

REQUEST FOR QUOTATIONS (RFQ) <i>(THIS IS NOT AN ORDER)</i>				PAGE OF 1	PAGES 19
1. RFQ NO. DCTO-2008-Q-0031	2. DATE ISSUED January 31, 2008	3. REQUISITION NO. RQ380638	4. TYPE OF MARKET <input type="checkbox"/> Open <input checked="" type="checkbox"/> DC Supply Schedule Holders <input type="checkbox"/> Set Aside <input type="checkbox"/> Open with Subcontracting Set Aside		
5A. ISSUED BY: Government of the District of Columbia (District) Office of Contracting and Procurement Information Technology Group 441 4 th Street N.W., Suite 971 North Washington, D.C. 20001			6. DELIVERY Immediately upon notification of contract award.		
5B. FOR INFORMATION CALL: <i>(Name and telephone no.) (No collect calls)</i> Bradley Hill Contract Specialist, Phone (202) 727-0121, fax (202) 727-1679 bradley.hill@dc.gov Annie Watkins Officer, Phone (202) 727-8983 Annie.watkins@dc.gov			7. DELIVERY METHOD <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER <i>(See Schedule)</i>		
8A. TO: NAME AND ADDRESS, INCLUDING ZIP CODE, OF QUOTER DC SUPPLY SCHEDULE HOLDERS			9. DESTINATION FOR DELIVERY OF GOODS OR SERVICES ORDERED Office of the Chief Technology Officer 441 4 th Street, NW, Suite 1045N Washington, DC 20001 Attn: Aki Damme		
8B. TAX ID NO. OF QUOTER:					
10. PLEASE FURNISH QUOTATIONS ON OR BEFORE: March 3, 2:00 PM		11A. PLEASE STATE YOUR LSDBE CERTIFICATION NUMBER BELOW (Attach Copy)			
		11B. IF YOU HAVE A DISTRICT OF COLUMBIA SUPPLY SCHEDULE (DCSS) CONTRACT FOR THESE ITEMS, PLEASE ENTER THE CONTRACT NUMBER BELOW:			
12. INSTRUCTIONS TO QUOTERS AND TERMS AND CONDITIONS					
<p>Instructions to Quoters: Please complete Blocks 8B, 11A, 11(B) if applicable, 13(E), 13(F), 14, 15, 16, 17, 18, as well as submission of technical and price proposals as outlined in this solicitation, submit one (1) original and three (3) copies of signed quotations to Office of Contracting and Procurement, 441 4th Street, NW, Suite 703 (Bid Room), Washington, D.C. 20001. This is the only authorized method of submitting a quotation for this RFQ. All quotations must be received no later than the date and time stated in block 10 of this RFQ.</p> <p>Terms and Conditions: SEE ATTACHED.</p>					
13. SCHEDULE (Include applicable Federal, State and local taxes and all delivery charges)					
ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0001	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1001	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2001	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3001	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$
SCHEDULE CONTINUED NEXT PAGE					
14. NAME AND ADDRESS OF QUOTER <i>(Street, city, county, State and ZIP Code)</i>			15. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION (ELECTRONIC SIGNATURES NOT ACCEPTABLE)		16. DATE OF QUOTATION
			17. NAME AND TITLE OF SIGNER <i>(Type or print)</i>		18. TELEPHONE NO. <i>(Include area code)</i>

13. SCHEDULE (continued)					
ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0002	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1002	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2002	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3002	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0003	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1003	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2003	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3003	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0004	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1004	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2004	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3004	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0005	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1005	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2005	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3005	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$

13. SCHEDULE (Continued)					
ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0006	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1006	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2006	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3006	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0007	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1007	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2007	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3007	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0008	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1008	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2008	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3008	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0009	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1009	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2009	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3009	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$

13. SCHEDULE (Continued)					
ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	See attached Statement of Work				
0010	IT ServUs Tier I Technician	1,600	Hours	\$	\$
1010	Option Period One (1) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
2010	Option Period Two (2) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
3010	Option Period Three (3) - IT ServUs Tier I Technician	2,000	Hours	\$	\$
Sub Total					\$
Grand Total					\$

1. GENERAL TERMS AND CONDITIONS

This is a Request For Quotations (RFQ) issued under the procedures outlined in Title 27, District of Columbia Municipal Regulations, Chapter 21, Section 2104. The terms Quote/Quoter and Offer/Offeror are used interchangeably in this RFQ, as are the terms RFQ and solicitation, and the terms submission, quote and proposal, and the terms contract and Purchase Order (PO). Quotations submitted are Offers that the District can accept by issuing a PO. This RFQ is issued in the DC Supply Schedule Holder's Market. The District will apply preferences in evaluating submissions from District-certified LSDBEs. If you are unable to submit a quote, please so indicate on this form and return it.

