signature	18. Offer Date
(Area Code) (Number) (Ext)	<input type="checkbox"/>		

AWARD (TO BE COMPLETED BY GOVERNMENT)

19. Accepted as to Items Numbered	20. Amount	21. Accounting and Appropriation

22. Name of Contracting Officer (Type or Print)	23. Signature of Contracting Officer (District of Columbia)	24. Award Date

SECTION B: SUPPLIES OR SERVICES AND PRICE

- B.1** The District of Columbia Office of Contracting and Procurement (OCP) on behalf of the Department of Human Services (DHS) is seeking a Contractor to serve as the hotline for the homeless services continuum of care and provide transportation and street outreach services for homeless single adults and families in the District of Columbia. Transportation and street outreach services are critical components of the homeless services continuum of care. These services reduce the risk of death and harm for homeless single adults living outside. Additionally, they ensure that those seeking shelter gain access regardless of their transportation resources.
- B.2** The District contemplates awarding one firm fixed price contract, based on monthly fixed price with a cost reimbursement component.
- B.3** **PRICE SCHEDULE**

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Hotline, Transportation and Street Outreach Services

B.3.1 Base Year

Contract Line Item No. (CLIN)	Item Description	(A) Monthly Fixed Price	Total Price
0001	Hotline Transportation and Outreach Services for the seasonal period of April 1 through October 31 (Section C.5)	\$ _____	(A x 7 months = Total Price) \$ _____
0002	Hotline Transportation and Outreach Services for the seasonal period of November 1 through March 31 (Section C.5)	\$ _____	(A x 5 months = Total Price) \$ _____
Grand Total			\$ _____

Contract Line Item No. (CLIN)	Item Description	Unit Price – Hourly Price Per Vehicle	Not To Exceed (NTE) Amount
0003a	Hotline Transportation and Outreach Services for emergencies and special events (passenger vans) (Section C.5)	\$ _____	\$25,000.00
0003b	Hotline Transportation and Outreach Services for emergencies and special events (buses) (Section C.5)	\$ _____	\$20,000.00
0003c	Hotline Transportation and Outreach Services for emergencies and special events (accessible vans) (Section C.5)	\$ _____	\$5,000.00

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B.3.2 Option Year One

Contract Line Item No. (CLIN)	Item Description	(A) Monthly Fixed Price	Total Price
1001	Hotline Transportation and Outreach Services for the seasonal period of April 1 through October 31 (Section C.5)	\$ _____	(A x 7 months = Total Price) \$ _____
1002	Hotline Transportation and Outreach Services for the seasonal period of November 1 through March 31 (Section C.5)	\$ _____	(A x 5 months = Total Price) \$ _____
Grand Total			\$ _____

Contract Line Item No. (CLIN)	Item Description	Unit Price – Hourly Price Per Vehicle	Not To Exceed (NTE) Amount
1003a	Hotline Transportation and Outreach Services for emergencies and special events (passenger vans) (Section C.5)	\$ _____	\$25,000.00
1003b	Hotline Transportation and Outreach Services for emergencies and special events (buses) (Section C.5)	\$ _____	\$20,000.00
1003c	Hotline Transportation and Outreach Services for emergencies and special events (accessible vans) (Section C.5)	\$ _____	\$5,000.00

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B.3.3 Option Year Two

Contract Line Item No. (CLIN)	Item Description	(A) Monthly Fixed Price	Total Price
2001	Hotline Transportation and Outreach Services for the seasonal period of April 1 through October 31 (Section C.5)	\$ _____	(A x 12 months = Total Price) \$ _____
2002	Hotline Transportation and Outreach Services for the seasonal period of November 1 through March 31 (Section C.5)	\$ _____	(A x 5 months = Total Price) \$ _____
Grand Total			\$ _____

Contract Line Item No. (CLIN)	Item Description	Unit Price – Hourly Price Per Vehicle	Not To Exceed (NTE) Amount
2003a	Hotline Transportation and Outreach Services for emergencies and special events (passenger vans) (Section C.5.2.2)	\$ _____	\$25,000.00
2003b	Hotline Transportation and Outreach Services for emergencies and special events (buses) (Section C.5.2.2)	\$ _____	\$20,000.00
2003c	Hotline Transportation and Outreach Services for emergencies and special events (accessible vans) (Section C.5.2.2)	\$ _____	\$5,000.00

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B.3.4 Option Year Three

Contract Line Item No. (CLIN)	Item Description	(A) Monthly Fixed Price	Total Annual Price
3001	Hotline Transportation and Outreach Services for the seasonal period of April 1 through October 31 (Section C.5)	\$ _____	(A x 7 months = Total Price) \$ _____
3002	Hotline Transportation and Outreach Services for the seasonal period of November 1 through March 31 (Section C.5)	\$ _____	(A x 5 months = Total Price) \$ _____
Grand Total			\$ _____

Contract Line Item No. (CLIN)	Item Description	Unit Price – Hourly Price Per Vehicle	Not To Exceed (NTE) Amount
3003a	Hotline Transportation and Outreach Services for emergencies and special events (passenger vans) (Section C.5.2.2)	\$ _____	\$25,000.00
3003b	Hotline Transportation and Outreach Services for emergencies and special events (buses) (Section C.5.2.2)	\$ _____	\$20,000.00
3003c	Hotline Transportation and Outreach Services for emergencies and special events (accessible vans) (Section C.5.2.2)	\$ _____	\$5,000.00

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B.3.6 Grand Total

Period of Performance	Total Price
Base Year (B.3.1)	\$ _____
Option Year One (1) (B.3.2)	\$ _____
Option Year Two (2) (B.3.3)	\$ _____
Option Year Three (3) (B.3.4)	\$ _____
Option Year Four (4) (B.3.5)	\$ _____
Grand Total	\$ _____

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SECTION C: SPECIFICATIONS/WORK STATEMENT**C.1 SCOPE**

The District of Columbia Office of Contracting and Procurement (OCP) on behalf of the Department of Human Services (DHS) is seeking a Contractor to operate the hotline for the homeless services continuum of care and provide transportation and street outreach services for homeless single adults and families in the District of Columbia. Transportation and street outreach services are critical components of the homeless services continuum of care. These services reduce the risk of death and harm for homeless single adults living outside. Additionally, they ensure that those seeking shelter gain access regardless of their transportation resources.

