

SOLICITATION, OFFER, AND AWARD		1. Caption OPERATE VIRGINIA WILLIAMS RESOURCE CENTER AND DC GENERAL FAMILY CENTER		Page of Pages 1 74	
2. Contract Number	3. Solicitation Number DCJA-2010-R-0005	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 8/18/2010	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 700 South Washington, DC 20001		8. Address Offer to: Office of Contracting and Procurement 441 4th Street, NW, Suite 703 South, Bid Room Washington, DC 20001 ATTN: James Marshall			

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 17-Sep-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 Mirabile		B. Telephone (Area Code) 202 (Number) 727-2354 (Ext)		C. E-mail Address Jeanne.Sheridan@dc.gov
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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 (Area Code) (Number) (Ext)		15 C. Check if remittance address is different from above - Refer to Section G <input type="checkbox"/>	17. Signature
			18. Offer Date

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: CONTRACT TYPE, SUPPLIES OR SERVICES AND PRICE/COST

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 operate the Virginia Williams Family Resource Center (“Center”) and the DC General Family Shelter (“DGFS”). The Center is the District’s single point of entry for homeless families and provides: intakes; eligibility determinations; prevention/diversion resources; and, shelter and housing placement referrals for homeless families seeking shelter. The DGFS will provide provisional shelter and placement services for families. DHS is seeking a qualified Contractor to operate both the Center and DGFS, as well as develop a seamless and efficient coordination of services between the two that comports with the DHS system redesign for the homeless services Continuum of Care.

B.2 The District contemplates awarding one firm fixed price contract based on monthly service fee pricing with a performance-pricing component.

B.3 PRICE SCHEDULE

B.3.1 Base Year

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Anticipated Total Annual Amount for Performance Bonus Payments	Total Price A X 12 + B = Total Annual Price
0001	Operation of Virginia Williams Family Resource Center	\$ _____	\$ _____	\$ _____
0002	Operation of DC General Family Shelter	\$ _____	\$ _____	\$ _____
			Total Project Price	\$ _____

B.3.2 Option Year One

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Anticipated Total Annual Amount for Performance Bonus Payments	Total Price A X 12 + B = Total Annual Price
1001	Operation of Virginia Williams Family Resource Center	\$ _____	\$ _____	\$ _____
1002	Operation of DC General Family Shelter	\$ _____	\$ _____	\$ _____
			Total Project Price	\$ _____

B.3.3 Option Year Two

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Anticipated Total Annual Amount for Performance Bonus Payments	Total Price A X 12 + B = Total Annual Price
2001	Operation of Virginia Williams Family Resource Center	\$ _____	\$ _____	\$ _____
2002	Operation of DC General Family Shelter	\$ _____	\$ _____	\$ _____
			Total Project Price	\$ _____

B.3.4 Option Year Three

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Anticipated Total Annual Amount for Performance Bonus Payments	Total Price A X 12 + B = Total Annual Price
3001	Operation of Virginia Williams Family Resource Center	\$ _____	\$ _____	\$ _____
3002	Operation of DC General Family Shelter	\$ _____	\$ _____	\$ _____
			Total Project Price	\$ _____

B.3.5 Option Year Four

Contract Line Item No. (CLIN)	Item Description	(A) Unit Monthly Service Fee Price	(B) Anticipated Total Annual Amount for Performance Bonus Payments	Total Price A X 12 + B = Total Annual Price
4001	Operation of Virginia Williams Family Resource Center	\$ _____	\$ _____	\$ _____
4002	Operation of DC General Family Shelter	\$ _____	\$ _____	\$ _____
			Total Project Price	\$ _____

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	\$ _____

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 Virginia Williams Family Resource Center (“Center”) and the DC General Family Shelter (“DGFS”). The Center is the District’s single point of entry for homeless families and provides: intakes; eligibility determinations; prevention and diversion resources and referrals; and, shelter and housing placement referrals for homeless families seeking shelter. The DGFS provides short-term provisional critically needed shelter and placement services to homeless families. DHS is seeking a qualified Contractor to operate both the Center and DGFS, as well as develop a seamless and efficient coordination of services between the two that comports with the DHS system redesign for the homeless services Continuum of Care.

C.1.1 GOALS

The goals of the Center and DGFS are to: (1) operate as a single point of entry for homeless families seeking shelter and other services within the homeless services Continuum of Care; (2) accurately and efficiently determine eligibility for homeless services for those families presenting for services; (3) determine the severity of the need for shelter for homeless families seeking services and prioritize families accordingly; (4) conduct comprehensive family assessments to determine the overall needs of families, and determine and identify the most appropriate housing and service resources for them; (5) provide access to, and assist with securing, housing accommodations and other needed services and resources to prevent families from becoming homeless or needing shelter placement; (6) facilitate shelter and housing placements for homeless families; (7) provide critically needed provisional shelter for homeless families; (8) provide effective case management and service coordination services to homeless families that enable them to be quickly reconnected with permanent housing or interim shelter placement; and (9) assist homeless families in identifying and accessing permanent housing resources that will move them beyond homelessness.

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, as amended. See website www.ich.dc.gov	10/22/2005
0002	District of Columbia Municipal Regulations, 57 DCR 2704	Shelter and Supportive Housing For Individuals and Families Shelter Rulemaking	3/26/2010

0003	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	12/10/2008
0004	Action Plan	<i>Strategic Action Plan to End Homelessness</i> Strategic Action Plan	04/13/2010

C.3 DEFINITIONS

These terms, when used in this RFP, have the following meanings:

- C.3.1 Case Management** – A service that engages homeless individuals and families and provides assistance in: identifying barriers, needs and strengths; developing goals; identifying resources and supports; and, connecting homeless individuals and/or families residing in a shelter or other homeless services programs within the Continuum of Care to the needed resources, supports and supportive services to achieve identified goals.
- 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:
- An individual or family who is homeless is willing to interact with a homeless services or mental health worker,
 - there are multiple contacts,
 - 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
 - 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 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
- 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** **Hypothermia Shelter** - A public or private building that the District shall make available, for the purpose of providing shelter to individuals or families who are homeless and cannot access other shelter, whenever the actual or forecasted temperature, including the wind chill factor, falls below 32 degrees Fahrenheit.
- C.3.12** **Permanent Housing** – Program/service which provides affordable housing (typically with a rental subsidy that is not time-limited) to homeless individuals and/or families.
- C.3.13** **Permanent Supportive Housing** - Program/service which provides permanent housing (typically with a rental subsidy) and supportive services to homeless individuals and/or families. Individuals and/or families housed through this program/service type are expected to receive ongoing supportive services. Housing may be site-based or scattered sites.
- C.3.14** **Point in Time Enumeration** – 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.3.15** **Provisional Shelter** – Apartment style or non-apartment style shelter provided for up to 14 days and only for the time period required to conduct an assessment of an individual’s or family’s needs and provide an appropriate referral.
- C.3.16** **Self-sufficiency** - A functional and economic state based on the provision of services that result in less dependency on governmental support systems while at the same time, maintaining permanent housing and employment.

- C.3.17 Service Plan** - A written plan collaboratively developed and agreed upon by both the Service Provider and the client, consisting of time-specific goals and objectives designed to promote self-sufficiency and attainment of permanent housing and based on the client's individually assessed needs, desires, strengths, resources, and limitations.
- C.3.18 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.3.19 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.3.20 Temporary shelter** – A twenty-four (24) hour apartment style housing accommodation for families who are homeless, other than a severe weather shelter, provided directly by, or through contract with or grant from, the District, for the purpose of providing shelter and supportive services.
- C.3.21 Toiletries** – a personal care kit which may include soap, shampoo, shaving cream, razor, deodorant, tooth paste and tooth brush,
- C.3.22 Transitional Housing** - A twenty-four (24) hour housing accommodation provided directly by, or through contract with or grant from, the District, for individuals and families who are homeless; require a structured program of supportive services for up to two (2) years or as long as necessary in order to prepare for self-sufficient living in permanent housing; and consent to a Service Plan developed collaboratively with the Provider, which are designed to prepare individuals and families for self-sufficient living and/or transitioning into permanent or permanent supportive housing.

C.4 BACKGROUND

There are over 600 families in the District of Columbia with histories of homelessness. These families have spent several years in (or rotating in and out of) the shelter system, and/or living doubled up with friends or family. These families often face several significant barriers that prevent them from obtaining, and/or maintaining, housing stability and self-sufficiency. These barriers may include: illiteracy, unemployment; underemployment; substance abuse; mental illness; chronic medical illness; disabilities; domestic/family violence; trauma; cognitive deficits; and significant deficits in social skills. There is currently very high demand for shelter and other services through the Continuum of Care for homeless families.

Over the past three (3) years DHS has expanded capacity within the Continuum of Care for homeless families to address the additional demand. As a part of its system redesign, DHS has expanded capacity through transitional and permanent supportive housing and focused more resources on prevention and re-housing. Moving away from the expansion of traditional shelter and focusing more resources on prevention and housing is a more efficient use of resources that more appropriately meets the needs of homeless families and enables them to better strive for self-sufficiency and housing independence. Through this Solicitation, DHS is further implementing its

system redesign by restructuring the operations at the Center and DGFS to better serve homeless families through the provision of: comprehensive intakes and assessments; prevention resources; and, shelter and housing placements.

C.4.1 Target Population

The target population for the Center is families seeking shelter and other services within the Continuum of Care that are homeless or at risk of homelessness. The target population for DGFS is families that have been determined to be in need of, and prioritized for, provisional shelter by the Center.

C.4.2 Program Description

The District of Columbia Department of Human Services strives to ensure that all families have a safe place to live. Families experiencing homelessness who have no viable housing options will be sheltered while staff work with families to address their current housing crisis. Shelters are a critical part of the Continuum of Care for families; however, homeless shelters are not desirable medium or long term housing options for families. The homeless services system for families should be able to quickly assess the needs of families and connect them with public and private resources in the community to rapidly transition to permanent housing with just enough support for the family to achieve and maintain stability.

The Center serves as the single point of entry and central intake for families seeking shelter and other services through the Continuum of Care. The Center serves families who are homeless or at risk of homelessness. Through the System Redesign, and under this Solicitation, the Center will perform four critical functions:

- (1) conduct intakes with families seeking shelter and other services within the Continuum of Care to determine their eligibility and priority for services;
- (2) conduct comprehensive assessments with families to ascertain their needs, strengths and barriers to determine the most appropriate placement and services;
- (3) connect families with services, prevention, and/or re-housing resources to divert them from shelter; and
- (4) provide placement referrals and connect families to shelter or housing programs within the Continuum of Care.

Families experiencing or anticipating a housing crisis come to the Center for assistance. Currently, an average of 15 families visit the Center daily seeking services. The number of families visiting the Center daily varies depending on the season (hypothermia versus non-hypothermia season). Typically there are no fewer than 8-10 families visiting the Center on any given day, and a maximum of 23-25 families.

The environment of the Center should be welcoming, hospitable and equipped to triage families based on current need and connect families to resources that could avoid a shelter stay whenever possible. The Center layout should take into account that at times families may spend time waiting with children.

Families coming to the center will be seen by an intake worker. During the intake process, the intake worker will gather basic family demographic information and history, as well as information on a family's history of homelessness (including its most recent episode), and receipt of public benefits and other factors related to a family's overall need for services. The overall purpose of the intake process is to determine a family's general eligibility for homeless services and its priority (based on the severity of their need and circumstances) for placement in shelter or other programs within the Continuum of Care. Investigation to determine a family's eligibility is part of the eligibility process.

The worker will assess the family to determine how to best assist in solving the presenting need. Intake workers will, whenever safe and feasible, divert families from shelter stays. Mediation, emergency rental assistance, utility assistance, re-housing supports, housing counseling, and legal services are some of the services that can be employed to assist families in maintaining housing in the community. Families whose housing is temporary, (e.g. housed in time-limited, doubled up situation) should be assisted to establish stability before a shelter stay is needed.

Families that have no alternative safe place to stay will be admitted to provisional shelter at DGFS while the provider works with the family to establish a safe alternative. While the family is at DGFS, the provider will conduct an in-depth assessment and robust shelter eligibility determination. The provider should explore the family's housing history, strengths, resources, relationships, and work to identify a housing option within a three week timeframe. The expectation is that the majority of families will transition to permanent housing in the community from whence they came, whenever possible.

The provider will have a system of checks and balances and a clear factual record for making shelter eligibility determinations.

DGFS should have an atmosphere of warmth and hospitality. It should be a place that fosters a sense of mutual respect between staff and residents. DGFS staff is there to assist families with their current crisis and work with them to move back into the community as soon as possible. The provider will ensure that families are offered three nutritious meals and two snacks per day. The shelter will provide essential items such as toiletries and linens. Families staying at DGFS will be connected with existing programs and services at DGFS (medical clinic, educational program and children's recreational programs).

For families who are experiencing a dominant service need that must be addressed before a family can transition to the community, or who require more time for housing placements, the Center and DGFS team will work with the family to identify a placement in an interim housing program and make a referral for the family to the program.

Stays at the DGFS shelter are intended to be very short term, while an eligibility determination is completed and the provider makes referrals.

DGFS also serves as the District's severe weather shelter for families. The provider will operate expanded shelter capacity to serve the needs of families experiencing homelessness during the winter season and when the rest of the family system is full. The winter shelter will work with the same level of urgency to relocate families in permanent housing accommodations in the community. All

families will be engaged in case management services and have a case plan that is focused on exiting shelter.

C.5 SERVICE REQUIREMENTS

- C.5.1** Contractor shall comply with the specific service requirements for the operation of the Virginia Williams Family Resource Center as set forth in Section C.5.1.1 thru C.5.1.13.
- C.5.1.1** Contractor shall operate the Center in compliance with all provisions listed in the Homeless Services Reform Act 2005, the District of Columbia Municipal Regulations for Shelter and Supportive Housing For Individuals Families, the Settlement Agreement between the U.S. of America and the District of Columbia under the Americans with Disabilities Act (DJ# 204-16-96) and the Program Description set forth in Section C.4.2.
- C.5.1.2** Contractor shall operate the Center year round Monday through Friday from 8:00 am to 5:00 pm, except holidays and days where District Government is closed due to inclement weather. When the Center is closed, the Contractor will have intake staff on call to address emergency needs for shelter that arise after hours or on weekends.
- C.5.1.3** Contractor shall create a friendly and welcoming environment within the Center, maintain a high level of customer service and professionalism, and treat all families (and members thereof) with respect and dignity.
- C.5.1.4** Contractor shall conduct intake sessions with all families presenting for services to determine their eligibility for homeless services, their need for prevention resources, the feasibility and appropriateness of prevention resources and their priority for placement.
- C.5.1.5** Contractor shall provide short term resources (food cards, gift cards for clothing, etc.) to all families seeking shelter, as necessary within resources available, to assist families with maintaining some stability until a prevention resource or a shelter or housing placement is secured.
- C.5.1.6** Contractor shall conduct comprehensive assessments with each family with an initial determination of the highest priority for shelter to further determine the family's eligibility and/or priority status (if necessary); identify a family's strengths, needs and barriers to self-sufficiency and housing independence; determine if there are prevention resources available to divert the family from shelter, or decrease their length of stay in shelter; and, identify the most appropriate shelter or housing placement for the family when placement into the Continuum of Care is determined to be necessary. The results of the assessment shall be shared with the shelters/programs in which families are placed.
- C.5.1.7** Contractor shall refer to, and secure, a shelter or housing placement for families determined to meet the highest priority for placement, taking into account the availability of shelter and housing placements.
- C.5.1.8** Contractor shall establish a clear factual record and have system of checks and balances for establishing shelter eligibility. When a clear eligibility determination cannot be made, and a family has no other safe place to stay, the contractor may make a provisional shelter placement.

- C.5.1.9** During a provisional shelter placement, the Contractor will explore and verify all potential housing options that may be available to the family and work to connect the family with community resources to reduce the shelter stay to the maximum extent possible.
- C.5.1.10** Contractor shall coordinate with shelter and housing programs within the Continuum of Care to share information on families being placed and assist with the development of the family's service plan.
- C.5.1.11** Contractor shall work with families who are not offered a shelter placement to access resources that may divert them from shelter and address other identified needs.
- C.5.1.12** Contractor shall maintain a pending list of families seeking shelter that are not immediately placed in shelter due to a lack of available shelter space or because they do not meet the priority for immediate placement. Contractor shall make reasonable efforts to maintain contact with these families to determine if their priority for shelter placement has changes, provide needed resources and connect them to alternative housing accommodations to alleviate the need to bring these families into shelter.
- C.5.1.13** **Staff Requirements**
- C.5.1.13.1** The Contractor shall ensure that it employs qualified professional staff to provide services and fulfill performance requirements for the operation of the Center. At a minimum, the Contractor's professional staff shall include:
1. Program Director (one position required)
 2. Intake Supervisor (one position required)
 3. Assessment Supervisor (one position required)
 4. Assessment Specialists (multiple positions required)
 5. Intake Specialists (one position required)
 6. Investigators (intake specialists may perform this function provided they possess the experience and qualifications for this position as outlined in the Qualification section below) (multiple positions required)
- C.5.1.13.2** **Staffing Qualifications** – The required Qualifications of the Contractor's professional staff are as follows:
1. Program Director: A minimum of a Bachelor's Degree in social work, social services, business, management, health care, or a related field from an accredited college, a minimum of five years of management experience demonstrating capacity to manage an assessment/intake center. Demonstrated competencies in communication, strategic planning, problem solving, program management, team leadership, and knowledge of homeless programs and services.
 2. Intake Supervisor: A minimum of a Bachelor's Degree in social work or any social science discipline. A minimum of five years experience conducting intakes or assessments. Demonstrated experience and capacity to supervise and manage an intake team.
 3. Assessment Supervisor: A minimum of a Master's Degree in social work, or psychology. Licensed as an independent clinical social worker or psychologist in the District of Columbia. A minimum of five years clinical experience and two years experience conducting

assessments. Demonstrated experience and capacity to supervise and manage an assessment team.

