

REQUEST FOR QUOTATIONS <i>(THIS IS NOT AN ORDER)</i>		TYPE OF MARKET <input checked="" type="checkbox"/> OPEN <input type="checkbox"/> SET-ASIDE <input type="checkbox"/> DCSS <input type="checkbox"/> GSA			PAGE OF PAGES 1 14	
1. REQUEST NO. DCJA-2009-Q-0988	2. DATE ISSUED 8/10/09	3. REQUEST/PURCHASE REQUEST NO. RQ600988	4. NIGP COMMODITY CODE		CAPTION Blueprint Document for Person Centric Initiative	
5A. ISSUED BY Office of Contracting and Procurement 441 4 th Street, NW, Suite 700S Washington, DC 20001			6. DELIVER BY (Date) See 3.4		7. DELIVERY	
5B. FOR INFORMATION CALL: (Name and telephone no.) (No collect calls) Chris Yi 202-724-5069 or chris.yi@dc.gov			<input type="checkbox"/> FOB DESTINATION		<input type="checkbox"/> OTHER (See Schedule)	
8. TO: NAME AND ADDRESS, INCLUDING ZIP CODE Potential Offerors			9. DESTINATION (Delivery Address) Department of Human Services, Office of the Director 64 New York Avenue, NE, 6 th Floor Washington, DC 20002 Attn: Cheryl Holliday			
10. PLEASE FURNISH QUOTATIONS TO ISSUING OFFICE (See 5A and 5B above) ON OR BEFORE CLOSE OF BUSINESS (Date and Time) August 21, 2009 @ 2:00p.m.		11. BUSINESS CLASSIFICATION (Check appropriate boxes) <input type="checkbox"/> SMALL <input type="checkbox"/> LOCAL <input type="checkbox"/> RESIDENT OWNED <input type="checkbox"/> LONG TIME RESIDENT <input type="checkbox"/> ENTERPRISE ZONE				
IMPORTANT: This is a request for information, and quotations furnished are not offers. If you are unable to quote, please so indicate on this form and return it. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contracts for supplies or invoices. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotations must be completed by the quoter.						
12. SCHEDULE (Include applicable Federal, State and local taxes)						
ITEM NO. (a)	SUPPLIES/SERVICES (b)		QUANTITY (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
0001	Base Year Blueprint Document for Person Centric Initiative as described in Section 2 – Statement of Work.				See Section 1	
13. DISCOUNT FOR PROMPT PAYMENT		10 CALENDAR DAYS %	20 CALENDAR DAYS %	30 CALENDAR DAYS %	CALENDAR DAYS %	
14. NAME AND ADDRESS OF QUOTER (Street, city, county, State and ZIP Code)			14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION		16. DATE OF QUOTATION	
			17. NAME AND TITLE OF SIGNER (Type or print)		18. TELEPHONE NO. (Include area code)	

SECTION 1 PRICE SCHEDULE – Fixed Price

1.1 The District contemplates award of Firm Fixed Price contract. The prices stated shall include all items to effectively conduct and complete the required service described in Statement of Work, Section 3.

The period of performance shall be 60 days from the date of award.

1.2 Base year

Contract Line Item No. (CLIN)	Item Description	Total Price
0001	Prepare a blueprint document for Person-Centric Initiative as described in Section 2.	\$ _____

Section 2. STATEMENT OF WORK

Blueprint Document for Person Centric Initiative

2.1 **Scope:**

The District of Columbia Department of Human Services (DC DHS) Office of the Director is seeking a contractor with business and technical knowledge in the areas of the person-centric health and human services delivery model, project management, systems integration, and business process reengineering to assist with the development of a blueprint document to frame the person centric initiative. DHS is leading a transformational effort referred to as the “person-centric” initiative to change the way services are delivered to District residents. At the core of the transformational effort is a change strategy designed to turn the service delivery model from the current program-centric approach to a person-centric approach. The current program-centric model considers the rules of the program and the funding source first - rather than the needs of the individual or family. The program-centric approach is cumbersome and difficult to monitor in terms of how services are impacting or helping persons in need. The person-centric approach shifts the paradigm such that the person is central in the provision of services leading to an outcome which is measurable. When the person is central, outcomes are easily considered and the enabling conditions are created to move people to an improved condition.

