

**ATTACHMENT A – STATEMENT OF WORK**

**1. SCOPE**

The Government of the District of Columbia (District) Office of Contracting and Procurement (OCP) on behalf of the District of Columbia Office of the Attorney General (OAG), Child Support Services Division (CSSD) seeks the services of a contractor to provide full-time temporary employees to perform legal assistant, data entry, and clerical services in support of its wage withholding, medical support, and data integrity functions. CSSD anticipates the need of up to twelve (12) temporary employees, including six (4) legal assistants, three (3) key entry operators, three (3) clerks, and (2) two accounting clerks over the course of the contract.

**2. BACKGROUND INFORMATION**

CSSD is the entity within the District of Columbia government that administers the District’s federally funded child support program. CSSD is responsible for establishing paternity and establishing, modifying and enforcing child support and medical support obligations in more than 100,000 cases. CSSD must meet a federal standard of 95% accuracy for all data housed on the District of Columbia Child Support Enforcement System (DCCSES). Federal program officials audit the data annually and failure to meet the 95% standard has resulted in substantial penalties against CSSD. These penalties will increase unless CSSD achieves the 95% reliability standard each fiscal year.

The work performed by the temporary employees is critical to achieving the abovementioned goal. It is also essential to receiving a favorable rating on its performance measures by the Federal Office of Child Support Enforcement (OCSE), and thereby avoiding CSSD’s federal funding from being negatively affected. As CSSD relies heavily on federal funding to execute its tasks and accomplish the goals of its program, a positive rating by OCSE is vital.

CSSD is currently using temporary staffing services to meet this need. The current contract rates for the various labor categories are as follows:

- Legal Assistant I - \$23.05/hour
- Key Entry Operator II - \$18.99/hour
- General Clerk I - \$19.25/hour

**3. SPECIFIC REQUIREMENTS**

The Contractor shall provide the following temporary staff:

**3.1 Legal Assistant I**

- 3.1.1** The Contractor shall provide up to four (4) legal assistants, as requested by the COTR during the term of the contract, to support CSSD in the execution of its wage withholding, medical support, and data reliability responsibilities, and to assist CSSD in meeting its Federal performance measures.
- 3.1.2** The Contractor shall provide legal assistants who possess strong case management and organizational skills.
- 3.1.3** The Contractor shall provide legal assistants who possess good interpersonal skills.
- 3.1.4** The Contractor shall provide legal assistants who have effective oral and written communication skills.
- 3.1.5** The Contractor shall provide legal assistants who are attentive to details and deadlines, self starters, and capable of completing assignments with minimal supervision.
- 3.1.6** The Contractor shall provide legal assistants who have experience reviewing, analyzing, and interpreting legal and court documentation, and determining appropriate types of legal action to be taken after thoroughly assessing all appropriate documentation.
- 3.1.7** The Contractor shall provide legal assistants who possess strong researching skills.

**3.2 Key Entry Operator II**

- 3.2.1** The Contractor shall provide up to three (3) key entry operators, as requested by the COTR during the term of the contract, to support CSSD in the execution of its wage withholding, medical support, and data reliability responsibilities, and to assist CSSD in meeting its Federal performance measures.
- 3.2.2** The Contractor shall provide key entry operators to enter information on DCCSES and InfoLinx, and to be primarily responsible for data clean up activities on these automated systems.

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- 3.2.3** The Contractor shall provide key entry operators to analyze information from hard copy files and DCCSES records and determine the accuracy of specific data items.
- 3.2.4** The Contractor shall provide key entry operators that are capable of following CSSD procedures in altering or updating data when corrections are necessary, and completing data entry with a 95% or better degree of accuracy.
- 3.2.5** The Contractor shall provide key entry operators that have proven experience and ability in learning and using complex automated data processing systems.
- 3.2.6** The Contractor shall provide key entry operators that are capable of reviewing information from a variety of sources, including forms, correspondence, narrative notes, system screens, and court documents, and assessing this information for reliability and timeliness.

**3.3 General Clerk I**

- 3.3.1** The Contractor shall provide up to three (3) clerks, as requested by the COTR during the term of the contract, to assist CSSD in meeting its Federal performance measures, and to support CSSD in the execution of its wage withholding, medical support, and data reliability responsibilities.
- 3.3.2** The Contractor shall provide clerks to provide clerical and administrative support, including typing and preparing documents, completing and generating forms, preparing compliance reports, answering and responding to phone calls, copying documents, maintaining files, scheduling meetings and appointments, and performing other administrative functions as needed to support the units to which they are assigned.
- 3.3.3** The Contractor shall provide clerks who are proficient in the use of Microsoft Office software.
- 3.3.4** The Contractor shall provide clerks who are organized, efficient, and attentive to detail.
- 3.3.5** The Contractor shall provide clerks with a good command of English grammar, spelling, and punctuation, and who can accurately proofread his or her written work and the work of others.
- 3.3.6** The Contractor shall provide clerks who possess strong interpersonal and communication skills, both written and oral.