4. Assessment Specialist: A minimum of a Master's Degree in social work, or psychology. Licensed as a clinical social worker or psychologist in the District of Columbia, or licensed as a graduate social worker under the supervision of a licensed independent clinical social worker. A minimum of two years clinical experience and one year experience conducting assessments. Demonstrated experience and capacity to conduct clinical assessments.
5. Intake Specialist: A minimum of a Bachelor's Degree in social work, or any social science discipline. A minimum of two years experience conducting intakes or assessments. Demonstrated experience and capacity in conducting intakes.
6. Investigator: A minimum of a Bachelor's Degree from an accredited college or university. A minimum of one year of experience conducting investigations. Demonstrated experience and capacity in conducting investigations.

C.5.2 The Contractor shall comply with the specific service requirements for the operation of the DGFS as set forth in Section C.5.2.1 thru C.5.2.12.

C.5.2.1 Contractor shall operate the DGFS in compliance with all provisions listed in the Homeless Services Reform Act 2005, the District of Columbia Municipal Regulations for Shelter and Supportive Housing for Individuals and Families, the Settlement Agreement between the U.S. of America and the District of Columbia under the Americans with Disabilities Act (DJ# 204-16-96) and the Program Description set forth in Section C.4.2.

C.5.2.2 Contractor shall operate DGFS 7 days per week, 365 days per year.

C.5.2.3 Contractor shall accept and place all families referred, based on unit availability, from the Center and DHS.

C.5.2.4 Contractor shall conduct intake and orientation sessions with all families that are referred for placement within 24 hours of their arrival at DGFS. This intake and orientation shall provide DGFS staff with necessary information (in addition to information forwarded from the Center) to make appropriate unit and case management assignments. The intake and orientation shall also provide families with necessary information regarding the rules, operation, and procedures of the shelter.

C.5.2.5 Contractor shall assign and connect families with a case manager within one business day of their initial arrival at DGFS. Contractor shall provide effective case management services, which shall be focused on moving the family to permanent housing in shortest possible amount of time. The Contractor's team should explore families' resources, relationships, strengths and connections to focus on all possible avenues for return to the community. Contractor should be at all times actively working with the family to explore all public and private supports that will result in a positive transition to housing. Contractor should ensure that residents are accessing all of the public benefits they are eligible for.

- C.5.2.6** Contractor shall provide on-site security services at DGFS to ensure the safety of families and staff.
- C.5.2.7** Contractor shall provide families at DGFS with three nutritious meals per day (breakfast, lunch and dinner), as well as two snacks, and provide alternate meals and snacks as necessary to meet any ADA required reasonable accommodation request.
- C.5.2.8** Contractor shall provide families with necessary toiletries, linens and sleeping supplies (cribs, bassinets, etc.).
- C.5.2.9** Contractor shall connect families with existing programs and services at DGFS (medical clinic, educational programs and children's recreational programs).
- C.5.2.10** Contractor shall ensure that case managers directly connect all families to available medical/health insurance programs/resources within 14 days of entry into DGFS to ensure family members are able to receive health screenings, children are able to receive required immunizations and families are able to receive general medical services.
- C.5.2.11** Contractor shall coordinate with other shelter and housing programs to secure placements for families at DGFS according to the family's service plan and based on availability of these placements. Contractor shall facilitate these placements as soon as possible upon a family's initial placement into DGFS.
- C.5.2.12** Contractor shall create a friendly, hospitable, and welcoming environment within DGFS, maintain a high level of customer service and professionalism, and treat all families (and members thereof) with respect and dignity.
- C.5.2.13** **Staff Requirements**
- C.5.2.13.1** The Contractor shall ensure that it employs qualified professional staff to provide services and fulfill performance requirements for the operation of the DGFS. At a minimum, the Contractor's professional staff shall include:
1. Shelter Director (one position required)
 2. Shift Supervisors (multiple position required)
 3. Resident Monitors (multiple position required)
 4. Case Management Director (one position required)
 5. Case Managers(multiple positions required)
 6. Activities Coordinator (one position required)
- C.5.2.13.2** **Staffing Qualifications** – The required Qualifications of the Contractor's professional staff are as follows:
1. Shelter Director: A minimum of a Bachelor's Degree in social work, social services, business, management, health care, or a related field from an accredited college or university, and a minimum of three years of experience managing a family shelter. Demonstrated competencies in communication, strategic planning, problem solving, program management, team leadership, and knowledge of homeless programs and services.

2. Shift Supervisor: A minimum of a Bachelor's Degree in social work, social services, business, management, health care, or a related field from an accredited college or university, and a minimum of three years of experience working at a family shelter. Demonstrated competencies in communication, problem solving, staff management, and knowledge of homeless programs and services.
3. Resident Monitor: A minimum of a High School Diploma. A minimum of one year of experience working at a family shelter. Demonstrated competencies in communication, problem solving, working with underserved populations, and knowledge of homeless programs and services.
4. Case Management Director: A minimum of a Master's Degree in social work, or psychology. Licensed as an independent clinical social worker or psychologist in the District of Columbia. A minimum of five years clinical experience and three years experience providing case management services. Demonstrated experience and capacity to supervise and manage a case management team.
5. Case Manager: A minimum of a Master's Degree in social work, or psychology. Licensed as a clinical social worker or psychologist in the District of Columbia, or licensed as a graduate social worker under the supervision of a licensed independent clinical social worker. A minimum of three years clinical experience and two years experience providing case management services.

- C.5.3** The Contractor shall comply with the general service requirements for the operation of both the Center and DGFS as set forth in Section C.5.3.1 thru C.5.3.17.
- C.5.3.1** Contractor shall be responsible for general maintenance and upkeep of the Center facility and the DGFS facility.
- C.5.3.2** 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 information and adhere to all applicable Federal and local confidentiality laws.
- C.5.3.3** Contractor shall submit all requested program and financial information to the COTR for evaluation and auditing purposes.
- C.5.3.4** Contractor shall report any and all suspected child abuse and neglect to the appropriate authority.
- C.5.3.5** Contractor shall be registered as a company in good standing with the District of Columbia Department of Consumer and Regulatory Affairs.
- C.5.3.6** Contractor shall provide services in accordance with all applicable federal and District of Columbia Laws, rules and regulation, including those laws prohibiting discrimination based on a disability and other non-discrimination laws and regulations, relevant District and local jurisdiction licensure requirements, and consistent with policies, procedures and standards promulgated by the Department of Human Services

C.5.3.7 Staff Requirements

C.5.3.7.1 The Contractor shall ensure that it employs qualified professional staff to provide management and fiscal oversight of the services provided at both the Center and DGFS. At a minimum, the Contractor's professional staff shall include:

1. Director (one position required)
2. Controller (multiple position required)
3. ADA Coordinator (one full-time position dedicated to operations at the Center and DGFS)

C.5.3.7.2 Staffing Qualifications – The required Qualifications of the Contractor's professional staff are as follows:

1. Director: A minimum of a Bachelor's Degree in social work, social services, business, management, health care, or a related field from an accredited college or university, and a minimum of ten years of experience demonstrating capacity to manage a social service agency providing services to homeless families. Demonstrated competencies in communication, strategic planning, problem solving, program management, team leadership, and knowledge of homeless programs and services.
2. Controller: A minimum of a Bachelor's Degree in accounting, finance or business from an accredited college; a minimum of five (5) years of experience in accounting and non-profit financial management. A strong working knowledge of accounting software and spreadsheets and Federal OMB Circulars.
3. ADA Coordinator: A minimum of a Bachelor's Degree from an accredited college or university; a minimum of three (3) years experience as an ADA Coordinator (or a position with similar responsibilities) with extensive knowledge of the Americans with Disabilities Act (ADA), reasonable accommodations processes and procedures, and a basic understanding of the ADA Accessibility Guidelines (ADAAG).

C.5.3.7.3 Background Checks

1. In compliance with Chapter 4 of Title 27 of DCMR, Criminal Background Checks for District Government Contractors that Provide Direct Services to Children and Youth, the Contractor will secure criminal background checks for all individuals and unsupervised volunteers, employees, and applicants for employment as required for contracting entities contracting with the District of Columbia to provide direct services to children or youth.
2. The contractor shall provide for clearance of employees that have direct contact with families and children from the FBI and the Police Department(s) of the jurisdictions in which they have resided for the five years prior to employment under this contract and as otherwise required by District law. Service providers are Safety Sensitive employees as defined by the Child and Youth, Safety and Health Omnibus Congressional Review Emergency Amendment Act of 2004 (Act), and shall be screened pursuant to the Act. The Contractor must provide DHS with documentation certifying such clearances for all affected employees. All documentation must be submitted to the DHS COTR within 60 days of contract award.

C.5.3.7.4 Substance Abuse Screening Checks

The Contractor shall test all employees or staff that has direct contact with families and children for drug and alcohol use. Service providers are Safety Sensitive employees as defined by the Child and Youth, Safety and Health Omnibus Congressional Review Emergency Amendment Act of 2004 (Act), and shall be tested pursuant to the Act. DHS must have documents certifying negative drug and alcohol test results for all Providers within 60 days of contract award. The Contractor shall submit all documentation to the DHS COTR within 60 days of contract award.

C.5.3.7.5 The Contractor shall maintain job descriptions, resumes, and annual evaluations on each staff person. The Contractor shall provide updated information to the COTR within 30 days when there is a change in personnel.

C.5.3.7.6 The Contractor shall provide and maintain staff documents in a locked file with access by senior management staff and DHS monitors.

C.5.3.7.7 The Contractor shall maintain an organizational chart that shows the reporting relationship and function of key staff persons.

C.5.3.7.8 The Contractor shall maintain a written job description for each position funded through the contract that must be included in the contractor's files and be available for inspection on request by the COTR. The job description shall include:

1. Education, experience, and/or licensing/certification criteria,
2. A description of duties and responsibilities,
3. Hours of work, and
4. Performance evaluation criteria.

C.5.3.7.9 The Contractor shall maintain an individual personnel file for each contract staff member that will contain:

1. The application for employment,
2. Professional and personal references,
3. Applicable credentials/certifications,
4. Personnel actions including time records,
5. Documentation of all training history,
6. An annual evaluation for the current or preceding year,
7. Notation of any allegations of professional or other misconduct,
8. The contractor's action with respect to these allegations, and
9. The date and reason for the contractor's actions if staff member is terminated.
10. Documentation of a current Tuberculosis Test.

- C.5.3.7.10** The Contractor shall make available all personnel materials to the COTR upon request. The Contractor shall provide orientation sessions for each staff member and volunteer covering administrative procedures, program goals, and policies and practices to be adhered to under the Contract.
- C.5.3.7.11** The Contractor shall provide any changes in staffing patterns in advance and in writing to the COTR for approval.
- C.5.3.8** Contractor shall monitor and evaluate activities of staff performing services under this solicitation. At a minimum, Contractors shall include a review of the appropriateness, quality and effectiveness of services, which shall include an assessment of family/client satisfaction with services provided.
- C.5.3.9** Contractor shall be responsible for providing specific documentation of services provided to clients, updates on progress as well as setbacks or any issues which may arise. Additionally, Contractors shall be responsible for providing specific documentation of compliance with performance requirements.
- C.5.3.10** Contractor shall develop and comply with a process for receiving, investigating and addressing client complaints.
- C.5.3.11** Contractor shall submit a monthly report to the COTR by the 10th day of each month (reflecting activities for the previous month). The COTR will develop the specific format for the monthly reports. The Annual Report is due 30 day after the contract term ends. This report will minimally include the following information.
- a) Number of families seeking shelter.
 - b) Number of families placed in provisional shelter
 - c) Number of families placed in non-provisional shelter
 - d) Number of families placed and currently on the pending list
 - e) Listing of resources provided to families seeking shelter and the number of families provided these resources
 - f) Number of families placed in alternative housing accommodations outside the continuum of care
 - g) A listing of the number of families served and current capacity at DGFS.
 - h) A listing of the services provided (e.g., intake, assessment, placement, case management, referrals, etc.).
 - i) A description of the services families are engaged in and the efficacy of those services.
 - j) Levels of family/client participation in service plan.
 - k) Progress towards family service plan goals.
 - l) A listing of all staff working under the contract and their individual caseloads.
 - m) A listing and explanation of all concerns or issues related to families or other matters.
 - n) An invoice outlining the monthly payment request.

- o) Additional documentation of compliance with service requirements and achievement of additional performance goals.
- p) Copies of all unusual incident Reports.
- q) Additional reports (annual service reports, family demographic information, family exits and other requested reports, etc.) and family information as requested.

C.5.3.12 Contractor shall keep accurate and secure case records for families. These case records shall include family intake information, eligibility information, placement priority information, assessments, service plans, contact notes, progress notes, service referrals, documentation of client connection to (and engagement in) supportive services, shelter stay information and unusual incidents.

C.5.3.13 Contractor shall keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services through this solicitation. To ensure confidentiality and security, Contractors shall keep records in a locked file controlled by appropriate applicant staff. Contractors 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).

C.5.3.14 The Contractor shall report unusual incidents by FAX or telephone immediately upon the occurrence of the incident to the DHS/FSA COTR (or other designated DHS staff) no later than 12 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, see Section J.9.

C.5.3.14.1 An **unusual incident** is an event that affects staff (Contractor employees or network provider staff) or customers 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. Unexplained absence of a client;
4. Physical, sexual, or verbal abuse of a client by staff or other clients;
5. Staff negligence;
6. Fire;
7. Theft, destruction of property, or sudden serious problems in the physical facility;
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
10. Client behavior requiring attention of staff not usually involved in their care.

C.5.3.15 Contractor shall compile all family information and service data, and submit and input it into the Homeless Management Information System.

C.5.3.16 Contractor shall coordinate (and develop positive working relationships) with other contractors, service providers and District agencies as assigned by DHS for the purposes of these organizations providing services to homeless families or families at-risk of homelessness. This coordination shall include the use of space at the Center and DGFS.

C.5.3.17 The Contractor shall participate in the Annual Point in Time Enumeration for the District of Columbia.

C.6 ADDITIONAL PERFORMANCE GOALS

C.6.1 Contractor shall be eligible to receive additional payments (performance bonuses) above the amounts paid monthly for their monthly service fee (based on Contractor's approved budget). The additional performance goals that these performance bonuses will be based on (and the requirements for receiving these payments) are set forth in Section C.6.2 through C.6.5.

C.6.2 The additional performance goals that performance bonuses will be based on for the operation of the Center are as follows:

- (1) the percentage of families that present for shelter monthly that are determined to be the most in need of placement that are diverted from shelter or other programs within the Continuum of Care through connection to prevention resources or other housing accommodations;
- (2) the percentage of families that are initially placed into the Continuum of Care who exit within a two (2) week time period into an alternative housing accommodation as a result of the comprehensive assessment and placement into other housing accommodations outside the Continuum of Care through prevention or other resources within the community;

C.6.3 The additional performance goals that performance bonuses will be based on for the operation of DGFS are as follows: (1) family achievement of designated housing placement outside of the Continuum of Care as outlined in their service plan; (2) increased family income due to attainment of employment goal(s); and, (3) the time frame in which the aforementioned additional performance goals are achieved.

C.6.4 Contractor performance bonuses will be paid based on the submission of required documentation of the achievement of these additional performance goals. Specific required documentation and the process for verifying achievement of goals is listed in the Performance Bonus Payment Charts in Section C.7.1.

C.6.5 The specific payment structure, payment caps and correlation between the time frame in which these additional performance goals were achieved and the amount of the performance bonus payments are listed in Section C.7.

C.7 BUDGET DEVELOPMENT & PAYMENT STRUCTURE

- C.7.1** Respondents shall develop a budget to be submitted with their proposals. The budget shall include all projected monthly and annual costs (e.g., personnel, supplies, equipment, furniture, client expenses, indirect and administrative costs, etc.) and the anticipated annual amount of performance bonus payments the Contractor anticipates receiving related to the operation of the Center and DGFS. Respondents shall submit separate budgets (and anticipated annual performance bonus payment amounts) for the Center and DGFS. The District will provide funding for services under this Solicitation in two categories: 1) monthly service fee pricing based on the Contractor’s approved budget for both the Center and DGFS (subject to compliance with the service requirements listed in Section C.5); and, (2) performance bonus payment for the achievement of the additional performance goals listed in Section C.6.

- C.7.2** The funding/payments for category one (as listed in Section C.7.1) shall be considered the Contractor’s service fees. There shall be two service fees, one per program (the Center and DGFS). These fees shall be comprised of the total proposed cost to operate the programs as set forth in Section C.5.

- C.7.3** The monthly service fees shall be subject to compliance with the service requirements listed in Section C.5. Non-compliance with any service requirements will result in a reduced payment to Contractor. There are a total of 43 service requirements. Thirteen of these service requirements (C.5.1.1 through C.5.1.13) relate directly to the operation of the Center. There are also 13 service requirements (C.5.2.1 through C.5.2.13) that relate directly to the operation of DGFS. There are 17 service requirements (C.5.3.1 through C.5.3.17) that relate directly to the operation of both the Center and DGFS collectively. In total, there are 30 service requirements that relate to the operation of the Center and DGFS respectively. Therefore, each of the 30 service requirements corresponding with the Center and DGFS respectively represents approximately 3.33% (or 1/30th) of the monthly service fee payment for each program.

- C.7.4** Non-compliance with any of the 30 service requirements for either the Center or DGFS will result in a reduction in the monthly service fee payment for the related program(s) in the amount of 3.33% (or 1/30th of the total amount) for every service requirement that is not complied with. The charts below outlines the required documentation that the Contractor would need to submit to demonstrate compliance with service requirements and the process DHS will utilize to verify compliance.

Service Requirement Compliance Documentation and Verification Charts

Virginia Williams Resource Center

Service Requirement	Required Documentation	Verification Process
Contractor shall operate the Center in compliance with all provisions listed in the Homeless Services Reform Act 2005, the District of Columbia Municipal Regulations for Shelter and Supportive Housing For	Statements by Contractor in monthly reports indicating compliance with regulations and agreements listed in requirement.	Review of reports, client interviews and/or monitoring visits by DHS staff.