C.1.1 GOALS

The goal of the hotline, transportation and street outreach services are to reduce the risk of death and harm, as well as ensure access to shelter and other homeless services, for homeless single adults and families. This will be achieved through: ongoing street outreach services to homeless individuals living outside; operation of a designated hotline phone number to ensure that those needing assistance or transportation services can call to request these services; distribution of blankets and other critically needed supplies and materials to unsheltered homeless individuals; and, scheduled pick up and drop off services from designated locations to ensure that homeless individuals residing in shelters outside of the downtown area are able to access shelter and return to the downtown area or other specified locations to access services.

C.2 APPLICABLE DOCUMENTS

Item No.	Document Type	Title	Date
0001	D.C. Law 16-35; D.C. Official Code § 4-751.01 et seq.).	Homeless Services Reform Act of 2005, effective October 22, 2005 website www.ich.dc.gov	10/22/2005
0002	District of Columbia Municipal Regulations, Title 29, Chapter 25	Shelter and Supportive Housing For Individuals and Families PDF: Shelter and Supportive Housing PDF	3/26/2010
0004	Settlement Agreement	Settlement Agreement between the U.S. of America and the District of Columbia under the Americans with Disabilities Act (DJ# 204-16-96) Settlement Agreement Website: www.ada.gov/dc/shelter.htm	12/10/2008

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C.3 DEFINITIONS**C.3.1 Adult - any individual who:**

C.3.1.a Has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or

C.3.1.b Qualifies as an emancipated minor under District Law.

C.3.2 Client - An individual or family seeking, receiving, or eligible for publicly funded services within the Continuum of Care.

C.3.3 Continuum of Care - An evolving and comprehensive system of services for individuals and families who are homeless or at risk of becoming homeless designed to serve clients based on their individual level of need. The Continuum of Care may include crisis intervention, outreach and assessment services, hypothermia services, shelter, transitional housing, permanent supportive housing referral services, and other supportive services.

C.3.4 Daily Census – The tracking of available and occupied beds/units at shelters within the continuum of care. The daily census is compiled each evening and reported each day. The purpose of the daily census is to track capacity within the continuum of care as well as the demand for shelter/housing.

C.3.5 Engagement - Engagement occurs when each of the following occurs:

- a. a person who is homeless is willing to interact with a homeless services or mental health worker,
- b. there are multiple contacts,
- c. there is continuity in the contacts of either a referral or connection to another provider or the homeless person has an awareness of the role of the homeless services or mental health worker, and
- d. there is a record of the contacts.

C.3.6 Family – A group of individuals with at least one minor or dependent child, regardless of blood relationship, age, or marriage, whose history and/or statements reasonably tend to demonstrate that they intend to remain together as a family unit; or a pregnant woman in her third trimester.

C.3.7 Homeless - A person or persons who lack a fixed, regular residence that provides safe housing, and lacking the financial means to acquire such a residence immediately, including any individual or family who is fleeing, or is attempting to flee, domestic violence, and who have no other residence and lack the resources or support networks to obtain safe housing; or, having a primary night time residence that is:

C.3.7.a A supervised publicly or privately operated shelter or transitional housing facility designed to provide temporary living accommodations; or

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- C.3.7.b** A public or private place not designed for or ordinarily used as a regular sleeping accommodation for individuals or families.
- C.3.8** **Homeless Management Information System** – The designated software database system for tracking client information and program activities within the homeless services continuum of care.
- C.3.9** **Hypothermia Alert** – When the actual or forecasted temperature, including the wind chill factor, falls below 32 degrees Fahrenheit and the District’s Homeland Security and Emergency Management calls an alert.
- C.3.10** **Hypothermia Season** – The time of the year in the District when the actual or forecasted temperature, including the wind chill factor, is most likely to fall below 32 degrees Fahrenheit. The timeframe designated in the District for hypothermia season is November 1st through March 31st.
- C.3.11** **Point in Time Survey** – An annual regional enumeration of the homeless population conducted by the Metropolitan Washington Council of Governments (COG) for persons who are living outside, in emergency shelters, in transitional and permanent housing, or otherwise homeless and in need of help to obtain safe shelter.
- C.3.12** **Scheduled transportation** – Refers to the provision of transportation services to and from specific pre-determined locations during the day and/or evening.
- C.3.13** **Severe weather conditions** - Refers to outdoor weather conditions whenever the actual or forecasted temperature, including the wind chill factor or heat index, falls below 32 degrees Fahrenheit or rises above 95 degrees Fahrenheit.
- C.3.14** **Street Outreach** – Refers to the act of patrolling the streets to identify homeless single adults and engaging them in shelter and supportive services. Additionally, street outreach includes the distribution of blankets, socks, gloves, food, water and other materials to protect the homeless living outside from severe weather conditions.
- C.3.15** **Supportive Services** - An array of social services aimed at enabling housing stability and the improved quality of life of an individual or family who is at risk of homeless, experiencing homelessness, or is formerly homeless and requires ongoing assistance. These services may include: employment; physical health; mental health; alcohol and other substance abuse recovery; child care; transportation; case management; and, other health and social service needs which, if unmet, may be barriers to obtaining or maintaining permanent housing.
- C.3.16** **Unscheduled transportation** – Refers to the provision of transportation services to shelter from various locations at various times of the day and night based on individual calls to the hotline phone number requesting transportation services.

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C.3.17 Virginia Williams Family Resource Center – The central intake center for homeless families.

C.4 BACKGROUND

In January of each year the District's homeless services continuum of care conducts the Point in Time Enumeration to determine the number of homeless single adults and families in the District. Results from this year's count indicate that there are 430 homeless single adults living outside of the District of Columbia (see summary of the 2010 Point in Time Enumeration for the District of Columbia at

http://ich.dc.gov/ich/lib/ich/pdf/may_2010/point_in_time_2010_briefing.pdf).

Many of these homeless single adults do not access shelter in severe weather conditions. Those that do access shelter, do so infrequently and primarily during severe weather conditions (i.e., during the hypothermia season). As a result, they are often at risk of death and harm from ongoing exposure to the elements primarily during severe weather. Therefore, the provision of street outreach services is critically needed to reduce their risk of hypothermia and overall harm from living outside. Additionally, street outreach services are needed to engage these individuals and connect them to shelter and supportive services.