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- 3.3.7** The Contractor shall provide clerks to organize, maintain, and improve CSSD's filing system to assist with the timely processing of cases, and to perform data clean up activities.
  - 3.3.8** The Contractor shall provide clerks who possess the skills to create and maintain files; utilize CSSD's automated file tracking system to control and monitor the location of files in the agency; file current and backlogged documents; locate, retrieve, and duplicate documents in support of data integrity and other program functions; assist in the coordination of material for data reliability audits and self-assessment reviews; and perform other tasks associated with file maintenance.
  - 3.3.9** The Contractor shall provide clerks who have experience utilizing alphabetical and numerical systems to manage and organize documents, can analyze and categorize written information, and have experience maintaining manual and automated filing systems.
- 3.4** **Accounting Clerk III**
- 3.4.1** The Contractor shall provide up to two (2) accounting clerks, as requested by the COTR during the term of the contract, to support CSSD in the execution of its wage withholding, medical support, and data reliability responsibilities, and to assist CSSD in meeting its Federal performance measures.
  - 3.4.2** The Contractor shall provide accounting clerks who possess a strong knowledge and understanding of established and standardized bookkeeping and accounting procedures and techniques.
  - 3.4.3** The Contractor shall provide accounting clerks with experience performing typical accounting functions, including, but not limited to posting actions to registers and ledgers, detecting and correcting erroneous postings, identifying debit and credit entries to be made and assigning proper codes, preparing journal entries, making entries and adjustments to accounts, verifying and correcting accounting transactions to ensure completeness and accuracy of data and proper identification of accounts, balancing and reconciling accounts and collection vouchers, and preparing and reviewing diverse financial statements (i.e. balance sheets, income statements, etc.).
  - 3.4.4** The Contractor shall provide accounting clerks who have worked with automated accounting systems.
  - 3.4.5** The Contractor shall provide accounting clerks who are well organized.

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- 3.4.6 The Contractor shall provide accounting clerks who have effective oral and written communication skills.
- 3.4.7 The Contractor shall provide accounting clerks who are attentive to details and deadlines, self starters, and capable of completing assignments with minimal supervision.
- 3.4.8 The Contractor shall provide accounting clerks who possess good judgment skills.

**4. GENERAL REQUIREMENTS**

- 4.1 The Contractor shall provide temporary employees to CSSD on an as-needed-basis as directed by the COTR; *provided, however*, that the Contractor shall not provide more than a total of twelve (12) temporary employees (4 legal assistants, 3 key entry operators, 3 clerks, and 2 accounting clerks) at the same time during the contract term.
- 4.2 The Contractor shall be responsible for its employees and must maintain that relationship during the time its employees are assigned to CSSD. The Contractor shall assume responsibility for loss, damage, destruction, or misuse of the District's property by the Contractor's employees, and shall be liable for bodily injury inflicted by one of its employees upon another individual while performing his/her duties for CSSD.
- 4.3 The Contractor shall communicate to its employees the nature of their relationship with CSSD and the duration of their assignments, prior to placing them with CSSD.
- 4.4 The Contractor shall provide copies of resumes of proposed candidates to the COTR upon the COTR's request.
- 4.5 The Contractor shall recruit, test, hire, assign, pay, provide benefits and leave to, discipline, and terminate its employees.
- 4.6 The Contractor shall be responsible for payroll deductions and payment of income taxes, social security (FICA), unemployment insurance, worker's compensation, and any required liability insurance and bonding for its employees. The Contractor shall be responsible for all applicable health and welfare benefits, vacation and holidays in accordance with the Department of Labor Wage Determination in the Contractor's DC Supply Schedule.
- 4.7 The Contractor shall conduct background checks on its employees prior to referring them to CSSD, and shall refrain from referring any employees who have