- 1.1 The District may award multiple contracts resulting from this solicitation to the responsible Offeror(s) whose offer(s) conforming to the solicitation will be most advantageous to the District, cost or price, technical and other factors specified elsewhere in this solicitation.
- 1.2 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.
- 1.3 The presentation of a candidate is considered the vendor's certification, representation, and warranty that the candidate possesses all of the education, skills, and job experience presented in the resume. The contractor bears full responsibility for the candidate's presented qualifications.

2. PERIOD OF PERFORMANCE AND CONTRACT TYPE

The contract(s) awarded from this solicitation will be labor hour contract(s). The District anticipates and reserves the right to multiple awards for any portion or portions of the Schedule. The period of performance for the base period will be 1,600 hours from date of award or through September 30, 2008 whichever occurs later, with the option to renew for three (3) additional

option periods of 2,000 hours each, 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. The quoter/offeror shall submit a price for the base period and each option period. If the District exercises this option, the extended contract shall be considered to include this option provision. The price for the option period shall be as specified in the contract. The total duration of this contract, including the exercise of any options under this clause, shall not exceed twenty-four (24) months.

3. CONTRACTING OFFICER (CO)

Contracts will be entered into and signed on behalf of the District, or Purchase Orders issued on behalf of the District, only by contracting officers. The name, address and telephone number of the Contracting Officer is:

Annie R. Watkins
Contracting Officer
Government of the District of Columbia
Office of Contracting and Procurement
Information Technology Group
441 Fourth St., NW, Suite 971 North
Washington, DC 20001
Phone: (202) 727-0252 (main)
Phone: (202) 727-8983 (direct)
Fax: (202) 727-1679
E-mail: annie.watkins@dc.gov
Website: ocp.dc.gov

4. AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract. 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 Contracting Officer, or a valid changed PO is issued by the Contracting Officer. In the event the Contractor effects any change at the instruction or request of any person other than the Contracting Officer, 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.

5. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)

The COTR is responsible for general administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the COTR is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in the contract. The COTR for this contract shall be designated upon award of the contract. The COTR shall not have authority to make any changes in the specifications or scope of work or terms and conditions of the contract. The Contractor may be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer; 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.

6. ADVISORY AND ASSISTANCE SERVICES

The contract is a "nonpersonal services contract". It is therefore, understood and agreed that the Contractor and/or the Contractor's employees: (1) shall perform the services specified herein as independent Contractors, not as employees of the government; (2) shall be responsible for their own management and administration of the work required to bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract; (3) shall be free from supervision or control by any government employee with respect to the manner or method of performance of the service specified; but (4) shall, pursuant to the government's right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objectives.

7. DELIVERY OF WORK PRODUCT/INSTRUCTION FROM COTR

7.1 The Contractor shall follow the procedures and rules of the Government of the District of Columbia, and additional instructions that the District COTR may direct. During performance under this contract and/or at completion of work, the Contractor shall provide orderly hand-over of work products and deliverables to the District COTR, including all documentation, electronic or otherwise, created during performance of the contract. All work products and deliverables produced under the contract are at all times the property of the District.