Individuals Families, the Settlement Agreement between the U.S. of America and the District of Columbia under the Americans with Disabilities Act (DJ# 204-16-96) and the Program Description set forth in Section C.4.2.		
Contractor shall operate the Center year round Monday through Friday from 8:00 am to 5:00 pm, except holidays and days where District Government is closed due to inclement weather. When the Center is closed, the Contractor will have intake staff on call to address emergency needs for shelter that arise after hours or on weekends.	Statement of operational hours and on-call protocol listed in monthly reports.	Visits to the Center, calls to the on-call number and client interviews by DHS staff.
Contractor shall create a friendly and welcoming environment within the Center, maintain a high level of customer service and professionalism, and treat all families (and members thereof) with respect and dignity.	Statements of compliance in monthly reports.	Client interviews, site visits and monitoring visits by DHS staff.
Contractor shall conduct intake sessions with all families presenting for services to determine their eligibility for homeless services, their need for prevention resources, the feasibility and appropriateness of prevention resources and their priority for placement.	Statements of compliance in monthly reports, intake and referral documents in client files.	Review of reports, review of client files, interviews with staff and interviews with clients.
Contractor shall provide short term resources (food cards, gift cards for clothing, etc.) to all families seeking shelter, as necessary within resources available, to assist families with maintaining some stability until a prevention resource or a shelter or housing placement is secured.	Listings of resources distributed in monthly reports, receipts with client signatures.	Review of reports and receipts, as well as client interviews.
Contractor shall conduct comprehensive assessments with each family with an initial determination of the	Completed assessment forms and all other related documents in client files.	Review of client files, client interviews and interviews with staff from shelters/programs where clients were placed. .

<p>highest priority for shelter to further determine the family's eligibility and/or priority status (if necessary); identify a family's strengths, needs and barriers to self-sufficiency and housing independence; determine if there are prevention resources available to divert the family from shelter, or decrease their length of stay in shelter; and, identify the most appropriate shelter or housing placement for the family when placement into the Continuum of Care is determined to be necessary. The results of the assessment shall be shared with the shelters/programs in which families are placed.</p>		
<p>Contractor shall refer to, and secure, a shelter or housing placement for families determined to meet the highest priority for placement, taking into account the availability of shelter and housing placements.</p>	<p>Completed referral forms, intake forms and placement documents in client files.</p>	<p>Review of documents and forms in client files, client interviews and interviews of staff from programs where placements were made.</p>
<p>Contractor shall establish a clear factual record and have system of checks and balances for establishing shelter eligibility. When a clear eligibility determination cannot be made, and a family has no other safe place to stay, the contractor may make a provisional shelter placement.</p>	<p>Written eligibility guidelines, protocols and procedures. Written process for overseeing compliance with guidelines and procedures. Completed intake and referral forms. Documents in client files highlighting their priority for shelter placement.</p>	<p>Review of guidelines, Protocols, procedures, written process for overseeing compliance, completed intake and referral forms, as well as documents in client files highlighting their priority for shelter placement. Also, client interviews.</p>
<p>During a provisional shelter placement, the Contractor will explore and verify all potential housing options that may be available to the family and work to connect the family with community resources to reduce the shelter stay to the maximum extent possible.</p>	<p>Completed client assessment forms, investigator reports, referral forms, contact notes and other documents highlighting compliance with this requirement.</p>	<p>Review of completed client assessment forms, investigator reports, referral forms, contact notes and other documents highlighting compliance with this requirement. Also, client interviews.</p>
<p>Contractor shall coordinate with shelter and housing</p>	<p>Completed assessment forms, contact notes, transmittals of</p>	<p>Review of completed assessment forms, contact notes,</p>

programs within the Continuum of Care to share information on families being placed and assist with the development of the family's service plan.	information and completed service plans highlighting Contractor involvement with service plan.	transmittals of information and completed service plans highlighting Contractor involvement with service plan. Also, client interviews and interviews with staff from program within the Continuum of Care.
Contractor shall work with families who are not offered a shelter placement to access resources that may divert them from shelter and address other identified needs.	Completed intake forms, contact notes, and completed referral forms highlighting compliance with this requirement.	Review of completed intake forms, contact notes, and completed referral forms highlighting compliance with this requirement. Also, client interviews.
Contractor shall maintain a pending list of families seeking shelter that are not immediately placed in shelter due to a lack of available shelter space or because they do not meet the priority for immediate placement. Contractor shall make reasonable efforts to maintain contact with these families to determine if their priority for shelter placement has changes, provide needed resources and connect them to alternative housing accommodations to alleviate the need to bring these families into shelter.	Submission of the pending list with monthly reports. Completed intake forms, contact notes, and completed referral forms highlighting compliance with this requirement.	Review of pending list, completed intake forms, contact notes, and completed referral forms highlighting compliance with this requirement. Also, client interviews.
Staff Requirements	Statements and information in monthly reports attesting to compliance with this requirement. Documents included in employee files, as well as written protocols and procedures highlighting compliance with this requirement.	Review of Statements and information in monthly Reports, documents included in employee files, as well as written protocols and procedures. Also, employee and client interviews.

DC General Family Shelter

Service Requirement	Required Documentation	Verification Process
Contractor shall operate the DGFS in compliance with all provisions listed in the Homeless Services Reform Act 2005, the District of Columbia Municipal Regulations for Shelter and Supportive Housing For Individuals Families, the Settlement Agreement between the U.S. of America and the District of Columbia under the	Statements by Contractor in monthly reports indicating compliance with regulations and agreements listed in requirement.	Review of reports, client interviews and/or monitoring visits by DHS staff.

Americans with Disabilities Act (DJ# 204-16-96) and the Program Description set forth in Section C.4.2.		
Contractor shall operate DGFS 7 days per week, 365 days per year.	Statement of operational hours listed in monthly reports.	Visits and calls to DGFS, as well as client interviews by DHS staff.
Contractor shall accept and place all families referred, based on unit availability, from the Center and DHS.	Statements of compliance in monthly reports along with a listing of names of families placed.	Review of statements of Compliance, listing of names of families placed, listing of names of families referred and client interviews.
Contractor shall conduct intake and orientation sessions with all families that are referred for placement within 24 hours of their arrival at DGFS. This intake and orientation shall provide DGFS staff with necessary information (in addition to information forwarded from the Center) to make appropriate unit and case management assignments. The intake and orientation shall also provide families with necessary information regarding the rules, operation, and procedures of the shelter.	Completed and dated intake forms, as well as client receipts indicating that families were provided with necessary information regarding the rules, operation, and procedures of the shelter.	Review of completed and dated intake forms, client receipts indicating that families were provided with necessary information regarding the rules, operation, and procedures of the shelter as well as client interviews.
Contractor shall assign and connect families with a case manager within one business day of their initial arrival at DGFS. Contractor shall provide effective case management services, which shall be focused on moving the family to permanent housing in shortest possible amount of time. The Contractor's team should explore families' resources, relationships, strengths and connections to focus on all possible avenues for return to the community. Contractor should be at all times actively working with the family to explore all public and private supports that will result in a positive transition to housing. Contractor should ensure that residents are accessing all of the public benefits they are eligible for.	Completed and dated case manager assignment forms, contact note indicating initial client contact with case manager, as well as contact notes, service plans, referral forms and housing program applications indicating compliance with the requirement.	Review of completed and dated Case manager assignment forms, contact note indicating initial client contact with case manager, as well as contact notes, service plans, referral forms and housing program applications. Also, client interviews.
Contractor shall provide on-site security services at	Executed contracts with security provider(s), written security plan	Review of executed contracts with security provider(s),

DGFS to ensure the safety of families and staff.	and updates on security coverage and issues included in monthly reports.	written security plan and updates on security coverage and issues included in monthly reports. Also, client interviews.
Contractor shall provide Families at DGFS with three Nutritious meals per day (breakfast, lunch and dinner), as well as two snacks, and provide alternate meals and snacks as necessary to meet any ADA required reasonable accommodation request.	Executed contracts with food vendor(s), written food service/distribution plan and updates on food services and issues included in monthly reports.	Review of executed contracts with food vendor(s), written food service/distribution plan and updates on food services. Also, client interviews..
Contractor shall provide families with necessary toiletries, linens and sleeping supplies (cribs, bassinets, etc.).	Client receipt forms indicating receipt of necessary toiletries, linen and sleeping supplies.	Review of client receipt forms, Inspections of client shelter unit and client interviews.
Contractor shall connect families with existing programs and services at DGFS (medical clinic, educational programs and children's recreational programs).	Contact notes, referral forms and documents from programs listed in requirement indicating client participation.	Review of contact notes, referral forms and documents from programs listed in the requirement indicating client participation. Also, client interviews.
Contractor shall ensure that case managers directly connect all families to available medical/health insurance programs/resources within 14 days of entry into DGFS to ensure family members are able to receive health screenings, children are able to receive required immunizations and families are able to receive general medical services.	Dated contact notes, referral forms and documents from programs/providers listed in the requirement indicating client receipt of services.	Review of dated contact notes, referral forms and documents from programs/providers listed in the requirement. Also, client interviews.
Contractor shall coordinate with other shelter and housing programs to secure placements for families at DGFS according to the family's service plan and based on availability of these placements. Contractor shall facilitate these placements as soon as possible upon a family's initial placement into DGFS.	Dated contact notes, referral forms, service plans and housing program applications indicating coordination and facilitation of placements.	Review of dated contact notes, referral forms, service plans and housing program applications indicating. Also, interviews with clients and housing program staff.
Contractor shall create a friendly, hospitable, and welcoming environment	Statements of compliance in monthly reports.	Client interviews, site visits and monitoring visits by DHS staff.

within DGFS, maintain a high level of customer service and professionalism, and treat all families (and members thereof) with respect and dignity.		
Staff Requirements	Statements and information in monthly reports attesting to compliance with this requirement. Documents included in employee files, as well as written protocols and procedures highlighting compliance with this requirement.	Review of Statements and information in monthly Reports, documents included in employee files, as well as written protocols and procedures. Also, employee and client interviews.

Virginia Williams Family Resource Center and DC General Family Shelter

Service Requirement	Required Documentation	Verification Process
Contractor shall be responsible for general maintenance and upkeep of the Center facility and the DGFS facility.	Statements of compliance with this requirement in monthly reports.	Site visits and client interviews.
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 information and adhere to all applicable Federal and local confidentiality laws.	Written plan demonstrating ability to maintain the confidentiality of client information and adhere to all applicable Federal and local confidentiality laws.	Review of written plan, site visits, staff interviews and client interviews.
Contractor shall submit all requested program and financial information to the COTR for evaluation and auditing purposes.	Timely submission of requested documents and information.	Receipt and review of submitted documents and information.
Contractor shall report any and all suspected child abuse and neglect to the appropriate authority.	Monthly reports detailing any/all reports of suspected child abuse or neglect made.	Review of reports, client interviews and/or interviews with Child and Family Services staff.
Contractor shall be registered as a company in good standing with the District of Columbia Department of Consumer and Regulatory Affairs.	Certification from the Department of Consumer and Regulatory Affairs.	Receipt and review of certification.
Contractor shall provide services in accordance with all applicable federal and District of Columbia Laws,	Statements of compliance in monthly reports.	Review of reports and files, monitoring visits and client interviews by DHS staff.

<p>rules and regulation, including those laws prohibiting discrimination based on a disability and other non-discrimination laws and regulations, relevant District and local jurisdiction licensure requirements, and consistent with policies, procedures and standards promulgated by the Department of Human Services</p>		
<p>Staff Requirements</p>	<p>Statements and information in monthly reports attesting to compliance with this requirement. Documents included in employee files, as well as written protocols and procedures highlighting compliance with this requirement.</p>	<p>Review of Statements and information in monthly Reports, documents included in employee files, as well as written protocols and procedures. Also, employee and client interviews.</p>
<p>Contractor shall monitor and evaluate activities of staff performing services under this solicitation. At a minimum, Contractor shall include a review of the appropriateness, quality and effectiveness of services, which shall include an assessment of family/client satisfaction with services provided.</p>	<p>Monthly reports including summaries of all activities undertaken to comply with this requirement as well as documents and forms (including completed client satisfaction forms) outlining processes and procedures outlined in requirement.</p>	<p>Receipt and review of reports, forms and documents. Monitoring visits, and interviews with staff and clients.</p>
<p>Contractor shall be responsible for providing specific documentation of services provided to clients, updates on progress as well as setbacks or any issues which may arise. Additionally, Contractor shall be responsible for providing specific documentation of compliance with performance requirements.</p>	<p>Information included in monthly reports, client files, as well as documents and information submitted in compliance with the requirements listed in all Service Requirements Compliance Documentation and Verification Charts.</p>	<p>Review of information included in monthly reports, client files, as well as documents and review verification of information submitted in compliance with the requirements listed in all Service Requirements Compliance Documentation and Verification Charts.</p>
<p>Contractor shall develop and comply with a process for receiving, investigating and addressing client complaints.</p>	<p>Submission of, and statements of compliance with, written process for receiving, investigating and addressing client complaints . Ongoing submission of forms completed by clients as well as summaries of actions taken to respond to complaints and requests.</p>	<p>Receipt and review of written process document and corresponding forms. Review of forms completed by clients and actions taken by contractor to respond to complaints. Interviews with clients.</p>
<p>Contractor shall submit a monthly report to the COTR by the 10th day of each month</p>	<p>Timely submission of completed reports including all required information.</p>	<p>Receipt and review of reports.</p>

<p>(reflecting activities for the previous month). The COTR will develop the specific format for the monthly reports.</p>		
<p>Contractor shall keep accurate and secure case records for families. These case records shall include family intake information, eligibility information, placement priority information, assessments, service plans, contact notes, progress notes, service referrals, documentation of client connection to (and engagement in) supportive services, shelter stay information and unusual incidents.</p>	<p>Client files including all required information in a secure location.</p>	<p>Monitoring visits and reviews of client files by DHS staff.</p>
<p>Contractor shall keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services through this solicitation. To ensure confidentiality and security, Contractor shall keep records in a locked file controlled by appropriate applicant staff. Contractors shall retain records for at least three (3) years following the termination of any contract. Contractor shall demonstrate an ability to ensure the confidentiality and security of records in their proposal(s).</p>	<p>Completed records, activity summaries, evaluations and staff files in locked cabinets in secure locations. Outline in proposal demonstrating ability to ensure the confidentiality and security of records.</p>	<p>Monitoring visits and reviews of activity summaries, evaluations and staff files by DHS staff.</p>
<p>The Contractor shall report unusual incidents by FAX or telephone immediately upon the occurrence of the incident to the DHS/FSA COTR (or other designated DHS staff) no later than 12 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</p>	<p>Timely submission of completed unusual incident reports.</p>	<p>Receipt and review of unusual incident forms. Interviews with clients and staff.</p>

Form, see Section J.		
Contractor shall compile all family information and service data, and submit and input it into the Homeless Management Information System.	Submission of client data and program information.	Monitoring of the data entered into the Homeless Management Information System.
Contractor shall coordinate (and develop positive working relationships) with other contractors, service providers and District agencies as assigned by DHS for the purposes of these organizations providing services to homeless families or families at-risk of homelessness. This coordination shall include the use of space at the Center and DGFS	Statements in monthly reports attested to compliance with the requirement and listing of programs/provider the Contractor is collaborating with and a summary of the collaborations and space that has been allocated on site for the programs (as applicable).	Review of statements in monthly reports attested to compliance with the requirement and listing of programs/provider the Contractor is collaborating with and summaries of the collaborations and space that has been allocated on site for the programs. Also, interviews with staff from programs/provider the Contractor is collaborating with.
The Contractor shall participate in the Annual Point in Time Enumeration for the District of Columbia.	Submission of completed client surveys.	Review of surveys completed by Contractor and client interviews.

C.7.5

The funding for category two (as listed in Section C.7.1) shall be considered the Contractor's performance bonuses payments. Performance bonus payments shall be in addition to any/all case management fee payments. Performance bonus payments shall be based on the achievement of additional performance goals as listed in Section C.6.

Specific performance bonus payment amounts for the operation of the Center shall be based on the specific additional performance goal that is achieved. Specific performance bonus payment amounts for the operation of DGFS shall be based on the specific additional performance goal that is achieved and the time frame in which specific additional performance goals are achieved. Additionally, all performance bonus payments shall be subject to the maximum payment caps for performance bonus payments. The maximum total amount of performance bonus payments issued to the Contractor, on a quarterly monthly basis, shall be 35% of the total quarterly service fee amount (monthly service fee X 3 months) based on the approved budget for both program respectively (the Center and DGFS). The maximum total amount of performance bonus payments issued to the Contractor on an annual basis shall be 20% of the total annual amount of the service fee based on the approved budget for both program respectively (the Center and DGFS). The performance bonus payment structure for the Center and DGFS are listed in the charts below.

Performance Bonus Payment Structure Chart for the Virginia Williams Family Resource Center

Monthly Percentage Thresholds	<i>Performance Goal Category</i>			
	The percentage of families that present for shelter monthly that are determined to be the most in need of placement that are diverted from shelter or other programs within the Continuum of Care through connection to prevention resources or other housing accommodations	Required documentation and verification	The percentage of families that are initial placed into the Continuum of Care who exit within a two (2) week time period into an alternative housing accommodation as a result of the comprehensive assessment and placement into other housing accommodations outside the Continuum of Care through prevention or other resources within the community	Required documentation and verification
91% to 100%	\$10,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor’s assistance was the major reason for placement.	\$7,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor’s assistance was the major reason for exit/placement.
81% to 90%	\$9,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor’s	\$6,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor’s

		assistance was the major reason for placement.		assistance was the major reason for exit/placement.
71% to 80%	\$8,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for placement.	\$5,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for exit/placement.
61% to 70%	\$7,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for placement.	\$4,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for exit/placement.
51% to 60%	\$6,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor's assistance was the	\$3,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor's assistance was the

		major reason for placement.		major reason for exit/placement.
41% to 50%	\$5,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for placement.	\$2,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for exit/placement.
31% to 40%	\$4,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for placement.	\$1,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for exit/placement.
21% to 30%	\$3,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for	\$500	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for

		placement.		exit/placement.
10% to 20%	\$2,000	Lease, housing/shelter program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing/shelter program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for placement.	\$250	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for exit/placement.