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- past or present charges or convictions against them, or have a history of any other questionable activity.
- 4.8** The Contractor shall respond to the COTR's request to fill an open slot or replace a contract employee by submitting a resume, copy of a government issued photo ID and social security card, and background check report for each candidate that the Contractor wants the COTR to consider for the assignment. The Contractor shall provide this documentation within four (4) business days of the COTR making a request to fill an open slot or replace a contract employee. The Contractor also shall provide to the COTR, within this timeframe, a completed Background Check Application, on the form furnished by the COTR, for each candidate that the Contractor is referring for an assignment. The Contractor shall provide references for a candidate upon the COTR's request.
- 4.9** As practical, the Contractor shall give first preference to incumbent contract employees in its efforts to meet the requirements set forth in this contract.
- 4.10** The Contractor shall only assign its employees to CSSD after the COTR has had an opportunity to evaluate the employee's qualifications, conduct its own background check, interview the employee, and thereafter, approves of the individual's assignment to CSSD.
- 4.11** The Contractor shall immediately remove any employee at the request and sole discretion of the COTR, and assist the COTR to find a replacement as set forth in Section 4.8 above.
- 4.12** The Contractor shall not permit its employees to work in excess of eight (8) hours per day and forty (40) hours per week, unless otherwise requested by the COTR, and shall require its employees to follow all CSSD policies and procedures, including those pertaining to time and attendance and lunch hours and breaks.
- 4.13** The Contractor shall thoroughly review all of its employees' timesheets and make any necessary corrections before their inclusion with the Contractor's respective invoices.
- 4.14** If the employee terminates his/her relationship with the Contractor or will be reassigned by the Contractor to another client, the Contractor shall give the COTR at least two (2) weeks notice that the employee will be removed from the contract. The Contractor shall adhere to the provisions set forth in Section 4.8 above, in an effort to find a suitable replacement before the employee leaves his/her assignment.
- 4.15** The Contractor shall be responsible for retrieving and returning all District property provided to the Contractor's employees upon the termination of the employee's assignment with CSSD or upon the request of the COTR, whichever occurs first. The Contractor shall return such property to the COTR

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within two (2) business days of the assignment termination or the COTR's request. The Contractor shall be responsible for all costs associated with CSSD's replacement of the District's property due to the Contractor's failure to retrieve and return the District's property.

- 4.16** The Contractor shall meet with the COTR as requested to discuss any contract related matters, including temporary employees' performance, and provide reports to the COTR as requested. The Contractor shall notify the COTR of any costs associated with preparing a report, and shall only prepare such report after receiving the COTR's consent to proceed.

**5. CSSD'S RESPONSIBILITIES**

- 5.1** CSSD will request employees from the Contractor on an as-needed-basis either verbally or in writing through the COTR; *provided, however*, that CSSD shall not request more than twelve (12) temporary employees (4 legal assistants, 3 key entry operators, 3 clerks, and 2 accounting clerks) at the same time during the contract term.
- 5.2** CSSD will use the Contractor's employees to assist with wage withholding, medical support, and data integrity functions, in furtherance of CSSD's overall mission and goals.
- 5.2** CSSD only will pay the Contractor for the hours during which its temporary employees actually worked for CSSD, and not for sick or personal days, vacation time, holidays during which District agencies are closed, or any other time during which the Contractor's employees do not work.
- 5.3** CSSD will provide Contractor's employees with office orientation, tasks to be fulfilled, supplies and equipment necessary for the employees to fulfill their assigned tasks, and task-related instructions and training.
- 5.4** CSSD will monitor and review the temporary employees' performance and work product to ensure that they are satisfactorily performing their tasks. CSSD will bring any concerns or issues regarding a temporary employee to the attention of the Contractor.
- 5.5** CSSD will have the option, during or after the term of this contract, to hire any of the Contractor's employees assigned to CSSD without paying the Contractor a finder's fee, referral fee, commission, conversion charge, or any other form of payment for hiring the person.

**6. DELIVERIES OF PERFORMANCE**

The base period of the contract shall be for one (1) year from the specified effective date. Thereafter, the District may elect to exercise up to four (4) one-year options, subject to the availability of funding at the time of the renewal.

**7. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)**

**7.1** 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 is:

**Tiffany Cox  
Assistant Attorney General  
Office of the Attorney General, D.C.  
Child Support Services Division  
441 4th Street, NW  
Suite 550N  
Washington, DC 20001  
(t) 202-724-1472  
(f) 202-724-3710**

**7.2** The COTR shall not have authority to make any changes in the specifications or scope of work or terms and conditions of the contract.

**7.3** 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.

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**ATTACHMENT B - PRICE SCHEDULE**

**1. Total Proposed Price (Base Year)**

In developing the rates, the Contractor shall consider the maximum rates proposed in its DCSS contract, the applicable Wage Determination (wage rate plus benefits), and the District’s Living Wage Act.

CLIN	Description of Services	Estimated Hours	Unit	Unit Price	Estimated Quantity	Total Price
0001	Legal Assistant I (Paralegal)	1760	hour		4	
0002	Key Entry Operator II	1760	hour		3	
0003	General Clerk I	1760	hour		7	
0004	Accounting Clerk III	1760	hour		2	
<b>TOTAL NOT TO EXCEED AMOUNT</b>						<b>\$_____</b>

**1.1 Price Data (Base Year)**

The Offeror shall note their current DCSS contract number and the published hourly rates for the labor disciplines proposed herein. The Offeror shall provide a breakdown by labor category of the rates proposed for this project.