7.2 In addition, the Contractor shall:

7.2.1 Ensure that all work is performed on District premises, unless otherwise approved in writing by the COTR;

- 7.2.2 Provide to personnel performing work under this contract high-end laptops with Window XP Professional and necessary communication equipment. Contractor shall also provide space, equipment, storage, personnel, and systems in the Contractor's offices as necessary to support the work hereunder. Unless otherwise specified, Contractor staff shall work onsite at the designated District site during normal business hours.
- 7.2.3 The Contractor shall provide weekly timesheets, in the formats supplied by the District, reporting all time worked by person's name, days worked, and time worked. Each person is billable only to a maximum of eight (8) hours per day, 40 hours per week unless written prior approval has been issued by the OTR. Contractor must provide timely, necessary information to allow the District to calculate "earned value".
- 7.2.4 Establish and document project goals and optional strategies for their implementation. Support analyses with graphical drawings, charts, and other presentation instruments.
- 7.2.5 Collect and document project constraints for cost, schedule, and quality. Obtain approval from the Contracting Officer for proposed scope changes.
- 7.2.6 Throughout the performance of the above items, coordinate with District employees and other consultants/Contractors employed by the District.
- 7.2.7 Provide sufficient support after submission of deliverables and work products, as necessary to clarify the contents of deliverables to the District.
- 7.2.8 Develop, obtain approval for, and execute a quality control plan. Provide periodic senior management supervision of the work in this contract in order to provide quality control of the Contractor's work. Report findings to District representative with proposed actions. Provide this service at least every two weeks during the terms of the contract.
- 7.2.9 Continuously monitor the status of Contractor's work hereunder and update status, providing District management timely information regarding possible problems and proposed action required to mitigate such problems.
- 7.2.10 Prepare and present weekly reports, throughout the performance of the Contractor's work, setting out current and upcoming activities, decisions required and issues of concern.
- 7.2.11 Provide reporting and communications in copies and form requested by the designated District representative.

8. HIRING OF EMPLOYEES

By accepting this order or contract, the Contractor agrees that the District, at its discretion, after completion of order or contract period, may hire the individual performing services as a result of this order or contract, without restriction, penalties or fees.

9. INVOICE PAYMENT

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. The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor. The Contractor shall submit proper invoices no later on a monthly basis or as otherwise specified in the order or by the COTR. 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 this solicitation. The address of the CFO is:

Name: OCTO Agency CFO
Accounts Payable Division
Address: 441 4th Street, NW
Suite 930S
Washington, D.C. 20001
Telephone: (202) 727-2277
Fax: 202-727-1216
E-mail: octo.accountspayable@dc.gov

To constitute a proper invoice, the Contractor shall submit the following information:

- (a) Contractor's name and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);
- (b) Contract number and Encumbrance Code (PO Number). Assignment of an invoice number by the Contractor is also recommended;
- (c) Description, price, quantity, dates and the percent (%) of work actually performed;
- (d) The original and two (2) copies of invoices for cost reimbursable expenses, if authorized by the contract;
- (e) Other supporting documentation or information, as required by the Contracting Officer;
- (f) Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
- (g) Name, title, phone number of person preparing the invoice;
- (h) Name, title, phone number and mailing address of person; and authorized signature.

(i) Monthly bills must be broken down by rate, person, hours, and task as an attachment to each bill, with approved District timesheets.

10. EVALUATION FACTORS

10.1 The District intends, but is not obligated, to make multiple awards to the responsible Offeror(s) whose quote is/are most advantageous to the District, based upon the evaluation criteria specified in the solicitation. 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. The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; <i>e.g.</i> , 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.

For example, if a sub factor has a point evaluation of 0 to 10 points, and (using the Technical Rating Scale) the District evaluates as "good" the part of the proposal applicable to the sub factor, the score for the sub factor is 8 (4/5 of 10). The sub factor scores will be added together to determine the score for the factor level.

- 10.2 **MINIMUM REQUIREMENTS** (Candidates must meet all minimum requirements to be eligible to be considered for award)
- a. Minimum 2 years experience in a Help Desk environment
 - b. Demonstrated expertise in Microsoft operating systems to include XP (Pro) and 2000. Legacy MS operating systems (Win98/95) desired, but not required.
 - c. Demonstrated working experience with Office 2007
 - d. Demonstrated working experience with Vista
 - e. Microsoft and/or related certifications is required i.e. MCP, A+, Net+
 - f. Demonstrated aptitude for providing positive customer service
 - g. Good communication, problem solving, and technical writing skills

- h. Willingness to work, as assigned, in a 24x7 call center environment
- i. A working knowledge of Remedy ARS/Help Desk is desirable but not required
- j. An in-depth knowledge of relevant operating systems, applications, printers and other hardware is preferred, but not required.