***Note that the Contractor shall not receive more than the maximum quarterly or annual performance bonus payment caps in total per quarter and per annual contract period) as listed in this Section above. Therefore, regardless of achievement of multiple performance goals in time frames that would bring the total combined amount above these caps, maximum performance bonus payment caps shall not be exceeded.**

Performance Bonus Payment Structure Chart for the DC General Family Shelter

Time Frame for Performance Goal Achievement	Family achievement of designated housing placement outside of the Continuum of Care as outlined in their service plan	<i>Performance Goal Category</i>		Required documentation and verification
		Required documentation and verification	Increased family income due attainment of employment goal(s)	
Payment per family for achievement in 2 months or less	\$8,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household	\$5,000	Letter from employed household member(s) employer(s) and paystubs. Signed statement from employed household member(s) verifying that Contractor's assistance was the major reason for achievement of goal(s).

		verifying that Contractor's assistance was the major reason for achievement of housing placement.		
Payment per family for achievement in 3 to 5 months	\$5,000	Lease, housing program agreement or notarized letter from owner of housing accommodation verifying family placement. Confirmation of placement by contacting landlord or housing program staff. Signed statement from head of household verifying that Contractor's assistance was the major reason for achievement of housing placement.	\$2,000	Letter from employed household member(s) employer(s) and paystubs. Signed statement from employed household member(s) verifying that Contractor's assistance was the major reason for achievement of goal(s).

***Note that the Contractor shall not receive more than the maximum quarterly or annual performance bonus payment caps in total per quarter and per annual contract period) as listed in this Section above. Therefore, regardless of achievement of multiple performance goals in time frames that would bring the total combined amount above these caps, maximum performance bonus payment caps shall not be exceeded.**

C.8 MONITORING AND EVALUATION

C.8.1 The COTR & program staff within the Family Services Administration of the Department of Humans Service will monitor and evaluate the performance of Contractors in accordance with the scope of work and related service delivery standards as set forth in this solicitation. The COTR and program staff will make scheduled and unscheduled monitoring visits to review records and discuss the scope of work in relation to the services being rendered. Program staff and representatives from the DHS Office of Accountability will also make site-based monitoring visits and interview families receiving (or having received) services from the Contractor to get their feedback on the efficacy of the services provided.

C.8.2 The Office of Accountability within the Department of Human Services will monitor Contractor compliance with the Homeless Services Reform Act of 2005 and all other applicable laws and regulations. Staff from the Office of Accountability will conduct a minimum of one (1) annual monitoring review of each Contractor. Additionally, the Office of Accountability will receive and investigate unusual incidents and complaints related to the services provided by each Contractor.

SECTION D: PACKAGING AND MARKING

Not Applicable

SECTION E: INSPECTION AND ACCEPTANCE

The inspection and acceptance requirements for the resultant contract shall be governed by clause number six (6), Inspection of Services of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated March, 2007.
(Attachment J.1)

SECTION F: DELIVERIES OR PERFORMANCE**F.1 TERM OF CONTRACT**

The term of the contract shall be for a period of one (1) year from date of award specified on the cover page of the contract.

F.2 OPTION TO EXTEND THE TERM OF THE CONTRACT

F.2.1 The District may extend the term of this contract for a period of four (4) one-year option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will give the Contractor a preliminary written notice of its intent to extend at least thirty (30) days before the contract expires. The preliminary notice does not commit the District to an extension.

The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.

F.2.2 If the District exercises this option, the extended contract shall be considered to include this option provision.

F.2.3 The price for the option period shall be as specified in the contract.

F.2.4 The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

F.3 DELIVERABLES

The Contractor shall perform the activities required to successfully complete the District's requirements and submit each deliverable to the CA identified in section G.9 in accordance with the following:

CLIN	Deliverable	Quantity	Format/Method of Delivery	Due Date
0001, 0002, 1001,1002 2001, 2002, 3001, 3002 4001, 4002 (See C.5.3.11)	Monthly Service Report	1	Hard Copy & Electronic	10 th day of each month by 12:00 Noon
0001, 0002, 1001,1002 2001, 2002, 3001, 3002 4001, 4002 (See C.5.3.14)	Unusual Incident Reports	1	Hard copy (plus electronic)	Within 12 hours or the next business day of the incident
0001, 0002, 1001,1002 2001, 2002, 3001, 3002 4001, 4002 (See C.5.3.11)	Annual Service Report	1	Hard copy (plus electronic)	30 days after contract ends

F.3.1 The Contractor shall submit to the District, as a deliverable, the report described in section H.5.5 of this contract that is required by the 51% District Residents New Hires Requirements and First Source Employment Agreement. If the Contractor does not submit the report as part of the deliverables, final payment to the Contractor shall not be paid pursuant to section G.3.2.

SECTION G: CONTRACT ADMINISTRATION**G.1 INVOICE PAYMENT**

- G.1.1** The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract.
- G.1.2** The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.

G.2 INVOICE SUBMITTAL

- G.2.1** The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in Section G.4. Invoices shall be prepared in duplicate and submitted to the agency Chief Financial Officer (CFO) with concurrent copies to the Contracting Officer's Technical Representative (COTR) specified in Section G.9 below. The address of the CFO is:

Name: Kristie Steel
 Agency Fiscal Officer
Address: Department of Human Services
 64 New York Avenue NE 6th Floor
 Washington, D.C. 20002
Telephone: 202-671-4242

- G.2.2** To constitute a proper invoice, the Contractor shall submit the following information on the invoice:
- G.2.2.1** Contractor's name, federal tax ID and invoice date (Contractors shall date invoices as of the date of mailing or transmittal);
- G.2.2.2** Contract number and invoice number;
- G.2.2.3** Description, price, quantity and the date(s) that the supplies or services were delivered or performed;
- G.2.2.4** Other supporting documentation or information, as required by the Contracting Officer;
- G.2.2.5** Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
- G.2.2.6** Name, title, phone number of person preparing the invoice;
- G.2.2.7** Name, title, phone number and mailing address of person (if different from the person identified in G.2.2.6 above) to be notified in the event of a defective invoice; and
- G.2.2.8** Authorized signature.

G.3 FIRST SOURCE AGREEMENT REQUEST FOR FINAL PAYMENT

G.3.1 For contracts subject to the 51% District Residents New Hires Requirements and First Source Employment Agreement requirements, final request for payment must be accompanied by the report or a waiver of compliance discussed in section H.5.5.

G.3.2 No final payment shall be made to the Contractor until the CFO has received the Contracting Officer's final determination or approval of waiver of the Contractor's compliance with 51% District Residents New Hires Requirements and First Source Employment Agreement requirements.

G.4 PAYMENT

G.4.1 The District will pay the Contractor in accordance with the approved payment schedule in Section B.3 and the provisions listed in Section C.8.

G.5 ASSIGNMENT OF CONTRACT PAYMENTS

G.5.1 In accordance with 27 DCMR 3250, the Contractor may assign funds due or to become due as a result of the performance of this contract to a bank, trust company, or other financing institution.

G.5.2 Any assignment shall cover all unpaid amounts payable under this contract, and shall not be made to more than one party.

G.5.3 Notwithstanding an assignment of contract payments, the Contractor, not the assignee, is required to prepare invoices. Where such an assignment has been made, the original copy of the invoice must refer to the assignment and must show that payment of the invoice is to be made directly to the assignee as follows:

Pursuant to the instrument of assignment dated _____,
make payment of this invoice to _____
(name and address of assignee).

G.6 THE QUICK PAYMENT CLAUSE**G.6.1 Interest Penalties to Contractors**

G.6.1.1 The District will pay interest penalties on amounts due to the Contractor under the Quick Payment Act, D.C. Official Code §2-221.01 *et seq.*, for the period beginning on the day after the required payment date and ending on the date on which payment of the amount is made. Interest shall be calculated at the rate of 1% per month. No interest penalty shall be paid if payment for the completed delivery of the item of property or service is made on or before:

- a) the 3rd day after the required payment date for meat or a meat product;
- b) the 5th day after the required payment date for an agricultural commodity; or
- c) the 15th day after the required payment date for any other item.

G.6.1.2 Any amount of an interest penalty which remains unpaid at the end of any 30-day period shall be added to the principal amount of the debt and thereafter interest penalties shall accrue on the added amount.

G.6.2 **Payments to Subcontractors**

G.6.2.1 The Contractor must take one of the following actions within 7 days of receipt of any amount paid to the Contractor by the District for work performed by any subcontractor under a contract:

- a) Pay the subcontractor for the proportionate share of the total payment received from the District that is attributable to the subcontractor for work performed under the contract; or
- b) Notify the District and the subcontractor, in writing, of the Contractor's intention to withhold all or part of the subcontractor's payment and state the reason for the nonpayment.

G.6.2.2 The Contractor must pay any lower-tier subcontractor or supplier interest penalties on amounts due to the subcontractor or supplier beginning on the day after the payment is due and ending on the date on which the payment is made. Interest shall be calculated at the rate of 1% per month. No interest penalty shall be paid on the following if payment for the completed delivery of the item of property or service is made on or before:

- a) the 3rd day after the required payment date for meat or a meat product;
- b) the 5th day after the required payment date for an agricultural commodity; or
- c) the 15th day after the required payment date for any other item.

G.6.2.3 Any amount of an interest penalty which remains unpaid by the Contractor at the end of any 30-day period shall be added to the principal amount of the debt to the subcontractor and thereafter interest penalties shall accrue on the added amount.

G.6.2.4 A dispute between the Contractor and subcontractor relating to the amounts or entitlement of a subcontractor to a payment or a late payment interest penalty under the Quick Payment Act does not constitute a dispute to which the District of Columbia is a party. The District of Columbia may not be interpleaded in any judicial or administrative proceeding involving such a dispute.

G.6.3 **Subcontract requirements**

G.6.3.1 The Contractor shall include in each subcontract under this contract a provision requiring the subcontractor to include in its contract with any lower-tier subcontractor or supplier the payment and interest clauses required under paragraphs (1) and (2) of D.C. Official Code §2-221.02(d).

G.7 **CONTRACTING OFFICER (CO)**

Contracts will be entered into and signed on behalf of the District only by contracting officers.

The contact information for the Contracting Officer is:

James Marshall
Contracting Officer
Office of Contracting and Procurement
441 4th Street, NW, Suite 700S
Washington, DC 20001
Telephone: 202-724-4197

G.8 AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

- G.8.1** The CO is the only person authorized to approve changes in any of the requirements of this contract.
- G.8.2** The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the CO.
- G.8.3** In the event the Contractor effects any change at the instruction or request of any person other than the CO, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.
- ## **G.9 CONTRACT ADMINISTRATOR (CA)**
- G.9.1** The CA is responsible for general administration of the contract and advising the CO as to the Contractor's compliance or noncompliance with the contract. The CA has the responsibility of ensuring the work conforms to the requirements of the contract and such other responsibilities and authorities as may be specified in the contract. These include:
- G.9.1.1** Keeping the CO fully informed of any technical or contractual difficulties encountered during the performance period and advising the CO of any potential problem areas under the contract;
- G.9.1.2** Coordinating site entry for Contractor personnel, if applicable;
- G.9.1.3** Reviewing invoices for completed work and recommending approval by the CO if the Contractor's costs are consistent with the negotiated amounts and progress is satisfactory and commensurate with the rate of expenditure;
- G.9.1.4** Reviewing and approving invoices for deliverables to ensure receipt of goods and services. This includes the timely processing of invoices and vouchers in accordance with the District's payment provisions; and
- G.9.1.5** Maintaining a file that includes all contract correspondence, modifications, records of inspections (site, data, equipment) and invoice or vouchers.

G.9.2 The address and telephone number of the CA is:

Mr. George Shepard
Department of Human Services
645 H Street, NE
Washington, DC 20002
Telephone: 202-299-2152

G.9.3 The CA shall NOT have the authority to:

1. Award, agree to, or sign any contract, delivery order or task order. Only the CO shall make contractual agreements, commitments or modifications;
2. Grant deviations from or waive any of the terms and conditions of the contract;
3. Increase the dollar limit of the contract or authorize work beyond the dollar limit of the contract,
4. Authorize the expenditure of funds by the Contractor;
5. Change the period of performance; or
6. Authorize the use of District property, except as specified under the contract.

G.9.4 The Contractor will be fully responsible for any changes not authorized in advance, in writing, by the CO; may be denied compensation or other relief for any additional work performed that is not so authorized; and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

SECTION H: SPECIAL CONTRACT REQUIREMENTS

H.1 HIRING OF DISTRICT RESIDENTS AS APPRENTICES AND TRAINEES

H.1.1 For all new employment resulting from this contract or subcontracts hereto, as defined in Mayor's Order 83-265 and implementing instructions, the Contractor shall use its best efforts to comply with the following basic goal and objectives for utilization of bona fide residents of the District of Columbia in each project's labor force:

H.1.1.1 At least fifty-one (51) percent of apprentices and trainees employed shall be residents of the District of Columbia registered in programs approved by the District of Columbia Apprenticeship Council.

H.1.2 The Contractor shall negotiate an Employment Agreement with the Department of Employment Services ("DOES") for jobs created as a result of this contract. The DOES shall be the Contractor's first source of referral for qualified apprentices and trainees in the implementation of employment goals contained in this clause.

H.2 DEPARTMENT OF LABOR WAGE DETERMINATIONS

The Contractor shall be bound by the Wage Determination No. **2005-2103, Rev. 10**, dated June 15, 2010, issued by the U.S. Department of Labor in accordance with the Service Contract Act, 41 U.S.C. §351 *et seq.*, and incorporated herein as Section J.2. The Contractor shall be bound by the wage rates for the term of the contract subject to revision as stated herein and in accordance with Section 24 of the SCP. If an option is exercised, the Contractor shall be bound by the applicable wage rates at the time of the option. If the option is exercised and the CO obtains a revised wage determination, the revised wage determination is applicable for the option periods and the Contractor may be entitled to an equitable adjustment.

H.3 PUBLICITY

The Contractor shall at all times obtain the prior written approval from the CO before it, any of its officers, agents, employees or subcontractors, either during or after expiration or termination of the contract, make any statement, or issue any material, for publication through any medium of communication, bearing on the work performed or data collected under this contract.

H.4 FREEDOM OF INFORMATION ACT

The District of Columbia Freedom of Information Act, at D.C. Official Code §2-532 (a-3), requires the District to make available for inspection and copying any record produced or collected pursuant to a District contract with a private contractor to perform a public function, to the same extent as if the record were maintained by the agency on whose behalf the contract is made. If the Contractor receives a request for such information, the Contractor shall immediately send the request to the CA who will provide the request to the FOIA Officer for the agency with programmatic responsibility in accordance with the D.C. Freedom of Information Act. If the agency with programmatic responsibility receives a request for a record maintained by the Contractor pursuant to the contract, the CA will forward a copy to the Contractor. In either event, the Contractor is required by law to provide all responsive records

to the CA within the timeframe designated by the CA. The FOIA Officer for the agency with programmatic responsibility will determine the releasability of the records. The District will reimburse the Contractor for the costs of searching and copying the records in accordance with D.C. Official Code §2-532 and Chapter 4 of Title 1 of the *D.C. Municipal Regulations*.

H.5 51% DISTRICT RESIDENTS NEW HIRES REQUIREMENTS AND FIRST SOURCE EMPLOYMENT AGREEMENT

H.5.1 The Contractor shall comply with the First Source Employment Agreement Act of 1984, as amended, D.C. Official Code §2-219.01 *et seq.* (“First Source Act”).

H.5.2 The Contractor shall enter into and maintain, during the term of the contract, a First Source Employment Agreement, (Section J.4) in which the Contractor shall agree that:

- (1) The first source for finding employees to fill all jobs created in order to perform this contract shall be the DOES; and
- (2) The first source for finding employees to fill any vacancy occurring in all jobs covered by the First Source Employment Agreement shall be the First Source Register.

H.5.3 The Contractor shall submit to DOES, no later than the 10th of each month following execution of the contract, a First Source Agreement Contract Compliance Report (“contract compliance report”) to verify its compliance with the First Source Agreement for the preceding month. The contract compliance report for the contract shall include the:

- (1) Number of employees needed;
- (2) Number of current employees transferred;
- (3) Number of new job openings created;
- (4) Number of job openings listed with DOES;
- (5) Total number of all District residents hired for the reporting period and the cumulative total number of District residents hired; and
- (6) Total number of all employees hired for the reporting period and the cumulative total number of employees hired, including:
 - (a) Name;
 - (b) Social security number;
 - (c) Job title;
 - (d) Hire date;
 - (e) Residence; and
 - (f) Referral source for all new hires.

H.5.4 If the contract amount is equal to or greater than \$100,000, the Contractor agrees that 51% of the new employees hired for the contract shall be District residents.

H.5.5 With the submission of the Contractor’s final request for payment from the District, the Contractor shall:

- (1) Document in a report to the CO its compliance with section H.5.4 of this clause; or
- (2) Submit a request to the CO for a waiver of compliance with section H.5.4 and include the documentation:
 - (a) Material supporting a good faith effort to comply;
 - (b) Referrals provided by DOES and other referral sources;

- (c) Advertisement of job openings listed with DOES and other referral sources; and
- (d) Any documentation supporting the waiver request pursuant to section H.5.6.