In addition to the unsheltered homeless adults, there are hundreds more individuals residing in shelter on a nightly basis who do not have transportation resources to access the shelters that are not located in the downtown area. The vast majority of these individuals are employed, receive services and/or generally spend their time during the day in the downtown area. Lastly, there are a number of single homeless adults and homeless individuals within families who have mobility impairments and require accessible transportation. Transportation services for these individuals are critically needed to ensure that they are able to access shelter and other services within the continuum of care.

C.4.1 Target Population

The target populations for hotline transportation and street outreach services are single adults and families experiencing homelessness. Specifically populations include; homeless adults living outside, homeless single adults seeking shelter outside of the downtown area and families needing transportation to the Virginia Williams Family Resource Center and to designated hypothermia and temporary shelters for families.

C.4.2 Program Description

Hotline transportation services are comprised of five (5) operational components: (1) scheduled transportation services; (2) unscheduled transportation services; (3) accessible scheduled and unscheduled transportation services; (4) street outreach services; and, (5) data gathering and daily census reporting. During the non-hypothermia season, April 1st through October 31st, hotline transportation services

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operate 16 hours per day 7 days per week. During hypothermia seasons, November 1st through March 31st, these services operate 24 hours per day 7 days per week. Transportation and street outreach services cover all wards and areas of the District, but are focused in those areas where the homeless reside and frequent at any given time.

Scheduled transportation services for single homeless adults are restricted to predetermined pick-up and drop-off locations, and other pick-up and drop-off locations designated by DHS, and shelter locations. This service operates 7 days per week, 365 days per year. Unscheduled transportation is only provided from street locations and to shelters, unless otherwise designated by DHS. This service is implemented by operating a toll free hotline phone where individuals can call to request transportation services or report the need for outreach services. This service operates 7 days per week, 365 days per year. Respondents must submit an operations plan with their proposals, which outlines how they propose to coordinate transportation services. Respondent’s plan must have services available at all times during operational hours (including shift change periods).

Street outreach services include: patrolling the streets to identify homeless single adults and the locations where they sleep and frequent; engaging homeless persons and providing connections to shelter and other supportive services; distributing blankets, gloves, hats, food and other supplies and materials necessary to protect homeless single adults from the elements and reduce the risk of death and harm from severe weather and general exposure to the elements. Street outreach services operate 7 days per week, 365 days per year.

Reporting the daily census reflecting capacity and demand for shelter includes: calling shelters on a set schedule during the evening and overnight to gather information on the available capacity at shelters and the total occupancy; and, reporting the gathered information to the contractor responsible for managing the Homeless Management Information System daily. Reporting of the daily census takes place 7 days per week, 365 days per year.

C.5 REQUIREMENTS

C.5.1 SCHEDULED TRANSPORTATION SERVICES

The Contractor shall provide the scheduled transportation services as set forth in Section C.5.1.1 thru C.5.1.1.c.

C.5.1.1 The Contractor shall provide scheduled transportation services to single homeless adults.

C.5.1.1.a The Contractor shall provide scheduled transportation services according to the predetermined schedule as incorporated in this Solicitation (see attachment J.11)

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to homeless single adults. These services shall be provided 7 days per week, 365 days per year.

C.5.1.1.b The Contractor shall provide scheduled accessible transportation as needed to single homeless adults and members of homeless families who have mobility impairments.

C.5.1.1.c The Contractor shall provide scheduled transportation services in a timely manner according to the transportation schedule and create a friendly environment for clients as they ride transportation vehicles.

C.5.2 UNSCHEDULED TRANSPORTATION SERVICES

The Contractor shall provide the unscheduled transportation services as set forth in Section C.5.2.1 thru C.5.2.1.d.

C.5.2.1 The Contractor shall provide unscheduled transportation services to single homeless adults and homeless families, including accessible transportation to single homeless adults and homeless families who have mobility impairments.

C.5.2.1.a The Contractor shall provide unscheduled transportation services to homeless single adults requesting such services based on the procedures set forth in Section C.5.2.1.b through Section C.5.2.1.d. These services shall be provided 7 days per week, 365 days per year. These services shall be provided daily from 8:00 am to 12:00 am for the period of April 1st through October 31st annually. These services shall be provided 24 hours per day for the period of November 1st through March 31st (hypothermia season) annually.

C.5.2.1.b The Contractor shall provide unscheduled transportation services to homeless families from the Virginia Williams Resource Center (“Center”) to designated shelter locations as needed and requested by staff at the center. Contractor shall provide this service only when the center is operating. Contractor shall also provide unscheduled transportation services to homeless families from designated shelters to the Center as needed and when requested by Center staff. Contractor shall provide unscheduled transportation services to homeless families from street locations throughout the District to designated shelters as requested by homeless families during evenings and weekends only when a hypothermia alert is called. Unscheduled transportation for families not listed herein shall only be as authorized by DHS.

C.5.2.1.c The Contractor shall operate a toll free hotline phone system during all hours of the day or night when transportation services are being provided. Contractor shall provide live staff coverage for the hotline at all times and respond to requests for transportation and reports of homeless persons in need of assistance. Contractor shall log all calls, compile data, and create reports that include the number and

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type of, and response to, all calls. Contractor shall respond to all calls in a friendly and professional manner.

C.5.2.1.d The Contractor shall provide unscheduled transportation services from street locations in the District only and transport clients to designated shelter locations only, unless otherwise authorized by DHS.

C.5.3 OUTREACH SERVICES

The Contractor shall provide the street outreach services as set forth in Section C.5.3.1 thru C.5.3.1.d.

C.5.3.1 The Contractor shall provide street outreach services to single homeless adults.

C.5.3.1.a The Contractor shall provide street outreach services to homeless persons based on the procedures set forth in Section C.5.3.1.b through Section C.5.3.1.d. These services shall be provided 7 days per week, 365 days per year. These services shall be provided primarily from 8:00 pm to 3:00 am to ensure the greatest number of clients is served.

C.5.3.1.b The Contractor shall identify where homeless persons are known to live, sleep and/or frequent. Contractor shall maintain a working knowledge of all the homeless persons who are sleeping outside and where they are located. Contractor shall coordinate with DHS-contracted outreach teams to connect unsheltered individuals with the outreach teams in the catchment area where they are located.

