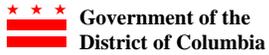




**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF CONTRACTING AND PROCUREMENT**

**Office of Contracting
& Procurement**



**Government of the
District of Columbia**

PROCUREMENT ANNOUNCEMENT

The Government of the District of Columbia is soliciting bids for the following:

CAPTION: Development of Performance Standards

MARKET TYPE: OPEN

ADVERTISING/ISSUANCE DATE: April 1, 2009

REQUEST FOR QUOTATIONS:

RFQ NUMBER: DCCB-2009-Q-7624

CLOSING DATE: April 9, 2009

CLOSING TIME: 2:00 P.M.

**Office of Attorney General
Development of Performance Standards**

1.0 SUPPLIES OR SERVICES AND PRICE

The Office of Attorney General for the District of Columbia seeks a Contractor(s) to develop performance standards for approximately 10 different administrative staff position titles in nine divisions within the Office of Attorney General. Approximately 90 administrative staff are employed in those 10 position titles. OAG also seeks the consultant to training managers on the requirements of those standards for annual evaluation purposes.

1.1 Contract Type

The District anticipates award of a fixed price contract.

1.2 Price Schedule

1.2.1 Base Period of Performance (Date of Award – three (3) months thereafter)

PRICE SCHEDULE

Contract Line Item Number (CLIN)	Item Description	Price
0001	Development of Performance Standards, as described in Section C.3 (1).	\$ _____
0002	Training Management, as described in Section C.3 (4)	\$ _____

2.0 SPECIFICATIONS/WORK STATEMENT

2.1 SCOPE

The Office of Contracting and Procurement, on behalf of the Office of Attorney General for the District of Columbia seeks a contractor(s) to develop performance standards for approximately 10 different administrative staff position titles in nine divisions within the Office of Attorney General. Approximately 90 administrative staff is employed in those 10 position titles. OAG also seeks the consultant to training managers on the requirements of those standards for annual evaluation purposes.

2.1.1 Applicable Documents

All District of Columbia HR rules, regulations and statutes and the District of Columbia Personnel Manual.

2.2 BACKGROUND

- 2.2.1 The Office of Office General has existing performance standards for administrative staff in its Child Support Services Division. However, OAG lacks performance standards for administrative staff in the remaining nine divisions. The lack of performance standards has caused many problems, the largest being that any proposal for severe discipline comes to a halt when challenged by the union because the union asserts that the employee did not know what standards applied. Management would like to remedy that problem by developing appropriate performance standards and working with the union to create by in during the development of those standards. Management would like to train first and second line managers on how to apply those standards for evaluation purposes. Now is a good time to begin work on performance standards because of the changes that will go into effect in calendar year 2009 for evaluating administrative staff. There has been significant delay in developing performance standards because it is a large and time consuming task. Managers and attorneys are overwhelmed with their day-to-day tasks and performance standards are not made a priority as a result thereof. Hiring a consultant will take the burden of development off the managers and place it where it belongs – with an expert in the field of developing performance standards.
- 2.2.2 The mission of the Office of the Attorney General (OAG) is to zealously and effectively enforce the laws of the District of Columbia, to protect the public by prosecuting criminal cases within its jurisdiction, to defend the District of Columbia in civil matters, and to otherwise provide legal services to the District of Columbia government, including assigning general counsels to 28 agencies. In doing so, the OAG needs its administrative staff to perform at their highest level, not only for themselves, but to support the lawyers in the important work that they do each day.
- 2.2.3 In order for them to perform at their highest level, administrative staff must understand the importance of their role, how it fits into the bigger picture of the processes in the office and know what management's expectations are of them on a day to day basis. OAG can

accomplish this through performance standards. After we develop performance measures, ensure the staff understand them, and training them on these standards, OAG will be on solid ground moving through the progressive discipline process and will be able to take defensible action against employees who would rather not meet the applicable standards.

Administrative staff will merge to an electronic performance evaluation system in calendar year 2009, thus, now is a good time to develop standards so they may be used in conjunction with agency and division goals.

C.3 REQUIREMENTS

1. Design performance standards for 10 position titles in nine OAG divisions
2. Meet with representatives from both labor and management on a regular basis – at least once every two weeks to share progress of development and for answers to questions.
3. Work one-on-one with managers, as needed, to learn agency and division goals and essential functions of positions.
4. Conduct training of managers on how to evaluate based on performance standards.