10.3 TECHNICAL CRITERIA (70 points)

10.3.1 KNOWLEDGE AND SKILLS (25 Points)

- (a) Candidate has applicable knowledge gained from technical training in a related field of study. Candidate has full familiarity with Microsoft methodology, such as may lead to Microsoft XP (Pro), MCP, A+ and/or Net+ certification, or equivalent. While minimal Microsoft certification required, candidate has additional relevant certifications.
- (b) Candidate has Help Desk skills gained from related technical training, such as Microsoft XP certification classes and / or skills gained from accomplishments in Microsoft Office. Candidate's Help Desk skills directly and specifically pertain to Microsoft Office 2007.
- (c) Candidate has technical knowledge of software MCP, A+ and Net+ and demonstrated skills in providing positive customer service. Candidate has in-depth knowledge of operating systems, applications, printers and common hardware and configurations. Candidate has skills to perform or guide the performance of troubleshooting. Candidate has demonstrated skill in managing difficult customer situations with courtesy and sensitivity.
- (d) Candidate has excellent oral and written communication skills, including the ability to communicate technical subjects to non-technical persons.

10.3.2 EXPERIENCE (25 points)

- (a) Candidate has verifiable, direct Help Desk experience in a Microsoft environment. While 2 years experience is a minimum requirement, candidate has additional experience. Candidate possesses expertise in Microsoft applications and Remedy / ARS help desk. Candidate has experience working with Vista.
- (b) Candidate has experience supporting users in a large organization. Experience with Government organizations preferred. Candidate has experience soliciting customer feedback to improve procedures and service.

10.3.3 INTERVIEW: A candidate may be evaluated in an interview by a designated panel for those candidates that make the competitive range. Interview may be used, in part to validate the resume review and to determine communication skills and ability to work with others in a fast paced environment.

10.3.4 PAST PERFORMANCE OF CANDIDATE (10 points)

The Offeror shall provide name, title and current phone number or e-mail address of three (3) references that can address each proposed candidates' past performance providing similar services, including an examination of the quality of services provided, timeliness in service delivery, business practices, and overall satisfaction of the candidate's performance. The District reserves the right to conduct its own research into the proposed candidate's past performance.

10.3.5 PAST PERFORMANCE OF OFFEROR (10 points)

The Offeror shall provide with quotation a completed Contractor/Provider Past Performance Form (Attachment D) from at least three (3) references that can address the Offeror's past performance in providing quality candidates for services (preferably staff augmentation services in the IT arena), as well as an examination of the quality of services provided, timeliness in service delivery, business practices, and overall satisfaction of the Offeror's performance. Offerors who have no relevant past performance will receive a neutral score (*i.e.* 5 out of 10). The District will contact the candidate client references to obtain past performance evaluations only if the candidate satisfies the minimum requirements and if the Offeror remains in the competitive range. The District reserves the right to conduct its own research into the Offeror company's past performance.

10.4 PRICE CRITERIA (30 Points)

The price evaluation will be objective. The Offeror with the lowest price (base period plus options) 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:

$$\begin{array}{l} \text{Lowest price proposal} \\ \text{-----} \end{array} \times 30 = \text{Evaluated price score}$$

Price of proposal being evaluated

The District will evaluate offers for award purposes by evaluating the total price for all options as well as the base period. Evaluation of options shall

not obligate the District to exercise them. The District's requirements may change during the option years. Quantities to be awarded will be determined at the time each option is exercised.

10.5 PREFERENCE POINTS (12 Points)

10.6 TOTAL POSSIBLE (112 Points)

11.0 PREFERENCES FOR LOCAL BUSINESSES, DISADVANTAGED BUSINESSES, RESIDENT-OWNED BUSINESSES, SMALL BUSINESSES, LONGTIME RESIDENT BUSINESSES, OR LOCAL BUSINESSES WITH PRINCIPAL OFFICES LOCATED IN AN ENTERPRISE ZONE

Under the provisions of the “Small, Local, and Disadvantaged Business Enterprise Development and Assistance Act of 2005” (the Act), Title II, Subtitle N, of the “Fiscal Year 2006 Budget Support Act of 2005”, D.C. Law 16-33, effective October 20, 2005, as amended, the District shall apply preferences in evaluating bids or proposals from businesses that are small, local, disadvantaged, resident-owned, longtime resident, or local with a principal office located in an enterprise zone of the District of Columbia.