C.5.3.1.c The Contractor shall engage and develop relationships with homeless persons living, sleeping and frequenting the streets for the purpose of providing referrals and connections to shelter and supportive services. Contractors shall refer and connect homeless persons living, sleeping and frequenting the streets to critically needed shelter and supportive services. Contractor shall coordinate its street outreach services with outreach providers contracted by DHS to perform ongoing general outreach services in specified geographical areas throughout the District. DHS will identify these contractors and submit a listing to the Contractor with contact information once they are procured.

C.5.3.1.d The Contractor shall distribute blankets, gloves, socks, food and other supplies and materials to homeless persons living and sleeping outside to reduce the risk of death or harm from exposure to the elements and severe weather.

C.5.3.2.e The Contractor shall provide transportation and outreach services for emergency situations and special events as assigned by DHS. These services shall be provided outside of the services outlined in Section C.5.1 through C.5.2.1.d. Emergency situations include severe weather events, catastrophes and building closures resulting in the need for relocations, additional outreach and

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to homeless single adults. These services shall be provided 7 days per week, 365 days per year.

- C.5.1.1.b** The Contractor shall provide scheduled accessible transportation as needed to single homeless adults and members of homeless families who have mobility impairments.
- C.5.1.1.c** The Contractor shall provide scheduled transportation services in a timely manner according to the transportation schedule and create a friendly environment for clients as they ride transportation vehicles.

C.5.2 UNSCHEDULED TRANSPORTATION SERVICES

The Contractor shall provide the unscheduled transportation services as set forth in Section C.5.2.1 thru C.5.2.1.d.

- C.5.2.1** The Contractor shall provide unscheduled transportation services to single homeless adults and homeless families, including accessible transportation to single homeless adults and homeless families who have mobility impairments.
 - C.5.2.1.a** The Contractor shall provide unscheduled transportation services to homeless single adults requesting such services based on the procedures set forth in Section C.5.2.1.b through Section C.5.2.1.d. These services shall be provided 7 days per week, 365 days per year. These services shall be provided daily from 8:00 am to 12:00 am for the period of April 1st through October 31st annually. These services shall be provided 24 hours per day for the period of November 1st through March 31st (hypothermia season) annually.
 - C.5.2.1.b** The Contractor shall provide unscheduled transportation services to homeless families from the Virginia Williams Resource Center (“Center”) to designated shelter locations as needed and requested by staff at the center. Contractor shall provide this service only when the center is operating. Contractor shall also provide unscheduled transportation services to homeless families from designated shelters to the Center as needed and when requested by Center staff. Contractor shall provide unscheduled transportation services to homeless families from street locations throughout the District to designated shelters as requested by homeless families during evenings and weekends only when a hypothermia alert is called. Unscheduled transportation for families not listed herein shall only be as authorized by DHS.
 - C.5.2.1.c** The Contractor shall operate a toll free hotline phone system during all hours of the day or night when transportation services are being provided. Contractor shall provide live staff coverage for the hotline at all times and respond to requests for transportation and reports of homeless persons in need of assistance. Contractor shall log all calls, compile data, and create reports that include the number and

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type of, and response to, all calls. Contractor shall respond to all calls in a friendly and professional manner.

C.5.2.1.d The Contractor shall provide unscheduled transportation services from street locations in the District only and transport clients to designated shelter locations only, unless otherwise authorized by DHS.

C.5.3 OUTREACH SERVICES

The Contractor shall provide the street outreach services as set forth in Section C.5.3.1 thru C.5.3.1.d.

C.5.3.1 The Contractor shall provide street outreach services to single homeless adults.

C.5.3.1.a The Contractor shall provide street outreach services to homeless persons based on the procedures set forth in Section C.5.3.1.b through Section C.5.3.1.d. These services shall be provided 7 days per week, 365 days per year. These services shall be provided primarily from 8:00 pm to 3:00 am to ensure the greatest number of clients is served.

C.5.3.1.b The Contractor shall identify where homeless persons are known to live, sleep and/or frequent. Contractor shall maintain a working knowledge of all the homeless persons who are sleeping outside and where they are located. Contractor shall coordinate with DHS-contracted outreach teams to connect unsheltered individuals with the outreach teams in the catchment area where they are located.

C.5.3.1.c The Contractor shall engage and develop relationships with homeless persons living, sleeping and frequenting the streets for the purpose of providing referrals and connections to shelter and supportive services. Contractors shall refer and connect homeless persons living, sleeping and frequenting the streets to critically needed shelter and supportive services. Contractor shall coordinate its street outreach services with outreach providers contracted by DHS to perform ongoing general outreach services in specified geographical areas throughout the District. DHS will identify these contractors and submit a listing to the Contractor with contact information once they are procured.

C.5.3.1.d The Contractor shall distribute blankets, gloves, socks, food and other supplies and materials to homeless persons living and sleeping outside to reduce the risk of death or harm from exposure to the elements and severe weather.

C.5.3.2.e The Contractor shall provide transportation and outreach services for emergency situations and special events as assigned by DHS. These services shall be provided outside of the services outlined in Section C.5.1 through C.5.2.1.d. Emergency situations include severe weather events, catastrophes and building closures resulting in the need for relocations, additional outreach and

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transportation services. Special events include Presidential inaugurations, city-wide emergency exercises and other major events within the District resulting in the need for additional outreach and transportation services.

C.5.4 REPORT OF DAILY CENSUS

C.5. .1 The Contractor shall call shelters on a set schedule during the evening and overnight to gather information on the available capacity at shelters and the total occupancy, 7 days per week, 365 days per year.

C.5.4.1.a The Contractor shall report information gathered on the available capacity at shelters and the total occupancy to the contractor responsible for managing the Homeless Management Information System every business day. Information gathered for non-business days (weekends and holidays) shall be reported on the next business day.

C.5.5 DOCUMENTATION OF SERVICES

The Contractor shall document all services provided including calls received via the hotline phone system. The Contractor shall ensure that services are provided with the highest level of professionalism and customer services.

C.5.6 VEHICLES

The Contractor shall be responsible for the maintenance, upkeep, fueling, titling and insuring of all vehicles used to provide services under this Solicitation. The Contractor shall obtain and maintain the required minimal amounts of insurance coverage on all vehicles and indemnify DHS and the District in all vehicle policies.

C.5.7 STAFF

The Contractors shall ensure that all employees working under the contract corresponding with this solicitation are qualified to carry out the duties and responsibilities assigned to them, including possessing any and all required licenses to operate the vehicles (e.g., Commercial Driver's License) in which they will operate.