H.5.6 The CO may waive the provisions of section H.5.4 if the CO finds that:

- (1) A good faith effort to comply is demonstrated by the Contractor;
- (2) The Contractor is located outside the Washington Standard Metropolitan Statistical Area and none of the contract work is performed inside the Washington Standard Metropolitan Statistical Area which includes the District of Columbia; the Virginia Cities of Alexandria, Falls Church, Manassas, Manassas Park, Fairfax, and Fredericksburg, the Virginia Counties of Fairfax, Arlington, Prince William, Loudoun, Stafford, Clarke, Warren, Fauquier, Culpeper, Spotsylvania, and King George; the Maryland Counties of Montgomery, Prince Georges, Charles, Frederick, and Calvert; and the West Virginia Counties of Berkeley and Jefferson.
- (3) The Contractor enters into a special workforce development training or placement arrangement with DOES; or
- (4) DOES certifies that there are insufficient numbers of District residents in the labor market possessing the skills required by the positions created as a result of the contract.

H.5.7 Upon receipt of the contractor's final payment request and related documentation pursuant to sections H.5.5 and H.5.6, the CO shall determine whether the Contractor is in compliance with section H.5.4 or whether a waiver of compliance pursuant to section H.5.6 is justified. If the CO determines that the Contractor is in compliance, or that a waiver of compliance is justified, the CO shall, within two business days of making the determination forward a copy of the determination to the agency Chief Financial Officer and the CA.

H.5.8 Willful breach of the First Source Employment Agreement, or failure to submit the report pursuant to section H.5.5, or deliberate submission of falsified data, may be enforced by the CO through imposition of penalties, including monetary fines of 5% of the total amount of the direct and indirect labor costs of the contract. The Contractor shall make payment to DOES. The Contractor may appeal to the D.C. Contract Appeals Board as provided in this contract any decision of the CO pursuant to this section H.5.8.

H.5.9 The provisions of sections H.5.4 through H.5.8 do not apply to nonprofit organizations.

H.6 SECTION 504 OF THE REHABILITATION ACT OF 1973, as amended.

During the performance of the contract, the Contractor and any of its subcontractors shall comply with Section 504 of the Rehabilitation Act of 1973, as amended. This Act prohibits discrimination against disabled people in federally funded programs and activities. See 29 U.S.C. § 794 *et seq.*

H.7 AMERICANS WITH DISABILITIES ACT OF 1990 (ADA)

During the performance of this contract, the Contractor and any of its subcontractors shall comply with the ADA. The ADA makes it unlawful to discriminate in employment against a qualified individual with a disability. See 42 U.S.C. §12101 *et seq.*

H.8 WAY TO WORK AMENDMENT ACT OF 2006

- H.8.1** Except as described in H.8.8 below, the Contractor shall comply with Title I of the Way to Work Amendment Act of 2006, effective June 8, 2006 (D.C. Law 16-118, D.C. Official Code §2-220.01 *et seq.*) (“Living Wage Act of 2006”), for contracts for services in the amount of \$100,000 or more in a 12-month period.
- H.8.2** The Contractor shall pay its employees and subcontractors who perform services under the contract no less than the current living wage published on the OCP website at www.ocp.dc.gov.
- H.8.3** The Contractor shall include in any subcontract for \$15,000 or more a provision requiring the subcontractor to pay its employees who perform services under the contract no less than the current living wage rate.
- H.8.4** The DOES may adjust the living wage annually and the OCP will publish the current living wage rate on its website at www.ocp.dc.gov.
- H.8.5** The Contractor shall provide a copy of the Fact Sheet attached as J.6 to each employee and subcontractor who performs services under the contract. The Contractor shall also post the Notice attached as J.5 in a conspicuous place in its place of business. The Contractor shall include in any subcontract for \$15,000 or more a provision requiring the subcontractor to post the Notice in a conspicuous place in its place of business.
- H.8.6** The Contractor shall maintain its payroll records under the contract in the regular course of business for a period of at least three (3) years from the payroll date, and shall include this requirement in its subcontracts for \$15,000 or more under the contract.
- H.8.7** The payment of wages required under the Living Wage Act of 2006 shall be consistent with and subject to the provisions of D.C. Official Code §32-1301 *et seq.*
- H.8.8** The requirements of the Living Wage Act of 2006 do not apply to:
- (1) Contracts or other agreements that are subject to higher wage level determinations required by federal law;
 - (2) Existing and future collective bargaining agreements, provided, that the future collective bargaining agreement results in the employee being paid no less than the established 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 of 2006;
 - (6) An employee under 22 years of age employed during a school vacation period, or enrolled as a 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 of 2006;

- (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;
- (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.

H.8.9 The Mayor may exempt a contractor from the requirements of the Living Wage Act of 2006, subject to the approval of Council, in accordance with the provisions of Section 109 of the Living Wage Act of 2006.

H.9 SUBCONTRACTING REQUIREMENTS

H.9.1 Mandatory Subcontracting Requirements

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 requirement unless such materials, goods and supplies are purchased from certified small business enterprises.

H.9.1.2 If there are insufficient qualified small business enterprises to completely fulfill the requirement of paragraph H.9.1.1, then the subcontracting may be satisfied by subcontracting 35% of the dollar volume to any certified business enterprises; provided, however, that all reasonable efforts shall be made to ensure that qualified small business enterprises are significant participants in the overall subcontracting work.

H.9.1.3 A prime contractor which is certified as a small, local or disadvantaged business enterprise shall not be required to comply with the provisions of sections H.9.1.1 and H.9.1.2.

H.9.2 Subcontracting Plan

If the prime contractor is required by law to subcontract under this contract, it must subcontract at least 35% of the dollar volume of this contract in accordance with the provisions of section H.9.1. The prime contractor responding to this solicitation which is required to subcontract shall be required to submit with its proposal, a notarized statement detailing its subcontracting plan. Proposals responding to this RFP shall be deemed nonresponsive and shall be rejected if the offeror is required to subcontract, but fails to submit a subcontracting plan with its proposal. Once the plan is approved by the CO, changes to the plan will only occur with the prior written

approval of the CO and the Director of DSLBD. Each subcontracting plan shall include the following:

- H.9.2.1** A description of the goods and services to be provided by SBEs or, if insufficient qualified SBEs are available, by any certified business enterprises;
 - H.9.2.2** A statement of the dollar value of the bid that pertains to the subcontracts to be performed by the SBEs or, if insufficient qualified SBEs are available, by any certified business enterprises;
 - H.9.2.3** The names and addresses of all proposed subcontractors who are SBEs or, if insufficient SBEs are available, who are certified business enterprises;
 - H.9.2.4** The name of the individual employed by the prime contractor who will administer the subcontracting plan, and a description of the duties of the individual;
 - H.9.2.5** A description of the efforts the prime contractor will make to ensure that SBEs, or, if insufficient SBEs are available, that certified business enterprises will have an equitable opportunity to compete for subcontracts;
 - H.9.2.6** In all subcontracts that offer further subcontracting opportunities, assurances that the prime contractor will include a statement, approved by the contracting officer, that the subcontractor will adopt a subcontracting plan similar to the subcontracting plan required by the contract;
 - H.9.2.7** Assurances that the prime contractor will cooperate in any studies or surveys that may be required by the contracting officer, and submit periodic reports, as requested by the contracting officer, to allow the District to determine the extent of compliance by the prime contractor with the subcontracting plan;
 - H.9.2.8** A list of the type of records the prime contractor will maintain to demonstrate procedures adopted to comply with the requirements set forth in the subcontracting plan, and assurances that the prime contractor will make such records available for review upon the District's request; and
 - H.9.2.9** A description of the prime contractor's recent effort to locate SBEs or, if insufficient SBEs are available, certified business enterprises, and to award subcontracts to them.
- H.9.3** **Subcontracting Plan Compliance Reporting.** If the Contractor has an approved subcontracting plan required by law under this contract, the Contractor shall submit to the CO and the Director of DSLBD, no later than the 21st of each month following execution of the contract, a Subcontracting Plan Compliance Report to verify its compliance with the subcontracting requirements for the preceding month. The monthly subcontracting plan compliance report shall include the following information:
- H.9.3.1** The dollar amount of the contract or procurement;
 - H.9.3.2** A brief description of the goods procured or the services contracted for;
 - H.9.3.3** The name of the business enterprise from which the goods were procured or services contracted;

- H.9.3.4** Whether the subcontractors to the contract are currently certified business enterprises;
- H.9.3.5** The dollar percentage of the contract awarded to SBEs, or if insufficient SBEs, to other certified business enterprises;
- H.9.3.6** A description of the activities the Contractor engaged in, in order to achieve the subcontracting requirements set forth in its plan; and
- H.9.3.7** A description of any changes to the activities the Contractor intends to make by the next month to achieve the requirements set forth in its plan.

H.9.4 **Enforcement and Penalties for Breach of Subcontracting Plan**

- H.9.4.1** If during the performance of this contract, the Contractor fails to comply with its approved subcontracting plan, and the CO determines the Contractor's failure to be a material breach of the contract, the CO shall have cause to terminate the contract under the default clause of the Standard Contract Provisions.
- 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 adequate orientation and training to contractor to enable it to fulfill its responsibilities.
- H.10.2** The District will provide adequate support, technical assistance and resources to the contractor to enable it to fulfill its responsibilities.
- H.10.3** The District shall provide facility space for the operation of the Center and DGFS.
- H.10.4** The District will ensure that other shelters/program throughout the Continuum of Care adequately coordinate with the Contractor to facilitate referrals and placements.

SECTION I: CONTRACT CLAUSES

I.1 APPLICABILITY OF STANDARD CONTRACT PROVISIONS

The Standard Contract Provisions for use with District of Columbia Government Supplies and Services Contracts dated March 2007 (“SCP”) are incorporated as part of the contract. To obtain a copy of the SCP go to www.ocp.dc.gov, click on OCP Policies under the heading “Information”, then click on “Standard Contract Provisions – Supplies and Services Contracts”.

I.2 CONTRACTS THAT CROSS FISCAL YEARS

Continuation of this contract beyond the current fiscal year is contingent upon future fiscal appropriations.

I.3 CONFIDENTIALITY OF INFORMATION

The Contractor shall keep all information relating to any employee or customer of the District in absolute confidence and shall not use the information in connection with any other matters; nor shall it disclose any such information to any other person, firm or corporation, in accordance with the District and federal laws governing the confidentiality of records.

I.4 TIME

Time, if stated in a number of days, will include Saturdays, Sundays, and holidays, unless otherwise stated herein.

I.5 RIGHTS IN DATA

I.5.1 “Data,” as used herein, means recorded information, regardless of form or the media on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost or pricing, or management information.

I.5.2 The term “Technical Data”, as used herein, means recorded information, regardless of form or characteristic, of a scientific or technical nature. It may, for example, document research, experimental, developmental or engineering work, or be usable or used to define a design or process or to procure, produce, support, maintain, or operate material. The data may be graphic or pictorial delineations in media such as drawings or photographs, text in specifications or related performance or design type documents or computer printouts. Examples of technical data include research and engineering data, engineering drawings and associated lists, specifications, standards, process sheets, manuals, technical reports, catalog item identifications, and related information, and computer software documentation. Technical data does not include computer software or financial, administrative, cost and pricing, and management data or other information incidental to contract administration.

I.5.3 The term “Computer Software”, as used herein means computer programs and computer databases. “Computer Programs”, as used herein means a series of instructions or statements in a form acceptable to a computer, designed to cause the computer to execute an operation or operations. "Computer Programs" include operating systems, assemblers, compilers, interpreters, data management systems, utility programs, sort merge programs, and automated data processing equipment maintenance diagnostic

programs, as well as applications programs such as payroll, inventory control and engineering analysis programs. Computer programs may be either machine-dependent or machine-independent, and may be general purpose in nature or designed to satisfy the requirements of a particular user.

- I.5.4** The term "computer databases", as used herein, means a collection of data in a form capable of being processed and operated on by a computer.
- I.5.5** All data first produced in the performance of this Contract shall be the sole property of the District. The Contractor hereby acknowledges that all data, including, without limitation, computer program codes, produced by Contractor for the District under this Contract, are works made for hire and are the sole property of the District; but, to the extent any such data may not, by operation of law, be works made for hire, Contractor hereby transfers and assigns to the District the ownership of copyright in such works, whether published or unpublished. The Contractor agrees to give the District all assistance reasonably necessary to perfect such rights including, but not limited to, the works and supporting documentation and the execution of any instrument required to register copyrights. The Contractor agrees not to assert any rights in common law or in equity in such data. The Contractor shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.
- I.5.6** The District will have restricted rights in data, including computer software and all accompanying documentation, manuals and instructional materials, listed or described in a license or agreement made a part of this contract, which the parties have agreed will be furnished with restricted rights, provided however, notwithstanding any contrary provision in any such license or agreement, such restricted rights shall include, as a minimum the right to:
- I.5.6.1** Use the computer software and all accompanying documentation and manuals or instructional materials with the computer for which or with which it was acquired, including use at any District installation to which the computer may be transferred by the District;
- I.5.6.2** Use the computer software and all accompanying documentation and manuals or instructional materials with a backup computer if the computer for which or with which it was acquired is inoperative;
- I.5.6.3** Copy computer programs for safekeeping (archives) or backup purposes; and modify the computer software and all accompanying documentation and manuals or instructional materials, or combine it with other software, subject to the provision that the modified portions shall remain subject to these restrictions.
- I.5.7** The restricted rights set forth in section I.5.6 are of no effect unless
- (i) the data is marked by the Contractor with the following legend:

RESTRICTED RIGHTS LEGEND

Use, duplication, or disclosure is subject to restrictions stated in Contract No. _____ with (Contractor's Name); and

- (ii) If the data is computer software, the related computer software documentation includes a prominent statement of the restrictions applicable to the computer software. The Contractor may not place any legend on the computer software indicating restrictions on the District's rights in such software unless the restrictions are set forth in a license or agreement made a part of the contract prior to the delivery date of the software. Failure of the Contractor to apply a restricted rights legend to such computer software shall relieve the District of liability with respect to such unmarked software.

I.5.8 In addition to the rights granted in Section I.5.6 above, the Contractor hereby grants to the District a nonexclusive, paid-up license throughout the world, of the same scope as restricted rights set forth in Section I.5.6 above, under any copyright owned by the Contractor, in any work of authorship prepared for or acquired by the District under this contract. Unless written approval of the Contracting Officer is obtained, the Contractor shall not include in technical data or computer software prepared for or acquired by the District under this contract any works of authorship in which copyright is not owned by the Contractor without acquiring for the District any rights necessary to perfect a copyright license of the scope specified in the first sentence of this paragraph.

I.5.9 Whenever any data, including computer software, are to be obtained from a subcontractor under this contract, the Contractor shall use this clause, I.5, Rights in Data, in the subcontract, without alteration, and no other clause shall be used to enlarge or diminish the District's or the Contractor's rights in that subcontractor data or computer software which is required for the District.

I.5.10 For all computer software furnished to the District with the rights specified in Section I.5.5, the Contractor shall furnish to the District, a copy of the source code with such rights of the scope specified in Section I.5.5. For all computer software furnished to the District with the restricted rights specified in Section I.5.6, the District, if the Contractor, either directly or through a successor or affiliate shall cease to provide the maintenance or warranty services provided the District under this contract or any paid-up maintenance agreement, or if Contractor should be declared bankrupt or insolvent by a court of competent jurisdiction, shall have the right to obtain, for its own and sole use only, a single copy of the then current version of the source code supplied under this contract, and a single copy of the documentation associated therewith, upon payment to the person in control of the source code the reasonable cost of making each copy.

I.5.11 The Contractor shall indemnify and save and hold harmless the District, its officers, agents and employees acting within the scope of their official duties against any liability, including costs and expenses, (i) for violation of proprietary rights, copyrights, or rights of privacy, arising out of the publication, translation, reproduction, delivery, performance, use or disposition of any data furnished under this contract, or (ii) based upon any data furnished under this contract, or based upon libelous or other unlawful matter contained in such data.

I.5.12 Nothing contained in this clause shall imply a license to the District under any patent, or be construed as affecting the scope of any license or other right otherwise granted to the District under any patent.

I.5.13 Paragraphs I.5.6, I.5.7, I.5.8, I.5.11 and I.5.12 above are not applicable to material furnished to the Contractor by the District and incorporated in the work furnished under contract, provided that such incorporated material is identified by the Contractor at the time of delivery of such work.

I.6 OTHER CONTRACTORS

The Contractor shall not commit or permit any act that will interfere with the performance of work by another District contractor or by any District employee.

I.7 SUBCONTRACTS

The Contractor hereunder shall not subcontract any of the Contractor's work or services to any subcontractor without the prior written consent of the CO. Any work or service so subcontracted shall be performed pursuant to a subcontract agreement, which the District will have the right to review and approve prior to its execution by the Contractor. Any such subcontract shall specify that the Contractor and the subcontractor shall be subject to every provision of this contract. Notwithstanding any such subcontract approved by the District, the Contractor shall remain liable to the District for all Contractor's work and services required hereunder.

I.8 INSURANCE

- A. **GENERAL REQUIREMENTS.** The Contractor shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Contractor shall have its insurance broker or insurance company submit a Certificate of Insurance to the CO giving evidence of the required coverage prior to commencing performance under this contract. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the CO. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia or in the jurisdiction where the work is to be performed and have an A.M. Best Company rating of A-VIII or higher. The Contractor shall require all of its subcontractors to carry the same insurance required herein. The Contractor shall ensure that all policies provide that the CO shall be given thirty (30) days prior written notice in the event the stated limit in the declarations page of the policy is reduced via endorsement or the policy is canceled prior to the expiration date shown on the certificate. The Contractor shall provide the CO with ten (10) days prior written notice in the event of non-payment of premium.
1. Commercial General Liability Insurance. The Contractor shall provide evidence satisfactory to the CO with respect to the services performed that it carries \$1,000,000 per occurrence limits; \$2,000,000 aggregate; Bodily Injury and Property Damage including, but not limited to: premises-operations; broad form property damage; Products and Completed Operations; Personal and Advertising Injury; contractual liability and independent contractors. The policy coverage shall include the District of Columbia as an additional insured, shall be primary and non-contributory with any other insurance maintained by the District of Columbia, and shall contain a waiver of subrogation. The Contractor shall maintain Completed Operations coverage for five (5) years following final acceptance of the work performed under this contract.
 2. Automobile Liability Insurance. The Contractor shall provide automobile liability insurance to cover all owned, hired or non-owned motor vehicles used in conjunction with the

performance of this contract. The policy shall provide a \$1,000,000 per occurrence combined single limit for bodily injury and property damage.