11.1 GENERAL PREFERENCES

For evaluation purposes, the allowable preferences under the Act for this procurement are as follows:

- 11.1.1 The addition of three points on a 100 point scale for a small business enterprise (SBE) certified by the Small and Local Business Opportunity Commission (SLBOC) or the Department of Small and Local Business Development (DSLBD), as applicable;
- 11.1.2 The addition of five points on a 100 point scale for a resident-owned business enterprise (ROB) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.3 The addition of ten points on a 100 point scale for a longtime resident business (LRB) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.4 The addition of two points on a 100-point scale for a local business enterprise (LBE) certified by the SLBOC or the DSLBD, as applicable;
- 11.1.5 The addition of two points on a 100-point scale for a local business enterprise with its principal office located in an enterprise zone (DZE) and certified by the SLBOC or the DSLBD, as applicable; and
- 11.1.6 The addition of two points on a 100-point scale for a disadvantaged business enterprise (DBE) certified by the SLBOC or the DSLBD, as applicable.

11.2 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 for this procurement is twelve (12) points on a 100 point scale for submissions in response to this RFQ.

11.3 **PREFERENCES FOR CERTIFIED JOINT VENTURES**

When the SLBOC or the DSLBD, as applicable, 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.

11.4 **VENDOR SUBMISSION FOR PREFERENCES**

11.4.1 Any vendor seeking to receive preferences on this solicitation must submit at the time of, and as part of its bid or proposal, the following documentation, as applicable to the preference being sought:

11.4.1.1 Evidence of the vendor's or joint venture's certification by the SLBOC as an SBE, LBE, DBE, DZE, LRB, or RBO, to include a copy of all relevant letters of certification from the SLBOC; or

11.4.1.2 Evidence of the vendor's or joint venture's provisional certification by the DSLBD as an SBE, LBE, DBE, DZE, LRB, or RBO, to include a copy of the provisional certification from the DSLBD.

11.4.2 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: LSDBE Certification Program
441 Fourth Street, N.W., Suite 970N
Washington, DC 20001

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

12. **ATTACHMENTS**

Statement of Work (Attachment A)
Tax Certification Affidavit (Attachment B)

13. **INSTRUCTIONS**

13.1 **Please submit one (1) original and three (3) copies of both the signed technical and price quotations in separately sealed envelopes (one technical and price) to the Office of Contracting and Procurement, 441 4th Street, NW, Suite 703 (Bid Room), Washington, D.C. 20001. Quoters must also submit with the quote, a**

sworn Tax Certification Affidavit (Attachment B). All quotes must be received no later than the date and time stated in block 10 of the RFQ form. Technical quotations should include candidate resumes as well as company capability statements and all other information that the District would need for its evaluation. **ONLY THE ORIGINAL RESUME(S) shall contain the candidate name. All other resumes shall be in accordance with the SAMPLE RESUME (Attachment C). THIS IS THE ONLY AUTHORIZED METHOD OF SUBMITTING A QUOTE FOR THIS RFQ.**

- 13.2 Issuance of this RFQ does not commit the District to pay any costs incurred in the preparation of the submission of this quotation.
- 13.3 By submitting a quote, Quoter is representing that the candidate proposed is available to commence work promptly upon the Quoter's receipt of a PO provided that a PO is received within twenty one (21) days of submission in response to this RFQ. By submitting a Quote, Quoter further represents that it understands that award decisions will be made based, in part, on the quality of the candidate proposed, and that if the candidate should not be available to commence work, for whatever reason, at the beginning of the period of performance, the District reserves the right to cancel the award and proceed with awarding to another Quoter whose candidate is available.
- 13.4 The Standard Contract Provisions for Use with District of Columbia Government Supplies and Services Contracts, March 2007, are hereby incorporated by reference and made a part of this RFQ and the resultant PO. For a copy, go to OCP's website, <http://ocp.dc.gov>, and click on Solicitation Attachments.
- 13.5 No resume shall be longer than three (3) pages in length. Each resume shall be submitted on 8 1/2" x 11" bond paper.
- 13.6 **ALL RESUME COPIES (EXCLUDING THE ORIGINAL COPY) MUST HAVE THE CANDIDATE'S NAME REMOVED AND NO REFERENCE TO THE OFFEROR COMPANY OR COMPANY LOGO. RESUMES SHALL BE IDENTIFIED AS CANDIDATE 1, CANDIDATE 2, OR CANDIDATE 3, ETC. A REFERENCE SHEET MATCHING THE CANDIDATE TO THE CORRESPONDING RESUME MUST BE INCLUDED WITH YOUR SUBMISSION. (SEE "SAMPLE RESUME" – ATTACHMENT C) FAILURE TO COMPLY WITH THIS REQUIREMENT MAY RESULT IN AN AUTOMATIC DISQUALIFICATION.**
- 13.7 **BIDDERS MUST SUBMIT RESUMES AND COPIES FOR NO MORE OR NO LESS THAN ONE (1) CANDIDATE PER EACH POSITION, FOR TEN (10) CANDIDATES TOTAL.**