C.5.8 BACKGROUND CHECKS

The Contractor shall ensure that background checks are conducted on all employees working under the contract corresponding with this solicitation.

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C.5.9 TRAINING

C.5.9.1 The Contractor shall also ensure that all employees receive ongoing training as necessary to carry out their assigned duties and responsibilities, including training on providing accessible transportation in accordance with title II of the Americans with Disabilities Act (ADA).

C.5.9.2 The Contractor shall ensure that its employees attend the annual mandatory hypothermia training.

C.5.10 COMPLIANCE

C.5.10.1 The Contractor shall comply with all applicable Federal and local confidentially laws and all provisions of the Homeless Services Reform Act and corresponding regulations and policies.

C.5.10.2 The Contractor shall provide services in accordance with all applicable federal and District of Columbia Laws, rules and regulation, including all laws prohibiting discrimination, including those laws and implementing regulations prohibiting discrimination based on a disability, relevant District and local jurisdiction licensure requirements, and consistent with policies, procedures and standards promulgated by the Department of Human Services.

C.5.10.3 The Contractor shall be registered as a company in good standing with the District of Columbia Department of Consumer and Regulatory Affairs and appropriately incorporated and licensed.

C.5.11 PROGRAM AND FINANCIAL INFORMATION

The Contractor shall submit all requested program and financial information to the Contract Administrator (CA) for evaluation and auditing purposes.

C.5.12 CONFIDENTIALITY OF CLIENT'S INFORMATION

C.5.12.1 The Contractor shall keep information concerning clients strictly confidential and shall not divulge information to unauthorized persons. Contractors must demonstrate an ability to maintain the confidentiality of client's information and adhere to all Federal and local laws related to confidentiality.

C.5.12.2 The Contractor shall keep records of overall activities and files on all employees engaged in services through this solicitation. To ensure confidentiality and security, the Contractor shall keep records in a locked file controlled by appropriate applicant employees. Contractor shall retain records for at least three (3) years following the termination of any contract. Contractors shall demonstrate an ability to ensure the confidentiality and security of records in their proposal(s).

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C.5.13 CLIENT'S COMPLAINTS

The Contractor shall develop and comply with a process for receiving, investigating and addressing client complaints and provide the Department of Human Services with reports on all complaints received, responses provided to the complainant, and findings of all related investigations, on a regular basis as determined by the Department of Human Services.

C.5.14 REPORTS

C.5.14.1 The Contractor shall submit a monthly report to the CA by the 10th day of each month (reflecting activities for the previous month). The CA will develop the specific format for the monthly reports. Contractor shall also submit specific data reports as requested by DHS as well as annual service reports within 30 days of the end of each contract year.

C.5.14.2 Contractor shall report unusual incidents by email or telephone immediately upon the occurrence of the incident to the DHS/FSA CA (or other designated DHS staff) no later than two (2) hours after becoming aware of them or the beginning of the next business day after the incident, and in writing within three (3) days after incident occurrence. The report shall be on the DHS Form 1243, Unusual Incident Report Form incorporated in Section J.10.

C.5.14.2.1 An **unusual incident** is an event that affects staff (Contractor employees or network provider staff) or clients and is significantly different from the regular routine or established procedures. Examples of these incidents include, but are not limited to:

1. Unusual death;
2. Injury;
3. Physical, sexual, or verbal abuse of a client by employees or other clients;
5. Staff negligence;
6. Fire;
7. Theft, destruction of property, or sudden serious problems in the physical facility or vehicle;
8. Complaints from families of clients;
9. Requests for information from the press, attorneys, or government officials outside of DHS staff involved with the contract; and

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10. Client behavior requiring attention of employees not usually involved in their care.

C.6 MONITORING AND EVALUATION

C.6.1 The CA & program staff within the Department of Humans Service will monitor and evaluate the performance of Contractor in accordance with the scope of work and related service delivery standards as set forth in this Solicitation, including compliance with the Homeless Services Reform Act of 2005, all other applicable laws and regulations and the Respondent's operations plan for coordinating hotline transportation services for four (4) operational components:

(1) Transportation to include:

- a) scheduled transportation services at predetermined pick-up and drop-off locations, and other pick-up and drop-off locations designated by DHS, and shelter locations in accordance with the Transportation Schedule, Attachment J.11;
- b) unscheduled transportation services provided from street locations and to shelters based on the procedures set forth in Section C.5.2.1.b through Section C.5.2.1.d;
- c) accessible scheduled and unscheduled transportation services; and
- d) maintenance, upkeep, fueling, titling and insuring of all vehicles used to provide services under the Solicitation.

(2) Hotline operation:

- a) operate a toll free hotline phone system during all hours of the day or night when transportation services are being provided.
- b) provide live staff coverage for the hotline at all times and respond to requests for transportation and reports of homeless persons in need of assistance
- c) log all calls to the hotline, compile data, and create reports that include the number and type of, and response to, all calls

(3) Street Outreach services based on the procedures set forth in Section C.5.3.1.b through Section C.5.3.1.d, including:

- a) patrolling the streets to identify homeless single adults and the locations where they sleep and frequent,
- b) engaging homeless persons and providing connections to shelter and other supportive services,
- c) distributing blankets, gloves, hats, food and other supplies and materials necessary to protect homeless single adults from the elements; and

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- d) maintain a working knowledge of all the homeless persons who are sleeping outside and where they are located. Contactor shall coordinate with DHS-contracted outreach teams to connect unsheltered individuals with the outreach teams in the catchment area where they are located.