Section 3 Deliveries and Performance

3.1 Term of the Contract

The term of the contract shall be for a period of three months from date of award.

3.3 Deliverables

Deliverable Number	Deliverable	Formant/Method of Delivery	Due Date
1	1 st Draft Performance Measures and Organizational Review.	Electronic and Hard Copy/Mail delivery	28 days after contract award
2	Final Performance Measures	Electronic and Hard Copy/Mail delivery	50 days after contract award
3	Training Curriculum	Electronic and Hard Copy/Mail delivery	55 days after award contract
4	Final Report and Recommendations	Electronic and Hard Copy/Mail delivery	Within 15 days of contract expiration

Section 4 Contract Administration

4.1 Contracting Officer

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

James H. Marshall, Contracting Officer
441 4th Street, NW, #700 south
Washington, DC 20001
Telephone: 202-724-4197

4.2 Authorized Changes by the Contracting Officer

4.2.1 The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract.

4.2.2 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 Contracting Officer.

4.2.3 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.

4.3 Contracting Officer's Technical Representative (COTR)

4.3.1 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:

Nadine Wilburn
Office of Attorney General
441-4th Street, N.W. Suite 4000
Washington, DC 20001
Telephone: (202) 724-6601

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

4.3.3 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.

5.0 Instructions to Offerors

5.1 Award

The District intends to award a single contract resulting from this solicitation to the responsible Offeror whose offer conforming to the solicitation will be the best value to the District, cost or price, technical and other factors, specified elsewhere in this solicitation considered. A description of how the District will evaluate offers is found in Section 6.

5.2 Proposal Submission

Offerors shall provide and submit electronically a technical proposal and a price proposal under separate cover to dwight.hayes@dc.gov no later than 2:00 pm Thursday January 22, 2009. The subject line of the e-mail shall state "Proposal in Response to Solicitation No. DCCB-2009-Q-7624 Development of Performance Standards."

5.2.1 Technical Proposal

The Contractor's Technical Proposal shall include at a minimum the following;

- a. Technical Approach and Methodology
 1. Narrative to describe the Contractor's approach and methodology to successfully complete the required services as described in Section 2 including the offeror's understanding of the scope and the District's objectives,
 2. Narrative to describe the Contractor and the Contractor's staff specific experience and expertise in developing performance standards services;
- b. Past Performance
 1. A listing of contracts and subcontracts that the Contractor has performed services similar in size and scope as those described in Section 2 in the past five (5) years with two (2) completed past performance evaluation forms (Attachment 7.1) from previous clients in which the Contractor has performed services similar in size and scope as those described in Section 2.
 2. Demonstrate experience working in Human Resources (HR), including working with labor, developing performance standards.
 3. Three (3) letters of reference from previous clients in which the Contractor has performed services similar in size and scope as those described in Section 2.

5.2.2 Price Proposal

- a. Completed Section 1 Price Schedule

6.0 Evaluation for Award

Preference for Local Businesses, Disadvantaged Businesses, Resident Business Ownerships or Businesses Operation in an Enterprise Zone

- a. General Preferences

Under the provisions of D.C. Law 13-169, “Equal Opportunity for Local, Small, or Disadvantaged Business Enterprises Amendment Act of 2000”, the District shall apply preferences in evaluating offers from businesses that are local, disadvantaged, resident business ownership or located in an enterprise zone of the District of Columbia.

EVALUATION FACTORS		
0-100 POINTS		
EVALUATION FACTOR	POINT VALUE	RELATIVE IMPORTANCE
Past Performance and Previous Experience	0 - 40	
Technical Approach and Expertise	0 - 40	
Price	0 - 20	Price is less important than Technical Capability and Past Performance and Experience.
Preference Points	0 -12	
Small Business Enterprise (SBE)	3	
Resident Owned Business (ROB)	3	
Longtime Resident Business (LRB)	10	
Local Business Enterprise (LBE)	2	

Disadvantaged Business Enterprise located in an Enterprise Zone	2	
Disadvantaged Business Enterprise (DBE)	2	

$$\frac{\text{Lowest Price Proposal}}{\text{Price of Proposal Being Evaluated}} \times (20) = \text{Evaluated Price Score}$$

7.0 Attachment

7.1 Past Performance Evaluation Form