END

Attachment A

STATEMENT OF WORK

IT ServUs Program – Support Technician/Tier 1

Background

The Office of the Chief Technology Officer (OCTO) of the Government of the District of Columbia, in collaboration with related agencies of the District government, has embarked on an ambitious program to provide a “One stop shopping” for all desktop and desktop infrastructure needs. IT ServUs is the District’s Managed Services offering.

The program provides:

- User Support
- Infrastructure Management
- Hardware
- Software

This initiative will encompass, but not be limited to, seat management, business process engineering, desktop support, custom applications support, and Enterprise applications support, for the District agencies.

This effort will be accomplished through a series of inter-related information technology (IT) projects that will be managed, and/or coordinated within OCTO.

General Requirements

In order to achieve the complex and ambitious IT ServUs effort employing a centralized Help Desk, enterprise application and agency specific support, the District requires the services of skilled Customer Service Technicians/Tier1 staff to augment District staff in providing day to day technical assistance to the District agencies.

OCTO also requires the Support Technician/Tier1 to provide day-to-day technical assistance to District agencies and contractor personnel for PC platforms and associated software packages, network services and Internet applications, within the overall IT ServUs program strategy. The Support Technician/Tier 1 must have a thorough knowledge of Help Desk and Desktop Support, experience with problem determination, troubleshooting, and resolution. Support Technician/Tier 1 functions under the Help Desk Manager, IT Managed Services.

The person serving under this contract will be expected to be a highly skilled professional capable of working collaboratively within an integrated team with limited supervision to achieve the stated tasks and goals of the program. The qualified person must have experience in working in a disciplined Managed Services environment. Additionally, this person may be required to work day, evening and weekend shifts in a 24x7 work environment.

The preferred candidate must possess an excellent technical ability, with the experience to solve complex and ambiguous problems in a timely and efficient manner. The Support Technician/Tier 1 must be able to keep calm and composed in the face of client distress and hostility. The Support Technician/Tier 1 must be able to interact with coworkers, and bring a positive attitude and work ethic to the group. The preferred candidate must have

excellent oral and written communications, and be able to follow documentation and procedures. Documentation and organizational skills are essential to the success of this position.

Contractor agrees to assure availability of staff to support the program timelines. Contractor will provide advance notice of any planned change in personnel on the contract. Replacement personnel must be interviewed and approved by the District.

General Terms

- I. Work must be performed on District premises unless specifically authorized
- II. Limited minor expenses may be billed with prior approval of the Director of Operations, IT Managed Services.
- III. Person is billable a maximum of 8 hours a day and 40 hours a week unless an authorized exception has been approved by the Director of Operations, IT Managed Services.
- IV. Rates include local travel. Specific prior authorization may be approved for out-of-town travel associated with approved activities.
- V. Monthly bills must be broken down by rate, person, hours, and task as an attachment to each bill
- VI. Vendor will follow all District standards
- VII. Vendor must provide timely, necessary information to allow the District to calculate "earned value"

Specific TASKS

Support Technician/Tier 1

The Support Technician/Tier 1 documents calls in Remedy to ensure proper tracking and resolution. The Support Technician/Tier 1 provides phone and remote desktop support (via LANDesk) to the employees of the Government of the District of Columbia

- Perform Tier 1 phone and remote support for one or multiple District Agencies
- Ensure each reported problem is resolved in a timely manner, tracked according to standards and escalated/re-assigned as appropriate
- Work independently and as a team member within established policies and procedures
- Communicate problem resolution and additional information to Operations group managers and support teams
- Communicate problems in a non-technical manner, to customers with varying levels of expertise
- Monitor and resolve assigned issues received through the call-tracking system

Senior Management Supervisor: Contractor shall assign a senior manager as the Contractor's chief representative for this contract. This representative shall have the authority to make binding decisions for the organization. This representative will be in charge of all members of the Contractor team assigned to the project and will be the main contact. All correspondence, conferences, meetings and questions concerning the project directed to the Contractor and its subcontractors will be through this person. This representative will be personally available at all times during working hours from the beginning of the work through its completion.