3. Workers' Compensation Insurance. The Contractor shall provide Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the contract is performed.

Employer's Liability Insurance. The Contractor shall provide employer's liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

- B. **DURATION**. The Contractor shall carry all required insurance until all contract work is accepted by the District, and shall carry the required General Liability; any required Professional Liability; and any required Employment Practices Liability insurance for five (5) years following final acceptance of the work performed under this contract.
- C. **LIABILITY**. These are the required minimum insurance requirements established by the District of Columbia. **HOWEVER, THE REQUIRED MINIMUM INSURANCE REQUIREMENTS PROVIDED ABOVE WILL NOT IN ANY WAY LIMIT THE CONTRACTOR'S LIABILITY UNDER THIS CONTRACT.**
- D. **CONTRACTOR'S PROPERTY**. Contractor and subcontractors are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, scaffolding and temporary structures, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of the District of Columbia.
- E. **MEASURE OF PAYMENT**. The District shall not make any separate measure or payment for the cost of insurance and bonds. The Contractor shall include all of the costs of insurance and bonds in the contract price.
- F. **NOTIFICATION**. The Contractor shall immediately provide the CO with written notice in the event that its insurance coverage has or will be substantially changed, canceled or not renewed, and provide an updated certificate of insurance to the CO.
- G. **CERTIFICATES OF INSURANCE**. The Contractor shall submit certificates of insurance giving evidence of the required coverage as specified in this section prior to commencing work. Evidence of insurance shall be submitted to:

James H. Marshall
Contracting Officer
Office of Contracting and Procurement
441 4th Street, NW, Suite 700S
Washington, DC 20001
Telephone: 202724-4197/jim.marshall@dc.gov

H. **DISCLOSURE OF INFORMATION.** The Contractor agrees that the District may disclose the name and contact information of its insurers to any third party which presents a claim against the District for any damages or claims resulting from or arising out of work performed by the Contractor, its agents, employees, servants or subcontractors in the performance of this contract.

I.9 EQUAL EMPLOYMENT OPPORTUNITY

In accordance with the District of Columbia Administrative Issuance System, Mayor's Order 85-85 dated June 10, 1985, the forms for completion of the Equal Employment Opportunity Information Report are incorporated herein as Section J.3. An award cannot be made to any offeror who has not satisfied the equal employment requirements.

I.10 ORDER OF PRECEDENCE

The contract awarded as a result of this RFP will contain the following clause:

ORDER OF PRECEDENCE

A conflict in language shall be resolved by giving precedence to the document in the highest order of priority that contains language addressing the issue in question. The following documents are incorporated into the contract by reference and made a part of the contract in the following order of precedence:

- (1) An applicable Court Order, if any
- (2) Contract document
- (3) Standard Contract Provisions
- (4) Contract attachments other than the Standard Contract Provisions
- (5) RFP, as amended
- (6) BAFOs (in order of most recent to earliest)
- (7) Proposal

I.11 CONTRACTS IN EXCESS OF ONE MILLION DOLLARS

Any contract in excess of \$1,000,000 shall not be binding or give rise to any claim or demand against the District until approved by the Council of the District of Columbia and signed by the CO.

I.12 GOVERNING LAW

This contract, and any disputes arising out of or related to this contract, shall be governed by, and construed in accordance with, the laws of the District of Columbia.

SECTION J: ATTACHMENTS

The following list of attachments is incorporated into the solicitation by reference.

Attachment Number	Document
J.1	Government of the District of Columbia Standard Contract Provisions for Use with the Supplies and Services Contracts (March 2007) available at www.ocp.dc.gov click on "Solicitation Attachments"
J.2	U.S. Department of Labor Wage Determination No. 2005-2103, Rev. 10, dated June 15, 2010
J.3	Office of Local Business Development Equal Employment Opportunity Information Report and Mayor's Order 85-85 available at www.ocp.dc.gov click on "Solicitation Attachments"
J.4	Department of Employment Services First Source Employment Agreement available at www.ocp.dc.gov click on "Solicitation Attachments"
J.5	Way to Work Amendment Act of 2006 - Living Wage Notice
J.6	Way to Work Amendment Act of 2006 - Living Wage Fact Sheet
J.7	Tax Certification Affidavit
J.8	Cost/Price Certification and Data Package available at www.ocp.dc.gov click on "Solicitation Attachments"
J.9	Past Performance Evaluation Form
J.10	DHS Form 1243, Unusual Incident Report Form

SECTION K: REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 AUTHORIZED NEGOTIATORS

The offeror represents that the following persons are authorized to negotiate on its behalf with the District in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators).

K.2 TYPE OF BUSINESS ORGANIZATION

K.2.1 The offeror, by checking the applicable box, represents that

(a) It operates as:

- a corporation incorporated under the laws of the State of: _____
- an individual,
- a partnership,
- a nonprofit organization, or
- a joint venture.

(b) the offeror is a foreign entity, it operates as:

- an individual,
- a joint venture, or
- a corporation registered for business in _____
(Country)

K.3 CERTIFICATION AS TO COMPLIANCE WITH EQUAL OPPORTUNITY OBLIGATIONS

Mayor’s Order 85-85, “Compliance with Equal Opportunity Obligations in Contracts”, dated June 10, 1985 and the Office of Human Rights’ regulations, Chapter 11, “Equal Employment Opportunity Requirements in Contracts”, promulgated August 15, 1986 (4 DCMR Chapter 11, 33 DCR 4952) are included as a part of this solicitation and require the following certification for contracts subject to the order. Failure to complete the certification may result in rejection of the offeror for a contract subject to the order. I hereby certify that I am fully aware of the content of the Mayor’s Order 85-85 and the Office of Human Rights’ regulations, Chapter 11, and agree to comply with them in performance of this contract.

Offeror _____ Date _____

Name _____ Title _____

Signature _____

Offeror ____has ____has not participated in a previous contract or subcontract subject to the Mayor’s Order 85-85. Offeror____has ____has not filed all required compliance reports, and representations indicating submission of required reports signed by proposed subofferors. (The above representations need not be submitted in connection with contracts or subcontracts which are exempt from the Mayor’s Order.)

K.4 BUY AMERICAN CERTIFICATION

The offeror hereby certifies that each end product, except the end products listed below, is a domestic end product (See Clause 23 of the SCP, “Buy American Act”), and that components of unknown origin are considered to have been mined, produced, or manufactured outside the United States.

_____EXCLUDED END PRODUCTS
_____COUNTRY OF ORIGIN

K.5 DISTRICT EMPLOYEES NOT TO BENEFIT CERTIFICATION

Each offeror shall check one of the following:

_____ No person listed in Clause 13 of the SCP, “District Employees Not To Benefit” will benefit from this contract.

_____ The following person(s) listed in Clause 13 may benefit from this contract. For each person listed, attach the affidavit required by Clause13 of the SCP.

K.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

(a) Each signature of the offeror is considered to be a certification by the signatory that:

- 1) The prices in this contract have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any offeror or competitor relating to:
 - (i) those prices
 - (ii) the intention to submit a contract, or
 - (iii) the methods or factors used to calculate the prices in the contract.
- 2) The prices in this contract have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before contract opening unless otherwise required by law; and
- 3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit a contract for the purpose of restricting competition.

- (b) Each signature of the offeror is considered to be a certification by the signatory that the signatory:
- 1) Is the person in the offeror's organization responsible for determining the prices being offered in this contract, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
 - 2) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above:

(insert full name of person(s) in the organization responsible for determining the prices offered in this Contract and the title of his or her position in the offeror's organization);

- (i) As an authorized agent, does certify that the principals named in subdivision (b)(2) have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and
 - (ii) As an agent, has not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above.
- (c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

K.7 TAX CERTIFICATION

Each offeror must submit with its offer, a sworn Tax Certification Affidavit, incorporated herein as Attachment J.7.

K.8 CERTIFICATION OF ELIGIBILITY

The offeror's signature shall be considered a certification by the signatory that the offeror, or any person associated therewith in the capacity of owner, partner, director, officer, principal, or any position involving the administration of funds:

- A. is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility under any federal, District or state statutes;
- B. has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal, District or state agency within the past three (3) years;
- C. does not have a proposed debarment pending; and
- D. has not been indicted, convicted, or had a civil judgment rendered against it or them by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three (3) years.

Indicate below any exception to your certification of eligibility and to whom it applies, their position in the offeror's organization, the initiating agency, and dates of action. Exceptions will not necessarily result in denial of award, but will be considered in determining responsibility of the offeror. Providing false information may result in criminal prosecution or administrative sanctions.

Indicate below any exception to your certification of eligibility and to whom it applies, their position in the offeror's organization, the initiating agency, and dates of action. Exceptions will not necessarily result in denial of award, but will be considered in determining responsibility of the offeror. Providing false information may result in criminal prosecution or administrative sanctions.

SECTION L: INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS

L.1 CONTRACT AWARD

L.1.1 Most Advantageous to the District

The District intends to award a single contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the District, cost or price, technical and other factors, specified elsewhere in this solicitation considered.

L.1.2 Initial Offers

The District may award contracts on the basis of initial offers received, without discussion. Therefore, each initial offer should contain the offeror's best terms from a standpoint of cost or price, technical and other factors.

L.2 PROPOSAL FORM, ORGANIZATION AND CONTENT

One original and four (4) copies of the written proposals shall be submitted in two parts, titled "Technical Proposal" and "Price Proposal". Proposals shall be typewritten in 12 point font size on 8.5" by 11" bond paper. Telephonic, telegraphic, and facsimile proposals will not be accepted. Each proposal shall be submitted in a sealed envelope conspicuously marked: "Proposal in Response to Solicitation No.: **DCJA-2010-R -0005 – "Family Resource Center and Provisional Shelter"**".

Offerors are directed to the specific proposal evaluation criteria found in Section M of this solicitation, Evaluation Factors. The Offeror shall respond to each factor in a way that will allow the District to evaluate the Offeror's response. The Offeror shall submit information in a clear, concise, factual and logical manner providing a comprehensive description of program supplies and services delivery thereof. The information requested below for the technical proposal shall facilitate evaluation and best value source selection for all proposals. The technical proposal must contain sufficient detail to provide a clear and concise representation of the requirements in Section C.

L.2.1 TECHNICAL PROPOSAL

L.2.1.1 The Offeror shall submit the following information described in Section L.2.1.2 – L.2.1.4

Proposals shall be organized and presented in the following three (3) separate sections:

Section 1 – Technical Approach

Section 2 – Past Performance

Section 3 – Attachments

L.2.1.2 Section 1 – Technical Approach

- a. The Offeror shall describe the Offeror's mission and vision and how the Offeror's mission and vision position the Offeror to perform the required services as described in C.5.

- b. A narrative to describe the Offeror's understanding of the required services in C.5 including knowledge and application of the Applicable Documents contained in C.2.
- c. The Offeror shall provide a detailed description of the Offeror's technical approach and methodology to provide the required services described in C.5 including the following:
 - 1. Proposed approach and protocol(s) for conducting intakes with families who present for shelter at the Center.
 - 2. Proposed approach and protocol(s) for conducting assessments with families that are prioritized for placement at the Center.
 - 3. Proposed approach and protocol(s) for conducting investigations to determine eligibility and placement priority status for families that present for shelter at the Center.
 - 4. Proposed approach and protocol(s) for managing the pending list at the Center.
 - 5. Proposed approach and protocol(s) for addressing ADA requests/needs for families who present for shelter at the Center and who are placed at DGFS.
 - 6. Proposed staffing plan for the Center and DGFS.
 - 7. Proposed approach and protocol(s) for conducting intakes at DGFS.
 - 8. Proposed approach and protocol for assigning case managers to families at DGFS
 - 9. Proposed approach and protocol(s) for providing case management services at DGFS.
 - 10. Proposed approach for exiting families out of DGFS to housing accommodations outside of the continuum of care.
- d. The Offeror shall describe any creative approaches, special techniques and skills that the Offeror will provide in order to accomplish the requirements of this solicitation.

L.2.1.3

Section 2 – Past Performance

- a. The Offeror shall describe its experience with providing the requirements and revitalization strategy similar in size and scope as the required services described in Section C.
- b. The Offeror shall provide three (3) references able to verify the Offeror's capability to perform the required services specified in this RFP.
- c. The Offeror shall provide a list of contracts and subcontracts the Offeror has performed similar in size and scope as the required services described in C.5 within the past five (5) years. The Offeror's list shall include the following information for each contract or subcontract:
 - 1. Name of contracting activity;
 - 2. Contract number;
 - 3. Contract type;
 - 4. Contract duration (or Period);
 - 5. Total contract value;
 - 6. Description of work performed; and
 - 7. Contact person name, phone, and e-mail address.

- d. The Offeror shall submit at a minimum three (3) completed Past Performance Evaluation Forms provided as attachment J.9 from the list of contracts identified in L.2.1.2.c above.

L.2.1.4 **Section 3 – Attachments** The Offeror shall provide in this section the following documents and pertinent information:

- a. Solicitation offer and award form;
- b. Attachments J.3, J.4, and J.7 of this RFP;
- c. Completed and signed representations and certifications and other required statements of the offeror found in Section K; and
- d. Copy of valid business license if currently conducting business in the District of Columbia

L.2.2 **Price Proposal**

The information requested in this section shall facilitate evaluation of the Offeror's Price Proposal in response to Section B. The Offeror's price proposal will be evaluated separately from the Technical Proposal. The offeror shall include in its price proposal the following:

- a. Complete Price Schedule (Section B.3);
- b. Cost/Price Certification and Data Package, Attachment J.8

L.3 **PROPOSAL SUBMISSION DATE AND TIME, AND LATE SUBMISSIONS, LATE MODIFICATIONS, WITHDRAWAL OR MODIFICATION OF PROPOSALS AND LATE PROPOSALS**

L.3.1 **Proposal Submission**

Proposals must be submitted no later than **2:00 PM on September 17, 2010 as specified in Section A.9**. Proposals, modifications to proposals, or requests for withdrawals that are received in the designated District office after the exact local time specified above, are "late" and shall be considered only if they are received before the award is made and one (1) or more of the following circumstances apply:

- (a) The proposal or modification was sent by registered or certified mail not later than the fifth (5th) day before the date specified for receipt of offers;
- (b) The proposal or modification was sent by mail and it is determined by the CO that the late receipt at the location specified in the solicitation was caused by mishandling by the District, or
- (c) The proposal is the only proposal received.

L.3.2 **PRE-PROPOSAL CONFERENCE**

A pre-proposal conference will be held at 11:00 PM on August 31, 2010 date) at 441 4th Street, NW, Suite 700S, Washington, DC 20001. Prospective offerors will be given an opportunity to ask questions regarding this solicitation at the conference. The purpose of the conference is to

provide a structured and formal opportunity for the District to accept questions from offerors on the solicitation document as well as to clarify the contents of the solicitation. Attending offerors must complete the pre-proposal conference Attendance Roster at the conference so that their attendance can be properly recorded.

Impromptu questions will be permitted and spontaneous answers will be provided at the District's discretion. Verbal answers given at the pre-proposal conference are only intended for general discussion and do not represent the District's final position. All oral questions must be submitted in writing following the close of the pre-proposal conference but no later than five working days after the pre-proposal conference in order to generate an official answer. Official answers will be provided in writing to all prospective offerors who are listed on the official offerors' list as having received a copy of the solicitation. Answers will be posted on the OCP website at www.ocp.dc.gov.

L.3.3 Withdrawal or Modification of Proposals

An offeror may modify or withdraw its proposal upon written, telegraphic notice, or facsimile transmission if received at the location designated in the solicitation for submission of proposals, but not later than the closing date and time for receipt of proposals.

L.3.4 Postmarks

The only acceptable evidence to establish the date of a late proposal, late modification or late withdrawal sent either by registered or certified mail shall be a U.S. or Canadian Postal Service postmark on the wrapper or on the original receipt from the U.S. or Canadian Postal Service. If neither postmark shows a legible date, the proposal, modification or request for withdrawal shall be deemed to have been mailed late. When the postmark shows the date but not the hour, the time is presumed to be the last minute of the date shown. If no date is shown on the postmark, the proposal shall be considered late unless the offeror can furnish evidence from the postal authorities of timely mailing.

L.3.5 Late Modifications

A late modification of a successful proposal, which makes its terms more favorable to the District, shall be considered at any time it is received and may be accepted.

L.3.6 Late Proposals

A late proposal, late modification or late request for withdrawal of a proposal that is not considered shall be held unopened, unless opened for identification, until after award and then retained with unsuccessful proposals resulting from this solicitation.

L.4 EXPLANATION TO PROSPECTIVE OFFERORS

If a prospective offeror has any questions relative to this solicitation, the prospective offeror shall submit the question in writing to the contact person, identified on page one. The prospective offeror shall submit questions no later than **10** days prior to the closing date and time indicated for this solicitation. The District will furnish responses promptly to all other prospective offerors. An amendment to the solicitation will be issued if that information is necessary in submitting offers, or if the lack of it would be prejudicial to any other prospective offerors. Oral explanations or instructions given before the award of the contract will not be binding.

L.5 FAILURE TO SUBMIT OFFERS

Recipients of this solicitation not responding with an offer should not return this solicitation. Instead, they should advise the Contracting Officer, Office of Contracting and Procurement, **441 4th Street, NW, Suite 700S, Washington, DC 20001** by letter or postcard whether they want to receive future solicitations for similar requirements. It is also requested that such recipients advise the Contracting Officer, Office of Contracting and Procurement of the reason for not submitting a proposal in response to this solicitation. If a recipient does not submit an offer and does not notify the Contracting Officer, Office of Contracting and Procurement that future solicitations are desired, the recipient's name may be removed from the applicable mailing list.