(4) Data gathering and daily census reporting reflecting capacity and demand for shelter, including:

- a) calling shelters on a set schedule during the evening and overnight to gather information on the available capacity at shelters and the total occupancy;
- b) reporting the gathered information to the contractor responsible for managing the Homeless Management Information System daily;
- c) calls to the hotline, compile data, and create reports that include the number and type of, and response to, all calls
- d) documentation of where homeless persons are known to live, sleep and/or frequent

- C.6.1.2** The CA and program staff will make periodic scheduled and unscheduled monitoring visits to review records and discuss the scope of work in relation to the services being rendered.
- C.6.1.3** Program staff and representatives from the DHS Office of Accountability will also make site/monitoring visits and interview clients who are receiving services under this Solicitation to get their feedback on the efficacy of the services being provided.
- C.6.2** The Office of Accountability within the Department of Human Services will receive and investigate unusual incidents, which compromise the integrity of DHS programs or which threaten the health or safety of DHS customers, District government employees, contractors and the public, and complaints related to the services provided by each Contractor.
- C.6.2.1** The Contractor shall report unusual incidents and complaints to the Office of Accountability within 24 hours or the next business day of the incident. The report shall be on the DHS Form DHS-1243. Unusual Incident Report Form incorporated in Section J.10.
- C.6.2.2** The Office of Accountability will refer substantiated cases of fraud and misconduct to the Office of the Inspector General for prosecution, and to the Office of Contracts and Procurement for suspension and debarment.
- C.6.2.3** Grounds for suspension and debarment include, but are not limited to:
- Commission of fraud or a criminal offense in connection with a public contract or subcontract;
 - Violation of antitrust statutes relating to the submission of offers;

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- Commission of embezzlement, theft, forgery and related crimes;
- Violation of the terms of a government contract or subcontract so serious as to justify debarment;
- Commission of any other offense indicating a lack of business integrity or business honesty that seriously and directly affects the present responsibility of a government contractor or subcontractor; and
- Any other cause of so serious or compelling a nature that it affects the present responsibility of a government contractor or subcontractor.

C.7 BUDGET DEVELOPMENT

- C.7.1** Respondents shall develop a budget to be submitted with their proposals. The budget shall include all projected costs (e.g., personnel, vehicle maintenance and upkeep, vehicle fuel, hotline phone system, supplies material, indirect and administrative cost) to provide all services listed in the Solicitation for the base year and all option years.
- C.7.1.1** The District will provide funding for transportation, street outreach, hotline and data collection services under this solicitation. The funding will be provided based on fixed pricing based on the Contractor's DHS approved budget.
- C.7.1.2** Respondents shall complete all pricing charts listed in Section B.3.1 through B.3.5. The first chart in each section shall include the fixed monthly pricing based on the Respondent's budget (see Section C.7.1.1). The first line item in the chart refers to monthly pricing for the non-hypothermia time period (April 1st through October 31st) and the second line item refers to fixed pricing for the hypothermia season (November 1st through March 31st). The second chart in each section shall include fixed hourly rate pricing for emergency situations and special events outlined in Section C.5.4. The first line item in the chart refers the fixed hourly rate for emergencies and special events in which a passenger van is utilized. The second line item in the chart refers the fixed hourly rate for emergencies and special events in which a bus is utilized. The third line item in the chart refers the fixed hourly rate for emergencies and special events in which an accessible van is utilized.
- C.7.1.3** Respondents shall complete the chart listed in Section B.3.6 and include the total annual contract pricing amount for each year (Base Year and each Option Year) and a grand total.

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- H.9.4.2** There shall be a rebuttable presumption that a contractor willfully breached its approved subcontracting plan if the contractor (i) fails to submit any required monitoring or compliance report; or (ii) submits a monitoring or compliance report with the intent to defraud.
- H.9.4.3** A contractor that is found to have willfully breached its approved subcontracting plan for utilization of certified business enterprises in the performance of a contract shall be subject to the imposition of penalties, including monetary fines of \$15,000 or 5% of the total amount of the work that the contractor was to subcontract to certified business enterprises, whichever is greater, for each such breach.
- H.10** District Responsibilities
- H.10.1** The District will provide eight (8) vehicles (four passenger vans, two 25-passenger buses and two accessible vans for persons with physical mobility impairments) for the purpose of providing transportation services as outlined in this Solicitation and as required by to comply with the Settlement Agreement (DJ# 204-16-96) and title II of the ADA, and any other application provisions of the ADA related to providing transportation services.
- H.10.2** The District will provide adequate orientation and training to the contractor to enable them to fulfill their responsibilities.
- H.10.3** The District will provide adequate support, technical assistance and resources to contractors to enable them to fulfill their responsibilities.
- H.10.4** The District will provide the Contractor with blankets, gloves, socks, food and other supplies and materials to be distributed to homeless persons living and sleeping outside to reduce the risk of death or harm from exposure to the elements and severe weather.



LIVING WAGE ACT FACT SHEET

The “Living Wage Act of 2006,” Title I of D.C. Law 16-18, (D.C. Official Code §§2-220.01-.11) became effective June 9, 2006. It provides that District of Columbia government contractors and recipients of government assistance (grants, loans, tax increment financing) in the amount of \$100,000 or more shall pay affiliated employees wages no less than the current living wage rate.

Effective January 1, 2010, the living wage rate is \$12.50 per hour.

Subcontractors of D.C. government contractors who receive \$15,000 or more from the contract and subcontractors of the recipients of government assistance who receive \$50,000 or more from the assistance are also required to pay their affiliated employees no less than the current living wage rate.

“Affiliated employee” means any individual employed by a recipient who receives compensation directly from government assistance or a contract with the District of Columbia government, including any employee of a contractor or subcontractor of a recipient who performs services pursuant to government assistance or a contract. The term “affiliated employee” does not include those individuals who perform only intermittent or incidental services with respect to the government assistance or contract, or who are otherwise employed by the contractor, recipient or subcontractor.

Exemptions – The following contracts and agreements are exempt from the Living Wage Act:

1. Contracts or other agreements that are subject to higher wage level determinations required by federal law (i.e., if a contract is subject to the Service Contract Act and certain wage rates are lower than the District’s current living wage, the contractor must pay the higher of the two rates);
2. Existing and future collective bargaining agreements, provided that the future collective bargaining agreement results in the employee being paid no less than the current living wage;
3. Contracts for electricity, telephone, water, sewer or other services provided by a regulated utility;
4. Contracts for services needed immediately to prevent or respond to a disaster or eminent threat to public health or safety declared by the Mayor;
5. Contracts or other agreements that provide trainees with additional services including, but not limited to, case management and job readiness services, provided that the trainees do not replace employees subject to the Living Wage Act;

6. An employee, under 22 years of age, employed during a school vacation period, or enrolled as full-time student, as defined by the respective institution, who is in high school or at an accredited institution of higher education and who works less than 25 hours per week; provided that he or she does not replace employees subject to the Living Wage Act;
7. Tenants or retail establishments that occupy property constructed or improved by receipt of government assistance from the District of Columbia; provided, that the tenant or retail establishment did not receive direct government assistance from the District of Columbia;
8. Employees of nonprofit organizations that employ not more than 50 individuals and qualify for taxation exemption pursuant to Section 501 (c) (3) of the Internal Revenue Code of 1954, approved August 16, 1954 (68A Stat. 163; 26. U.S.C. §501(c)(3));
9. Medicaid provider agreements for direct care services to Medicaid recipients, provided, that the direct care service is not provided through a home care agency, a community residence facility, or a group home for mentally retarded persons as those terms are defined in section 2 of the Health-Care and Community Residence Facility, Hospice, and Home Care Licensure Act of 1983, effective February 24, 1984 (D.C. Law 5-48; D.C. Official Code §44-501); and
10. Contracts or other agreements between managed care organizations and the Health Care Safety Net Administration or the Medicaid Assistance Administration to provide health services.