Labor Category	DCSS Contract Rate	Service Contract Act Rate (in accordance with Wage Determination in DCSS contract)	Pay Rate	Proposed Bill Rate
Legal Assistant I				
Key Entry Operator II				
General Clerk I				
Accounting Clerk III				

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**2. Total Proposed Price (Option Year 1)**

In developing the rates, the Contractor shall consider the maximum rates proposed in its DCSS contract, the applicable Wage Determination (wage rate plus benefits), and the District’s Living Wage Act.

CLIN	Description of Services	Estimated Hours	Unit	Unit Price	Estimated Quantity	Total Price
1001	Legal Assistant I	1760	hour		4	
1002	Key Entry Operator II	1760	hour		3	
1003	General Clerk I	1760	hour		7	
1004	Accounting Clerk III	1760	hour		2	
<b>TOTAL NOT TO EXCEED AMOUNT</b>						<b>\$_____</b>

**2.1 Price Data (Option Year 1)**

The Offeror shall note their current DCSS contract number and the published hourly rates for the labor disciplines proposed herein. The Offeror shall provide a breakdown by labor category of the rates proposed for this project.

Labor Category	DCSS Contract Rate	Service Contract Act Rate (in accordance with Wage Determination in DCSS contract)	Pay Rate	Proposed Bill Rate
Legal Assistant I				
Key Entry Operator II				
General Clerk I				
Accounting Clerk III				

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**3. Total Proposed Price (Option Year 2)**

In developing the rates, the Contractor shall consider the maximum rates proposed in its DCSS contract, the applicable Wage Determination (wage rate plus benefits), and the District’s Living Wage Act.

CLIN	Description of Services	Estimated Hours	Unit	Unit Price	Estimated Quantity	Total Price
1001	Legal Assistant I	1760	hour		4	
1002	Key Entry Operator II	1760	hour		3	
1003	General Clerk I	1760	hour		7	
1004	Accounting Clerk III	1760	hour		2	
<b>TOTAL NOT TO EXCEED AMOUNT</b>						<b>\$_____</b>

**3.1 Price Data (Option Year 2)**

The Offeror shall note their current DCSS contract number and the published hourly rates for the labor disciplines proposed herein. The Offeror shall provide a breakdown by labor category of the rates proposed for this project.

Labor Category	DCSS Contract Rate	Service Contract Act Rate (in accordance with Wage Determination in DCSS contract)	Pay Rate	Proposed Bill Rate
Legal Assistant I				
Key Entry Operator II				
General Clerk I				
Accounting Clerk III				

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**4. Total Proposed Price (Option Year 3)**

In developing the rates, the Contractor shall consider the maximum rates proposed in its DCSS contract, the applicable Wage Determination (wage rate plus benefits), and the District’s Living Wage Act.

CLIN	Description of Services	Estimated Hours	Unit	Unit Price	Estimated Quantity	Total Price
1001	Legal Assistant I	1760	hour		4	
1002	Key Entry Operator II	1760	hour		3	
1003	General Clerk I	1760	hour		7	
1004	Accounting Clerk III	1760	hour		2	
<b>TOTAL NOT TO EXCEED AMOUNT</b>						<b>\$_____</b>

**4.1 Price Data (Option Year 3)**

The Offeror shall note their current DCSS contract number and the published hourly rates for the labor disciplines proposed herein. The Offeror shall provide a breakdown by labor category of the rates proposed for this project.

Labor Category	DCSS Contract Rate	Service Contract Act Rate (in accordance with Wage Determination in DCSS contract)	Pay Rate	Proposed Bill Rate
Legal Assistant I				
Key Entry Operator II				
General Clerk I				
Accounting Clerk III				

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**5. Total Proposed Price (Option Year 4)**

In developing the rates, the Contractor shall consider the maximum rates proposed in its DCSS contract, the applicable Wage Determination (wage rate plus benefits), and the District’s Living Wage Act.

CLIN	Description of Services	Estimated Hours	Unit	Unit Price	Estimated Quantity	Total Price
1001	Legal Assistant I	1760	hour		4	
1002	Key Entry Operator II	1760	hour		3	
1003	General Clerk I	1760	hour		7	
1004	Accounting Clerk III	1760	hour		2	
<b>TOTAL NOT TO EXCEED AMOUNT</b>						<b>\$_____</b>

**5.1 Price Data (Option Year 4)**

The Offeror shall note their current DCSS contract number and the published hourly rates for the labor disciplines proposed herein. The Offeror shall provide a breakdown by labor category of the rates proposed for this project.

Labor Category	DCSS Contract Rate	Service Contract Act Rate (in accordance with Wage Determination in DCSS contract)	Pay Rate	Proposed Bill Rate
Legal Assistant I				
Key Entry Operator II				
General Clerk I				
Accounting Clerk III				