L.6 RESTRICTION ON DISCLOSURE AND USE OF DATA

L.6.1 Offerors who include in their proposal data that they do not want disclosed to the public or used by the District except for use in the procurement process shall mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the District and shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process.

If, however, a contract is awarded to this offeror as a result of or in connection with the submission of this data, the District will have the right to duplicate, use, or disclose the data to the extent consistent with the District's needs in the procurement process. This restriction does not limit the District's rights to use, without restriction, information contained in this proposal if it is obtained from another source. The data subject to this restriction are contained in sheets (insert page numbers or other identification of sheets)."

L.6.2 Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

L.7 PROPOSALS WITH OPTION YEARS

The offeror shall include option year prices in its price/cost proposal. An offer may be determined to be unacceptable if it fails to include option year pricing.

L.8 PROPOSAL PROTESTS

Any actual or prospective offeror or contractor who is aggrieved in connection with the solicitation or award of a contract, must file with the D.C. Contract Appeals Board (Board) a protest no later than 10 business days after the basis of protest is known or should have been known, whichever is earlier. A protest based on alleged improprieties in a solicitation which are apparent at the time set for receipt of initial proposals shall be filed with the Board prior to the time set for receipt of initial proposals. In procurements in which proposals are requested, alleged improprieties which do not exist in the initial solicitation, but which are subsequently incorporated into the solicitation, must be protested no later than the next closing time for receipt of proposals following the incorporation. The protest shall be filed in writing, with the Contract Appeals Board, 717 14th Street, N.W., Suite 430, Washington, D.C. 20004. The aggrieved person shall also mail a copy of the protest to the Contracting Officer for the solicitation.

L.9 SIGNING OF OFFERS

The offeror shall sign the offer and print or type its name on the Solicitation, Offer and Award form of this solicitation. Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the Contracting Officer.

L.10 UNNECESSARILY ELABORATE PROPOSALS

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are not desired and may be construed as an indication of the offeror's lack of cost consciousness. Elaborate artwork, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary nor desired.

L.11 RETENTION OF PROPOSALS

All proposal documents will be the property of the District and retained by the District, and therefore will not be returned to the offerors.

L.12 PROPOSAL COSTS

The District is not liable for any costs incurred by the offerors in submitting proposals in response to this solicitation.

L.13 ELECTRONIC COPY OF PROPOSALS FOR FREEDOM OF INFORMATION ACT REQUESTS

In addition to other proposal submission requirements, the offeror must submit an electronic copy of its proposal, redacted in accordance with any applicable exemptions from disclosure in D.C. Official Code § 2-534, in order for the District to comply with Section 2-536(b) that requires the District to make available electronically copies of records that must be made public. The District's policy is to release documents relating to District proposals following award of the contract, subject to applicable FOIA exemption under Section 2-534(a)(1).

L.14 CERTIFICATES OF INSURANCE

Prior to commencing work, the Contractor shall have its insurance broker or insurance company submit certificates of insurance giving evidence of the required coverages as specified in Section I.8 to:

James H. Marshall
Contracting Officer
Office of Contracting and Procurement
441 4th Street, NW, Suite 700S
Washington, DC 20001
Telephone: 202-724-4197/jim.marshall@dc.gov

L.15 ACKNOWLEDGMENT OF AMENDMENTS

The offeror shall acknowledge receipt of any amendment to this solicitation (a) by signing and returning the amendment; (b) by identifying the amendment number and date in the space provided for this purpose in Section A, Solicitation, Offer and Award form; or (c) by letter or telegram including mailgrams. The District must receive the acknowledgment by the date and time specified for receipt of offers. Offerors' failure to acknowledge an amendment may result in rejection of the offer.

L.16 BEST AND FINAL OFFERS

If, subsequent to receiving original proposals, negotiations are conducted, all offerors within the competitive range will be so notified and will be provided an opportunity to submit written best and final offers at the designated date and time. Best and Final Offers will be subject to the Late Submissions, Late Modifications and Late Withdrawals of Proposals provision of the solicitation. After receipt of best and final offers, no discussions will be reopened unless the Contracting Officer determines that it is clearly in the District's best interest to do so, e.g., it is clear that information available at that time is inadequate to reasonably justify Contractor selection and award based on the best and final offers received. If discussions are reopened, the Contracting Officer shall issue an additional request for best and final offers to all offerors still within the competitive range.

L.17 LEGAL STATUS OF OFFEROR

Each proposal must provide the following information:

L.17.1 Name, address, telephone number and federal tax identification number of offeror;

L.17.2 A copy of each District of Columbia license, registration or certification that the offeror is required by law to obtain. This mandate also requires the offeror to provide a copy of the executed "Clean Hands Certification" that is referenced in D.C. Official Code §47-2862 (2001), if the offeror is required by law to make such certification. If the offeror is a corporation or partnership and does not provide a copy of its license, registration or certification to transact business in the District of Columbia, the offer shall certify its intent to obtain the necessary license, registration or certification prior to contract award or its exemption from such requirements; and

L.17.3 If the offeror is a partnership or joint venture, the names and addresses of the general partners or individual members of the joint venture, and copies of any joint venture or teaming agreements.

L.18 FAMILIARIZATION WITH CONDITIONS

Offerors shall thoroughly familiarize themselves with the terms and conditions of this solicitation, acquainting themselves with all available information regarding difficulties which may be encountered, and the conditions under which the work is to be accomplished. Contractors will not be relieved from assuming all responsibility for properly estimating the difficulties and the cost of performing the services required herein due to their failure to investigate the conditions or to become acquainted with all information, schedules and liability concerning the services to be performed.

L.19 GENERAL STANDARDS OF RESPONSIBILITY

The prospective contractor must demonstrate to the satisfaction of the District the capability in all respects to perform fully the contract requirements; therefore, the prospective contractor must submit the documentation listed below, within five (5) days of the request by the District.

L.19.1 Evidence of adequate financial resources, credit or the ability to obtain such resources as required during the performance of the contract.

L.19.2 Evidence of the ability to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments.

L.19.3 Evidence of the necessary organization, experience, accounting and operational control, technical skills or the ability to obtain them.

L.19.4 Evidence of compliance with the applicable District licensing and tax laws and regulations.

L.19.5 Evidence of a satisfactory performance record, record of integrity and business ethics.

L.19.6 Evidence of the necessary production, construction and technical equipment and facilities or the ability to obtain them.

L.19.7 Evidence of other qualifications and eligibility criteria necessary to receive an award under applicable laws and regulations

L.19.8 If the prospective contractor fails to supply the information requested, the Contracting Officer shall make the determination of responsibility or nonresponsibility based upon available information. If the available information is insufficient to make a determination of responsibility, the Contracting Officer shall determine the prospective contractor to be nonresponsible.

SECTION M - EVALUATION FACTORS

M.1 EVALUATION FOR AWARD

The contract will be awarded to the responsible offeror whose offer is most advantageous to the District, based upon the evaluation criteria specified below. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of the award. Rather, the total scores will guide the District in making an intelligent award decision based upon the evaluation criteria.

M.2 TECHNICAL RATING

M.2.1 The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; e.g., no demonstrated capacity, major deficiencies which are not correctable; offeror did not address the factor.
1	Poor	Marginally meets minimum requirements; major deficiencies which may be correctable.
2	Minimally Acceptable	Marginally meets minimum requirements; minor deficiencies which may be correctable.
3	Acceptable	Meets requirements; no deficiencies.
4	Good	Meets requirements and exceeds some requirements; no deficiencies.
5	Excellent	Exceeds most, if not all requirements; no deficiencies.

M.2.2 The technical rating is a weighting mechanism that will be applied to the point value for each evaluation factor to determine the offeror's score for each factor. The offeror's total technical score will be determined by adding the offeror's score in each evaluation factor. For example, if an evaluation factor has a point value range of zero (0) to forty (40) points, using the Technical Rating Scale above, if the District evaluates the offeror's response as "Good," then the score for that evaluation factor is 4/5 of 40 or 32.

If subfactors are applied, the offeror's total technical score will be determined by adding the offeror's score for each subfactor. For example, if an evaluation factor has a point value range of zero (0) to forty (40) points, with two subfactors of twenty (20) points each, using the Technical Rating Scale above, if the District evaluates the offeror's response as "Good" for the first subfactor and "Poor" for the second subfactor, then the total score for that evaluation factor is 4/5

of 20 or 16 for the first subfactor plus 1/5 of 20 or 4 for the second subfactor, for a total of 20 for the entire factor.

M.3 EVALUATION CRITERIA

Proposals will be evaluated based on the following evaluation factors in the manner described below:

M.3.1 TECHNICAL CRITERIA (80 Points Maximum)

Factor 1: Technical expertise 40 Points

- Offer has demonstrated its experience and qualifications of those to be assigned to this project.

Factor 2: Technical approach 30 Points

- Offeror has proposed an acceptable methodology and approach to accomplish the technical components of the requirements in Section C, which demonstrates the offeror understands the objectives, scope, and deliverables, and possesses an ability to comply with the schedule.
- Offeror has presented a work plan for delivery of services that is responsive to the period of performance including commitment to work in partnership with city staff and dedication of sufficient number of offeror’s staff to the project.

Factor 3: Past performance 10 Points

- Offeror has demonstrated its successful completion of similar projects.

M.3.2 PRICE CRITERION (20 Points Maximum)

The price evaluation will be objective. The offeror with the lowest price will receive the maximum price points. All other proposals will receive a proportionately lower total score. The following formula will be used to determine each offeror's evaluated price score:

$$\frac{\text{Lowest price proposal}}{\text{Price of proposal being evaluated}} \times 20 \text{ points} = \text{Evaluated price score}$$

M.3.3 PREFERENCE POINTS AWARDED PURSUANT TO SECTION M.5.2 (12 Points Maximum)

M.3.4 TOTAL POINTS (112 Points Maximum)

Total points shall be the cumulative total of the offeror’s technical criteria points, price criterion points and preference points, if any.

M.4 EVALUATION OF OPTION YEARS

The District will evaluate offers for award purposes by evaluating the total price for all options as well as the base year. Evaluation of options shall not obligate the District to exercise them. The total District's requirements may change during the option years. Quantities to be awarded will be determined at the time each option is exercised.

M.5. PREFERENCES FOR CERTIFIED BUSINESS ENTERPRISES

Under the provisions of the "Small, Local, and Disadvantaged Business Enterprise Development and Assistance Act of 2005", as amended, D.C. Official Code § 2-218.01 *et seq.* (the Act), the District shall apply preferences in evaluating proposals from businesses that are small, local, disadvantaged, resident-owned, longtime resident, veteran-owned, local manufacturing, or local with a principal office located in an enterprise zone of the District of Columbia.

M.5.1 Application of Preferences

For evaluation purposes, the allowable preferences under the Act for this procurement shall be applicable to prime contractors as follows:

- M.5.1.1** Any prime contractor that is a small business enterprise (SBE) certified by the Department of Small and Local Business Development (DSLBD) will receive the addition of three points on a 100-point scale added to the overall score for proposals submitted by the SBE in response to this Request for Proposals (RFP).
- M.5.1.2** Any prime contractor that is a resident-owned business (ROB) certified by DSLBD will receive the addition of five points on a 100-point scale added to the overall score for proposals submitted by the ROB in response to this RFP.
- M.5.1.3** Any prime contractor that is a longtime resident business (LRB) certified by DSLBD will receive the addition of five points on a 100-point scale added to the overall score for proposals submitted by the LRB in response to this RFP.
- M.5.1.4** Any prime contractor that is a local business enterprise (LBE) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the LBE in response to this RFP.
- M.5.1.5** Any prime contractor that is a local business enterprise with its principal offices located in an enterprise zone (DZE) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the DZE in response to this RFP.
- M.5.1.6** Any prime contractor that is a disadvantaged business enterprise (DBE) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the DBE in response to this RFP.
- M.5.1.7** Any prime contractor that is a veteran-owned business (VOB) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the VOB in response to this RFP.

M.5.1.8 Any prime contractor that is a local manufacturing business enterprise (LMBE) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the LMBE in response to this RFP.

M.5.2 Maximum Preference Awarded

Notwithstanding the availability of the preceding preferences, the maximum total preference to which a certified business enterprise is entitled under the Act is the equivalent of twelve (12) points on a 100-point scale for proposals submitted in response to this RFP. There will be no preference awarded for subcontracting by the prime contractor with certified business enterprises.

M.5.3 Preferences for Certified Joint Ventures

When DSLBD certifies a joint venture, the certified joint venture will receive preferences as a prime contractor for categories in which the joint venture and the certified joint venture partner are certified, subject to the maximum preference limitation set forth in the preceding paragraph.

M.5.4 Verification of Offeror's Certification as a Certified Business Enterprise

M.5.4.1 Any vendor seeking to receive preferences on this solicitation must be certified at the time of submission of its proposal. The contracting officer will verify the offeror's certification with DSLBD, and the offeror should not submit with its proposal any documentation regarding its certification as a certified business enterprise.

M.5.4.2 Any vendor seeking certification or provisional certification in order to receive preferences under this solicitation should contact the:

Department of Small and Local Business Development
ATTN: CBE Certification Program
441 Fourth Street, NW, Suite 970N
Washington DC 20001

M.5.4.3 All vendors are encouraged to contact DSLBD at (202) 727-3900 if additional information is required on certification procedures and requirements.

M.6 EVALUATION OF PROMPT PAYMENT DISCOUNT

M.6.1 Prompt payment discounts shall not be considered in the evaluation of offers. However, any discount offered will form a part of the award and will be taken by the District if payment is made within the discount period specified by the offeror.

M.6.2 In connection with any discount offered, time will be computed from the date of delivery of the supplies to carrier when delivery and acceptance are at point of origin, or from date of delivery at destination when delivery, installation and acceptance are at that, or from the date correct invoice or voucher is received in the office specified by the District, if the latter date is later than date of delivery. Payment is deemed to be made for the purpose of earning the discount on the date of mailing of the District check.

J.2

Wage Determination No. 2005-2103, Rev. 10, dated June 15, 2010

WD 05-2103 (Rev.-10) was first posted on www.wdol.gov on 06/22/2010

REGISTER OF WAGE DETERMINATIONS UNDER
THE SERVICE CONTRACT ACT
By direction of the Secretary of Labor

U.S. DEPARTMENT OF LABOR
EMPLOYMENT STANDARDS ADMINISTRATION
WAGE AND HOUR DIVISION
WASHINGTON D.C. 20210

Shirley F. Ebbesen Division of
Director Wage Determinations

Wage Determination No.: 2005-2103
Revision No.: 10
Date Of Revision: 06/15/2010

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide
Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince
George's, St Mary's
Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier,
King George, Loudoun, Prince William, Stafford

****Fringe Benefits Required Follow the Occupational Listing****

OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.08
01012 - Accounting Clerk II		16.92
01013 - Accounting Clerk III		22.30
01020 - Administrative Assistant		31.41
01040 - Court Reporter		21.84
01051 - Data Entry Operator I		14.38
01052 - Data Entry Operator II		15.69
01060 - Dispatcher, Motor Vehicle		17.87
01070 - Document Preparation Clerk		14.21
01090 - Duplicating Machine Operator		14.21
01111 - General Clerk I		14.88
01112 - General Clerk II		16.24
01113 - General Clerk III		18.74
01120 - Housing Referral Assistant		25.29
01141 - Messenger Courier		13.62
01191 - Order Clerk I		15.12
01192 - Order Clerk II		16.50
01261 - Personnel Assistant (Employment) I		18.15
01262 - Personnel Assistant (Employment) II		20.32
01263 - Personnel Assistant (Employment) III		22.65
01270 - Production Control Clerk		22.03
01280 - Receptionist		14.43
01290 - Rental Clerk		16.55
01300 - Scheduler, Maintenance		18.07
01311 - Secretary I		18.07
01312 - Secretary II		20.18
01313 - Secretary III		25.29
01320 - Service Order Dispatcher		16.98
01410 - Supply Technician		28.55
01420 - Survey Worker		20.03
01531 - Travel Clerk I		13.29
01532 - Travel Clerk II		14.36

01533 - Travel Clerk III	15.49
01611 - Word Processor I	15.63
01612 - Word Processor II	17.67
01613 - Word Processor III	19.95
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer, Fiberglass	25.26
05010 - Automotive Electrician	23.51
05040 - Automotive Glass Installer	22.15
05070 - Automotive Worker	22.15
05110 - Mobile Equipment Servicer	19.04
05130 - Motor Equipment Metal Mechanic	24.78
05160 - Motor Equipment Metal Worker	22.15
05190 - Motor Vehicle Mechanic	24.78
05220 - Motor Vehicle Mechanic Helper	18.49
05250 - Motor Vehicle Upholstery Worker	21.63
05280 - Motor Vehicle Wrecker	22.15
05310 - Painter, Automotive	23.51
05340 - Radiator Repair Specialist	22.15
05370 - Tire Repairer	14.44
05400 - Transmission Repair Specialist	24.78
07000 - Food Preparation And Service Occupations	
07010 - Baker	13.85
07041 - Cook I	12.55
07042 - Cook II	14.60
07070 - Dishwasher	10.11
07130 - Food Service Worker	10.66
07210 - Meat Cutter	18.08
07260 - Waiter/Waitress	9.70
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	19.86
09040 - Furniture Handler	14.06
09080 - Furniture Refinisher	20.23
09090 - Furniture Refinisher Helper	15.52
09110 - Furniture Repairer, Minor	17.94
09130 - Upholsterer	19.86
11000 - General Services And Support Occupations	
11030 - Cleaner, Vehicles	10.54
11060 - Elevator Operator	10.54
11090 - Gardener	17.52
11122 - Housekeeping Aide	11.83
11150 - Janitor	11.83
11210 - Laborer, Grounds Maintenance	13.07
11240 - Maid or Houseman	11.26
11260 - Pruner	11.58
11270 - Tractor Operator	16.04
11330 - Trail Maintenance Worker	13.07
11360 - Window Cleaner	12.85
12000 - Health Occupations	
12010 - Ambulance Driver	20.41
12011 - Breath Alcohol Technician	20.27
12012 - Certified Occupational Therapist Assistant	23.11
12015 - Certified Physical Therapist Assistant	21.43
12020 - Dental Assistant	17.18
12025 - Dental Hygienist	44.75
12030 - EKG Technician	27.67
12035 - Electroneurodiagnostic Technologist	27.67
12040 - Emergency Medical Technician	20.41
12071 - Licensed Practical Nurse I	19.07
12072 - Licensed Practical Nurse II	21.35