Enforcement

The Department of Employment Services (DOES) and the D.C. Office of Contracting and Procurement (OCP) share monitoring responsibilities.

If you learn that a contractor subject to this law is not paying at least the current living wage you should report it to the Contracting Officer.

If you believe that your employer is subject to this law and is not paying you at least the current living wage, you may file a complaint with the DOES Office of Wage – Hour, located at 64 New York Ave., NE, Room 3105, (202) 671-1880.

For questions and additional information, contact the Office of Contracting and Procurement at (202) 727-0252 or the Department of Employment Services on (202) 671-1880.

Please note: *This fact sheet is for informational purposes only as required by Section 106 of the Living Wage Act. It should not be relied on as a definitive statement of the Living Wage Act or any regulations adopted pursuant to the law.*

HOTLINE TRANSPORTATION AND STREET OUTREACH SERVICES
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Questions received from a Potential Offeror

Q 1: Can the B.3 fixed price schedule be separated according to the hypothermia and non hypothermia seasons with a different monthly fixed price for each, since the level of effort and cost varies significantly between the two?

A 1: Yes – See Revised Section B.3, attachment 1

Q 2: Can a third cost category be added for unscheduled emergency events that are cost reimbursable, since it is not possible to project how many will occur or how intensive the services will be in computing a fixed rate? Separating out these costs will also facilitate reimbursement by the District from the federal government if the Mayor declares a disaster.

A 2: Yes – See Revised Section B. 3, attachment 1

Q 3 **C.5.1.1.b** - The Contractor shall provide scheduled accessible transportation as needed to **single homeless adults** who have mobility impairments. Section C.5.1.1.b only refers to single homeless adults as needing handicap accessible transportation. What about **homeless married adults or children** with mobility impairments?

A 3: **C.5.1.1.b has been revised to include** “Single homeless adults and members of homeless families who have mobility impairments”, See Revised Section C.5 – Attachment 2

Q 4 **C.5.2.1.b** - The Contractor shall provide unscheduled transportation services to homeless families from the Virginia Williams Resource Center (“Center”) to designated shelter locations as needed and requested by staff at the center. Contractor shall provide this service only when the center is operating. Contractor shall also provide unscheduled transportation services to homeless families from designated shelters to the Center as needed and when requested by Center staff. Contractor shall provide unscheduled transportation services to homeless families from street locations throughout the District to designated shelters **as requested during evenings and weekends only when a hypothermia alert is called**. Unscheduled transportation for families not listed herein shall only be as authorized by DHS.

A 4 **C.5.2.1.b** has been revised to include “during evenings and weekends only when a hypothermia alert is called”.

HOTLINE TRANSPORTATION AND STREET OUTREACH SERVICES - DCJA-2010-R-0002

Q 5 C.5.2.1.b - “As requested” by whom, for unscheduled requests during hypothermia alerts? Solicitation does not specify who is authorized to make these requests.

A 5 “As requested” by homeless families

Q 6: C.5.6 VEHICLES

The Contractor shall be responsible for the maintenance, upkeep, **fueling**, titling and insuring of all vehicles used to provide services under this Solicitation. The Contractor shall obtain and maintain the required minimal amounts of insurance coverage on all vehicles and indemnify DHS and the District in all vehicle policies. How many vehicles will the District be providing to the Contractor? Fuel is a costly item whereby pump prices in the District include taxes @ \$.384/gal for gasoline and \$.444/gal for diesel. (http://www.washingtongasprices.com/tax_info.aspx) It would be more cost effective for DHS to enter into an interagency agreement with DPW for fuel so that the drivers could fill up at the District government fueling sites, particularly since the vehicles will be provided by the District. Is this something DHS would consider and amend C.5.6 of the solicitation to specify this? Section H.10 would also have to be amended to include fuel as a District responsibility.

A 6 **H.10.1** - District Responsibilities - Has been amended to include the number of vehicles the District will be providing. The Contractor as stated in C.5.6 is responsible for maintenance, upkeep, fueling, titling and insuring of all vehicles used to provide services under this solicitation.

Q 7 **C.5.14.2** Contractor shall report unusual incidents by FAX or telephone immediately upon the occurrence of the incident to the DHS/FSA CA (or other designated DHS staff) **no later than hours** or the next business day of the incident and in writing within three (3) days after incident occurrence. The report shall be on the DHS Form 1243, Unusual Incident Report Form incorporated in Section J.10. Section C.5.14.2 does not specify the number of hours within which initial unusual incident reports must be reported. How many hours after an unusual incident should we submit a report by phone or fax to the DHS/FSA CA (or other designated DHS staff)? Can the initial report be an email notice, with the DHS Form 1243 to follow within the specified three days?

A 7 C.5.14.2 has been revised to include the “no later than two (2) hours after becoming aware of them or the beginning of the next business day after the incident, and in writing within three (3) days after incident occurrence”. See Revised Section C, Attachment 2

Yes, the initial report can be e-mail.

Q 8: **H.9.1.1** For contracts in excess of \$250,000, at least 35% of the dollar volume shall be subcontracted to certified small business enterprises; provided, however, that the costs of materials, goods, and supplies shall not be counted towards the 35% subcontracting

HOTLINE TRANSPORTATION AND STREET OUTREACH SERVICES - DCJA-2010-R-0002

requirement unless such materials, goods and supplies are purchased from certified small business enterprises. Does this subcontracting rule specified in section H.9.1.1 apply if we do not intend to subcontract? Can a waiver be requested for this contract since the subcontracted services would likely be provided by a CBO and CBO's don't qualify for CBE certification because they are non profit?