Travel is not reimbursable

Contractor shall notify the District no less than 30 days in advance of any proposed change in personnel associated with this contract.

The District reserves the right to interview, approve and/or disapprove of any proposed replacement candidates.

District timesheets must be submitted weekly by the following Monday using the District's timesheet forms only. The District timesheets will be provided electronically to the COTR.

The District may direct the Contractor to remove any Contractor staff that the District finds unacceptable, and the Contractor shall immediately remove (and replace with new individual satisfactory to the District, if requested) such personnel.

(End)

Attachment B

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER
OFFICE OF TAX AND REVENUE



TAX CERTIFICATION AFFIDAVIT

THIS AFFIDAVIT IS TO BE COMPLETED ONLY BY THOSE WHO ARE REGISTERED TO CONDUCT BUSINESS IN THE DISTRICT OF COLUMBIA.

Date: _____

Name of Organization/Entity: _____

Address: _____

Business Telephone No.: _____

Principal Officer:

Name: _____ Title: _____

Soc. Sec. No.: _____

Federal Identification No.: _____

Contract No.: _____

Unemployment Insurance Account No.: _____

I hereby certify that:

1. I have complied with the applicable tax filing and licensing requirements of the District of Columbia.
2. The following information is true and correct concerning tax compliance for the following taxes for the past five (5) years:

	Current	Not Current	Not Applicable
District: Sales and Use	()	()	()
Employer Withholding	()	()	()
Ball Park Fee	()	()	()
Corporation Franchise	()	()	()
Unincorporated Franchise	()	()	()
Personal Property	()	()	()
Real Property	()	()	()
Individual Income	()	()	()

The Office of Tax and Revenue is hereby authorized to verify the above information with the appropriate government authorities. The penalty for making false statements is a fine not to exceed \$5,000.00, imprisonment for not more than 180 days, or both, as prescribed by D.C. Official Code § 47-4106.

This affidavit must be notarized and becomes void if not submitted within 90 days of the date notarized.

Signature of Authorizing Agent

Title

Print Name

Notary: DISTRICT OF COLUMBIA, ss:

Subscribed and sworn before me this _____ day of _____ Month and Year

Notary Public: _____

Attachment C Sample Resume'

Candidate 1

EDUCATION

MIDWAY SCHOOL OF BUSINESS - Chicago, IL

Master of Sciences, Computer Science - Finance and Strategic Management - June 2001

- Dean's Honor List
- Active member of Management Consulting, Corporate Management and Strategy, and High Tech Clubs.

ANDERSEN COLLEGE - Boston, MA

Bachelor of Sciences in Physics – Computer Science emphasis (Cum Laude) - June 1996

- Andersen College Scholarship for academic distinction; Dean's List all semesters
- Violinist in Andersen College Symphony
- Physics and Electronic Engineering tutor for Bureau of Study Counsel; active participant in Habitat for Humanity
- Completed dissertation in the field of condensed matter theory

EXPERIENCE

SMART BROTHERS - New York, NY

Technology Project Manager - Investment Banking - June 1997 - July 1999

- Managed project teams to develop profit and loss software systems for Proprietary Trading group
- Promoted to project leadership role in two years, well ahead of department average of four
- Developed an original mathematical algorithm for trading processing module, improving performance by 1200%
- Led team of six analysts in firmwide project to reengineer loan syndicate trading flows in firm's largest technology project of 1999. Recommendations established new firmwide standard for real-time trade processing
- Appointed lead developer of interest accrual team after just three months in department. Initiated and designed project to create customized, improved interest accrual and P&L applications for fixed income controllers
- Selected to work on high-profile project to reengineer corporate bond trading P&L system. Reduced overnight processing time from six hours to 20 minutes and improved desktop application speed by 350%
- Devoted 20-25 hours a month to instructing junior members of the team in interest accrual and trading

FINANCIAL TECHNOLOGY GROUP - New York, NY

Analyst - June 1996 - May 1997

- Developed cutting-edge analytic software for use by Wall Street traders
- Worked on a daily basis with clients to create and implement customized strategic software solution for equity traders. Helped create and deliver extensive training program for clients
- Initiated, created, and documented new firmwide standard for software module development

References (Three): (Must be provided to be considered.)

1. Name, Title, Phone, Fax, E-mail

2. Name, Title, Phone, Fax, E-mail

3. Name, Title, Phone, Fax, E-mail