12073 - Licensed Practical Nurse III	24.13
12100 - Medical Assistant	15.01
12130 - Medical Laboratory Technician	18.04
12160 - Medical Record Clerk	17.42
12190 - Medical Record Technician	19.50
12195 - Medical Transcriptionist	18.77
12210 - Nuclear Medicine Technologist	37.60
12221 - Nursing Assistant I	10.80
12222 - Nursing Assistant II	12.14
12223 - Nursing Assistant III	13.98
12224 - Nursing Assistant IV	15.69
12235 - Optical Dispenser	20.17
12236 - Optical Technician	15.80
12250 - Pharmacy Technician	18.12
12280 - Phlebotomist	15.69
12305 - Radiologic Technologist	31.11
12311 - Registered Nurse I	27.64
12312 - Registered Nurse II	33.44
12313 - Registered Nurse II, Specialist	33.44
12314 - Registered Nurse III	40.13
12315 - Registered Nurse III, Anesthetist	40.13
12316 - Registered Nurse IV	48.10
12317 - Scheduler (Drug and Alcohol Testing)	21.73
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	19.86
13012 - Exhibits Specialist II	24.61
13013 - Exhibits Specialist III	30.09
13041 - Illustrator I	20.48
13042 - Illustrator II	25.38
13043 - Illustrator III	31.03
13047 - Librarian	33.88
13050 - Library Aide/Clerk	14.21
13054 - Library Information Technology Systems Administrator	30.60
13058 - Library Technician	19.89
13061 - Media Specialist I	18.73
13062 - Media Specialist II	20.95
13063 - Media Specialist III	23.36
13071 - Photographer I	16.65
13072 - Photographer II	18.90
13073 - Photographer III	23.67
13074 - Photographer IV	28.65
13075 - Photographer V	33.76
13110 - Video Teleconference Technician	20.39
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.92
14042 - Computer Operator II	21.18
14043 - Computer Operator III	23.60
14044 - Computer Operator IV	26.22
14045 - Computer Operator V	29.05
14071 - Computer Programmer I	(see 1) 26.36
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	18.92
14160 - Personal Computer Support Technician	26.22

15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	36.47
15020 - Aircrew Training Devices Instructor (Rated)	44.06
15030 - Air Crew Training Devices Instructor (Pilot)	52.81
15050 - Computer Based Training Specialist / Instructor	36.47
15060 - Educational Technologist	35.31
15070 - Flight Instructor (Pilot)	52.81
15080 - Graphic Artist	26.80
15090 - Technical Instructor	25.08
15095 - Technical Instructor/Course Developer	30.67
15110 - Test Proctor	20.20
15120 - Tutor	20.20
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	9.88
16030 - Counter Attendant	9.88
16040 - Dry Cleaner	12.94
16070 - Finisher, Flatwork, Machine	9.88
16090 - Presser, Hand	9.88
16110 - Presser, Machine, Drycleaning	9.88
16130 - Presser, Machine, Shirts	9.88
16160 - Presser, Machine, Wearing Apparel, Laundry	9.88
16190 - Sewing Machine Operator	13.78
16220 - Tailor	14.66
16250 - Washer, Machine	10.88
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	21.14
19040 - Tool And Die Maker	23.38
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	18.02
21030 - Material Coordinator	22.03
21040 - Material Expediter	22.03
21050 - Material Handling Laborer	13.83
21071 - Order Filler	15.09
21080 - Production Line Worker (Food Processing)	18.02
21110 - Shipping Packer	15.09
21130 - Shipping/Receiving Clerk	15.09
21140 - Store Worker I	11.72
21150 - Stock Clerk	16.86
21210 - Tools And Parts Attendant	18.02
21410 - Warehouse Specialist	18.02
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	27.21
23021 - Aircraft Mechanic I	25.83
23022 - Aircraft Mechanic II	27.21
23023 - Aircraft Mechanic III	28.53
23040 - Aircraft Mechanic Helper	17.54
23050 - Aircraft, Painter	24.73
23060 - Aircraft Servicer	19.76
23080 - Aircraft Worker	21.01
23110 - Appliance Mechanic	21.75
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	26.02
23130 - Carpenter, Maintenance	21.40
23140 - Carpet Layer	20.49
23160 - Electrician, Maintenance	27.98
23181 - Electronics Technician Maintenance I	24.94
23182 - Electronics Technician Maintenance II	26.47
23183 - Electronics Technician Maintenance III	27.89
23260 - Fabric Worker	19.13

23290 - Fire Alarm System Mechanic	22.91
23310 - Fire Extinguisher Repairer	17.62
23311 - Fuel Distribution System Mechanic	22.81
23312 - Fuel Distribution System Operator	19.38
23370 - General Maintenance Worker	21.43
23380 - Ground Support Equipment Mechanic	25.83
23381 - Ground Support Equipment Servicer	19.76
23382 - Ground Support Equipment Worker	21.01
23391 - Gunsmith I	17.62
23392 - Gunsmith II	20.49
23393 - Gunsmith III	22.91
23410 - Heating, Ventilation And Air-Conditioning Mechanic	23.89
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	25.17
23430 - Heavy Equipment Mechanic	22.91
23440 - Heavy Equipment Operator	22.91
23460 - Instrument Mechanic	22.59
23465 - Laboratory/Shelter Mechanic	21.75
23470 - Laborer	14.98
23510 - Locksmith	21.90
23530 - Machinery Maintenance Mechanic	23.12
23550 - Machinist, Maintenance	22.91
23580 - Maintenance Trades Helper	18.27
23591 - Metrology Technician I	22.59
23592 - Metrology Technician II	23.80
23593 - Metrology Technician III	24.96
23640 - Millwright	28.19
23710 - Office Appliance Repairer	22.96
23760 - Painter, Maintenance	21.75
23790 - Pipefitter, Maintenance	24.63
23810 - Plumber, Maintenance	22.29
23820 - Pneudraulic Systems Mechanic	22.91
23850 - Rigger	22.91
23870 - Scale Mechanic	20.49
23890 - Sheet-Metal Worker, Maintenance	22.91
23910 - Small Engine Mechanic	20.49
23931 - Telecommunications Mechanic I	29.95
23932 - Telecommunications Mechanic II	31.55
23950 - Telephone Lineman	27.41
23960 - Welder, Combination, Maintenance	22.91
23965 - Well Driller	22.91
23970 - Woodcraft Worker	22.91
23980 - Woodworker	17.62
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	12.79
24580 - Child Care Center Clerk	17.77
24610 - Chore Aide	10.57
24620 - Family Readiness And Support Services Coordinator	16.90
24630 - Homemaker	18.43
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	27.30
25040 - Sewage Plant Operator	20.84
25070 - Stationary Engineer	27.30
25190 - Ventilation Equipment Tender	19.49
25210 - Water Treatment Plant Operator	20.84
27000 - Protective Service Occupations	
27004 - Alarm Monitor	20.57

27007 - Baggage Inspector	12.71
27008 - Corrections Officer	22.80
27010 - Court Security Officer	24.72
27030 - Detection Dog Handler	20.57
27040 - Detention Officer	22.80
27070 - Firefighter	24.63
27101 - Guard I	12.71
27102 - Guard II	20.57
27131 - Police Officer I	26.52
27132 - Police Officer II	29.67
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	13.59
28042 - Carnival Equipment Repairer	14.63
28043 - Carnival Equipment Worker	9.24
28210 - Gate Attendant/Gate Tender	13.01
28310 - Lifeguard	11.59
28350 - Park Attendant (Aide)	14.56
28510 - Recreation Aide/Health Facility Attendant	10.62
28515 - Recreation Specialist	18.04
28630 - Sports Official	11.59
28690 - Swimming Pool Operator	18.21
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	23.13
29020 - Hatch Tender	23.13
29030 - Line Handler	23.13
29041 - Stevedore I	21.31
29042 - Stevedore II	24.24
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	39.92
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	26.84
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	29.56
30021 - Archeological Technician I	20.19
30022 - Archeological Technician II	22.60
30023 - Archeological Technician III	27.98
30030 - Cartographic Technician	27.98
30040 - Civil Engineering Technician	26.41
30061 - Drafter/CAD Operator I	20.19
30062 - Drafter/CAD Operator II	22.60
30063 - Drafter/CAD Operator III	25.19
30064 - Drafter/CAD Operator IV	31.00
30081 - Engineering Technician I	22.92
30082 - Engineering Technician II	25.72
30083 - Engineering Technician III	28.79
30084 - Engineering Technician IV	35.64
30085 - Engineering Technician V	43.61
30086 - Engineering Technician VI	52.76
30090 - Environmental Technician	27.41
30210 - Laboratory Technician	23.38
30240 - Mathematical Technician	28.94
30361 - Paralegal/Legal Assistant I	21.36
30362 - Paralegal/Legal Assistant II	26.47
30363 - Paralegal/Legal Assistant III	32.36
30364 - Paralegal/Legal Assistant IV	39.16
30390 - Photo-Optics Technician	27.98
30461 - Technical Writer I	21.93
30462 - Technical Writer II	26.84
30463 - Technical Writer III	32.47
30491 - Unexploded Ordnance (UXO) Technician I	24.74
30492 - Unexploded Ordnance (UXO) Technician II	29.93

30493 - Unexploded Ordnance (UXO) Technician III	35.88
30494 - Unexploded (UXO) Safety Escort	24.74
30495 - Unexploded (UXO) Sweep Personnel	24.74
30620 - Weather Observer, Combined Upper Air Or Surface Programs	(see 2) 25.19
30621 - Weather Observer, Senior	(see 2) 27.98
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	14.32
31030 - Bus Driver	20.85
31043 - Driver Courier	13.98
31260 - Parking and Lot Attendant	10.07
31290 - Shuttle Bus Driver	15.66
31310 - Taxi Driver	13.98
31361 - Truckdriver, Light	15.66
31362 - Truckdriver, Medium	17.90
31363 - Truckdriver, Heavy	19.18
31364 - Truckdriver, Tractor-Trailer	19.18
99000 - Miscellaneous Occupations	
99030 - Cashier	10.03
99050 - Desk Clerk	11.58
99095 - Embalmer	23.05
99251 - Laboratory Animal Caretaker I	11.30
99252 - Laboratory Animal Caretaker II	12.35
99310 - Mortician	31.73
99410 - Pest Controller	17.69
99510 - Photofinishing Worker	13.20
99710 - Recycling Laborer	18.50
99711 - Recycling Specialist	22.71
99730 - Refuse Collector	16.40
99810 - Sales Clerk	12.09
99820 - School Crossing Guard	13.43
99830 - Survey Party Chief	21.94
99831 - Surveying Aide	13.63
99832 - Surveying Technician	20.85
99840 - Vending Machine Attendant	14.43
99841 - Vending Machine Repairer	18.73
99842 - Vending Machine Repairer Helper	14.43

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$3.50 per hour or \$140.00 per week or \$606.67 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees who satisfy the compensation requirements and whose primary duty consists of:

(1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;

(2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;

(3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordinance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to

ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnish the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)}

When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

J.5

The Living Wage Act of 2006 – Draft Notice

“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**

J.6

Living Wage Act Fact Sheet



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.*

J.9

PAST PERFORMANCE EVALUATION FORM

PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

Performance Elements	RATING (See Rating Guidelines on Page 2)					
	5 – Excellent	4 – Good	3 – Acceptable	2 – Minimally Acceptable	1 – Poor	0 – Unacceptable
Quality of Services/Work						
Timeliness of Performance						
Cost Control						
Business Relations						
Customer Satisfaction						

1. Name of Contractor being Evaluated: _____

2. Name & Title of Evaluator: _____

3. Signature of Evaluator: _____

4. Name of Evaluator's Organization: _____

5. Telephone Number of Evaluator: _____

6. Type of service received: _____

7. Contract Number, Amount and period of Performance: _____

8. Remarks on Excellent Performance: Provide data supporting this observation.
(Continue on separate sheet if needed)

9. 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.

Quality Product/Service	Cost Control	Timeless of Performance	Business Relations
-Compliance with contract requirements -Accuracy of reports -Appropriateness of personnel Technical excellence	-Within budget (over/ under target costs) -Current, accurate, and complete billings -Relationship of negated costs to actual -Cost efficiencies -Change order issue	-Meet Interim milestones -Reliable -Responsive to technical directions -Completed on time, including wrap-up and contract administration -No liquidated damages assessed	-Effective management -Businesslike correspondence -Responsive to contract requirements -Prompt notification of contract - - problems -Reasonable/cooperative -Flexible -Pro-active -effective contractor recommended solutions -Effective snail/small disadvantaged business Subcontracting program

0. Unacceptable	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.
1. Poor	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.
2. Minimally Acceptable	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.
3. Acceptable	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.
4. Good	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,
5. Excellent	The contractor has demonstrated an exceptional performance level in some or all of the above categories.			

J.10

UNUSUAL INCIDENT REPORT FORM

**UNUSUAL INCIDENT REPORT FORM
DISTRICT OF COLUMBIA GOVERNMENT
Department of Human Services**

Office of Investigations and Compliance
2146 Georgia Avenue, NW, Room 212
Washington, DC 20001
Phone: 202-673-4583 FAX: 202-673-6793

Office of Continuous Quality Improvement
64 New York Avenue, NE, Room 6150
Washington, DC 20002
Phone: 202-671-4339 FAX: 202-671-4324

This form is used to record an accident, injury, or unusual occurrence. Any incident involving an employee injury must also be reported to Disability Compensation IMMEDIATELY at 1-888-889-6186

PART I - REPORTED BY

NAME: _____	ADMIN/OFFICE: _____
TITLE: _____	WORK TELEPHONE: _____
ORGANIZATION/ADDRESS: _____	DATE: _____
	TIME REPORTED: _____

PART II - INCIDENT INFORMATION

Date of Incident: _____	Time of Incident: _____	Date of Report: _____
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Type of Incident:
(accident, injury or unusual occurrence)

Person (s) Involved: _____

Incident Location Address:

Employee's Name (Last, First, Middle): <i>Last</i> <i>First</i> <i>Middle</i>	Work and /or Mailing Address (including zip code): <i>Street/PO Box</i> <i>City</i> <i>State</i> <i>Zip</i>
Home Telephone Number (with area code): _____	Work Telephone Number (with area code): _____

First Witness's Name (Last, First, Middle):

First Witness's Name (Last, First, Middle): <i>Last</i> <i>First</i> <i>Middle</i>	Work and /or Mailing Address (including zip code): <i>Street/PO Box</i> <i>City</i> <i>State</i> <i>Zip</i>
Home Telephone Number (with area code): _____	Work Telephone Number (with area code): _____

Second Witness's Name (Last, First, Middle):

Second Witness's Name (Last, First, Middle): <i>Last</i> <i>First</i> <i>Middle</i>	Work and /or Mailing Address (including zip code): <i>Street/PO Box</i> <i>City</i> <i>State</i> <i>Zip</i>
Home Telephone Number (with area code): _____	Work Telephone Number (with area code): _____

PART V - FOR INTERNAL AFFAIRS DIVISION OR **Office of Continuous Quality Improvement** USE

IR No.: _____

OCQI No.: _____

Investigator or **OCQI** Analyst Receiving Report:

Reviewed

Reported to: Director _____
Director _____

Deputy
(specify name)

Thru: _____

Date Reported: _____

Time Reported: _____

Reporting Person's Signature: _____

Date: _____

FAX and E-Mail Completed Form to:
OIC, Deborah Wanzer at 202-673-6793 and deborah.wanzer@dc.gov
OCQI, Carole R. Lee at 202-671-4381 and carole.lee@dc.gov

GOVERNMENT OF THE DISTRICT OF COLUMBIA**DEPARTMENT OF HUMAN SERVICES****INSTRUCTIONS FOR COMPLETING
UNUSUAL INCIDENT REPORT (UIR) FORM**

In order to ensure an accurate and complete report, the following instructions will be utilized when completing DHS Form 1243:

ITEM:

1. Enter last name, first name, middle initial of person first reporting unusual incident (UI).
 - Enter job title/position and telephone number of person first reporting UI.
 - Enter date and time UI is first reported.
2. Enter last name, first name, middle initial of Chief, Major Component or appointed designee reporting UI to Internal Affairs Division, OIC.
 - Enter job title/position and telephone number of Chief, Major Component or appointed designee reporting UI to Internal Affairs Division, OIC.
 - Enter date and time UI is reported to Internal Affairs Division, OIC.
 - Identify name and address of your organization
3. Enter Administration, Office or Division where UI occurred.
4. Enter specific type of UI being reported.
5. Enter date and time UI occurred.
6. Enter location/place where UI occurred.
7. Enter last name(s), first name(s), middle initial(s), and title(s) of all persons involved.
8. Enter complete details of what and how it occurred. If applicable, enter why UI occurred.
9. Enter what actions were taken, such as police or family notified, medical treatment provided, etc. Also, include corrective measures taken to prevent reoccurrence, administrative, managerial or disciplinary actions taken and by whom. If necessary, include recommendations for additional actions by higher authorities.

Items 10 - 12: For use by Internal Affairs Division, OIC.

13. Reporting Person Sign and date UIR.

DHS

Updated: 03/28/05