- A 8: If the contract is in excess of \$250,000.00 it is required by law to subcontract 35% to a small business enterprise. According to the Department of Small and Local Business Development, there are subcontracting opportunities.
- Q 9 Requesting an extension of the due date to *Friday August 13, 2010* or five work days beyond the date you issue your responses/amendments, whichever date is later.
- A 9 The due date has been extended to Friday, August 13, 2010 not later than 2:00PM (EST), See amendment number 1

attachment 4

SIGN-IN SHEET
FOR
PRE-PROPOSAL CONFERENCE

SOLICITATION NO: DCJA-2010-R-0002

CAPTION: Hotline, Transportation and Outreach Services

DATE: July 29, 2010
TIME: 11:00 A.M.

PLEASE PRINT

NO.	NAME/TITLE	AGENCY/ADDRESS	PHONE/E-MAIL
1.	Monica Parran Special Asst.	DHG 64 NY AVE NE Washington DC	202-671-4347 monica.parran@dc.gov
2.	Fred Swaney Admin.	DHS 645 H St. NE	202 641-4171 Fred.Swaney@dc.gov
3.	Stephanie Reid	DHS 645 H St. NE	202-695-4171 Stephanie.Reid@dc.gov
4.	Michele Salters	The Community Partnership 801 Pennsylvania Ave. SE	202-543-5298 msalters@communitypartnership.org
5.	Isabel Cepeda	707 801 Pennsylvania Ave. S.E.	202-793-1266 isabel@communitypartnership.org

NO.	NAME/TITLE	AGENCY/ADDRESS	PHONE/E-MAIL
6.	Deborah Millhouse Asst Program Director	Ultimate Planning Organization 301 Rhode Island Ave 100, Ward 10	802 238-4779 dmillhouse@upo.org
7.	Kimberly Hedgcock Resource Developer	" "	802-238-4747 khedgcock@upo.org
8.	Jenna Nurbath	OCP 441 4th Street Suite 7005	802-727-2354 Jenna.Sheridan@de.gov
9.	James Marshall Contracting Officer	OCP " "	202-724-4197 Jim.Marshall@de.gov
10.			
11.			
12.			
13.			
14.			
15.			
16.			

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Hotline, Transportation and Street Outreach Services

B.3.5 Option Year Four

Contract Line Item No. (CLIN)	Item Description	(A) Monthly Fixed Price	Total Annual Price
4001	Hotline Transportation and Outreach Services for the seasonal period of April 1 through October 31 (Section C.5)	\$ _____	(A x 7 months = Total Price) \$ _____
4002	Hotline Transportation and Outreach Services for the seasonal period of November 1 through March 31 (Section C.5)	\$ _____	(A x 5 months = Total Price) \$ _____
Grand Total			\$ _____

Contract Line Item No. (CLIN)	Item Description	Unit Price – Hourly Price Per Vehicle	Not To Exceed (NTE) Amount
4003a	Hotline Transportation and Outreach Services for emergencies and special events (passenger vans) (Section C.5.2.2)	\$ _____	\$25,000.00
4003b	Hotline Transportation and Outreach Services for emergencies and special events (buses) (Section C.5.2.2)	\$ _____	\$20,000.00
4003c	Hotline Transportation and Outreach Services for emergencies and special events (accessible vans) (Section C.5.2.2)	\$ _____	\$5,000.00

“THE LIVING WAGE ACT OF 2006”

Title I, D.C. Law No. 16-118, (D.C. Official Code §§ 2-220.01-11)

Effective June 9, 2006, recipients of new contracts or government assistance shall pay affiliated employees and subcontractors who perform services under the contracts no less than the current living wage. Effective January 1, 2010, the living wage rate is \$12.50.

The requirement to pay a living wage applies to:

- All recipients of contracts in the amount of \$100,000 or more; and, all subcontractors of these recipients receiving \$15,000 or more from the funds received by the recipient from the District of Columbia, and,
- All recipients of government assistance in the amount of \$100,000 or more; and, all subcontractors of these recipients of government assistance receiving \$50,000 or more in funds from government assistance received from the District of Columbia.

“Contract” means a written agreement between a recipient and the District government.

“Government assistance” means a grant, loan or tax increment financing that result in a financial benefit from an agency, commission, instrumentality, or other entity of the District government.

“Affiliated employee” means any individual employed by a recipient who received compensation directly from government assistance or a contract with the District of Columbia government, including any employee of a contractor or subcontractor of a recipient who performs services pursuant to government assistance or contract. The term “affiliated employee” does not include those individuals who perform only intermittent or incidental services with respect to the contract or government assistance or who are otherwise employed by the contractor, recipient or subcontractor.

Certain exceptions may apply where contracts or agreements are subject to wage determinations required by federal law which are higher than the wage required by this Act; contracts for electricity, telephone, water, sewer other services delivered by regulated utility; contracts for services needed immediately to prevent or respond to a disaster or eminent threat to the public health or safety declared by the Mayor; contracts awarded to recipients that provide trainees with additional services provided the trainee does not replace employees; tenants or retail establishments that occupy property constructed or improved by government assistance, provided there is no receipt of direct District government assistance; Medicaid provider agreements for direct care services to Medicaid recipients, provided that the direct care service is not provided through a home care agency, a community residential facility or a group home for mentally retarded persons; and contracts or other agreements between managed care organizations and the Health Care Safety Net Administration or the Medicaid Assistance Administration to provide health services.

Exemptions are provided for employees under 22 years of age employed during a school vacation period, or enrolled as a full-time student who works less than 25 hours per week, provided that other employees are not replaced, and for employees of nonprofit organizations that employ not more than 50 individuals.

Each recipient and subcontractor of a recipient shall provide this notice to each affiliate employee covered by this notice, and shall also post this notice concerning these requirements in a conspicuous site in the place of business.

All recipients and subcontractors shall retain payroll records created and maintained in the regular course of business under District of Columbia law for a period of at least 3 years.

This is a summary of the “Living Wage Act of 2006”. For the complete text go to:

www.does.dc.gov or www.ocp.dc.gov

**To file a complaint contact: Department of Employment Services
Office of Wage-Hour
64 New York Avenue, N.E., Room 3105, Washington, D.C. 20002
(202) 671-1880**