2.2 Definitions

- 2.2.1 **Person-Centric Model** - Refers to a construct and delivery of the human services system which operates from the perspective of the person to be served, uniquely tailored to their specific presenting circumstances with the objective of growing the individual beyond the presenting need.
- 2.2.2 **HHS cluster agencies** – Health and Human Service (HHS) are the District Government Departments that make up the District of Columbia social service agencies that provide human support services to the residents of the District of Columbia. The HHS cluster agencies include the Department of Human Services, Child and Family Services Agency, Department of Mental Health, DC Office on Aging, Department of Youth Rehabilitation Services, Department of Health, Department of Disabilities Services, and the Department of Health Care Finance.
- 2.2.3 **District Department of Human Services (DHS)** – District of Columbia department that Sets policy, provides needed assistance and determines eligibility for public social service programs related to and designed for low income individuals and families within the District of Columbia.
- 2.2.4 **Blueprint Document** – Document that outlines the component parts of the Person-Centric system initiative. The document includes recommended process and system design structures to frame the person-centric initiative.

2.3 Requirements

- 2.3.1 Prepare a blueprint document to outline the component parts of the Person-Centric system initiative based upon best practices derived from analysis, demonstrations, and data inputs from HHS cluster agencies in the area of intake, case management, case coordination and assessment.
- 2.3.2 Identify issues related to capability gaps and redundancies within the current DHS system relative to the person-centric initiative. This includes identifying system and process gaps that must be addressed to achieve the person-centric model as well as outlining redundant processes and systems that may impact the initiative.
- 2.3.3 Identify potential systems that the person-centric system could interface with within the District to achieve the goals of the person centric initiative.
- 2.3.4 Identify data redundancy, gap, storage or communication issues: Data issues in the form of unnecessary duplication of data, poorly designed (from an enterprise perspective) data stores, data entities that lack an enterprise definition, etc.
- 2.3.5 Identify gaps between target and as-is models.
- 2.3.6 Identify situations where best practices should be adopted by looking for solutions that represent a departure from generally accepted as best practice. Issues are categorized according to the business products and services, critical value chain processes associated with the business products and services, and other underlying capabilities that deliver products and services.
- 2.4 Deliverables
 - 2.4.1 Project Deliverable – Submit interim progress reports and invoice on the 1st and 16th of each month.
 - 2.4.2 Submit Final Blueprint document no later than 60 days from the date of award.

SECTION 3. CONTRACT ADMINISTRATION

3.1 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

3.2 Authorized Changes by the Contracting Officer

- 3.2.1 The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract.
- 3.2.2 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.
- 3.2.3 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.

3.3 Contracting Officer's Technical Representative (COTR)

- 3.3.1 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:

Cheryl Holliday
Special Assistant
Department of Human Services
64 New York Avenue, N.E., 6th Floor
Washington, DC 20002
Telephone: (202) 671-4355

- 3.3.2 The COTR shall not have authority to make any changes in the specifications or scope of work or terms and conditions of the contract.
- 3.3.3 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.

Section 4. PAYMENT

4.1 INVOICE PAYMENT

- 4.1.1 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.

- 4.1.2** The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.

Section 5. INSTRUCTIONS TO OFFERORS

5.1 CONTRACT AWARD

5.1.1 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.

5.1.2 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.

5.2 PROPOSAL FORM, ORGANIZATION AND CONTENT

One (1) original and six (6) 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. RFQ DCJA-2009-Q-0988 Department of Human Services - Blueprint Document for Person Centric Initiative"

Offerors are directed to the specific proposal evaluation criteria found in Section 8 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 the evaluation and selection for all proposals. The technical proposal must contain sufficient detail to provide a clear and concise representation of the requirements in Section 3.

5.2.1 TECHNICAL PROPOSAL

5.2.1.1 Cover Letter

Technical Proposals shall contain a cover letter that affirms the Offeror's acceptance of the solicitation provisions and provides the mailing address, name, e-mail address, and

telephone number for the Offeror's point of contact regarding the solicitation, and the signature of an authorized representative

5.2.1.2 Table of Contents

The Offeror's technical proposal shall include a Table of Contents indicating the location and page number for the information required and described in below in Sections 5.2.1.3, 5.2.1.4, 5.2.1.5, and 5.2.1.6.

5.2.1.3 Technical Approach

The Offeror shall provide the following:

5.2.1.3.1 Technical Approach Narratives

- a. A narrative to describe the Offeror's understanding of the District's requirements in section 2.
- b. A brief narrative to describe the Offeror's familiarity with the person-centric health and human services delivery model including project management, systems integration and overall business process re-engineering to assist with the development of the blueprint document.
- c. A detailed narrative to describe the Offeror's overall technical approach and methodology to complete the required tasks described in section 2.
- d. A description of the Offeror's familiarity of best practices and the application of best practices to build a comprehensive and effective person-centric delivery model.

5.2.1.4 Technical Expertise

The Offeror shall provide the following:

5.2.1.4.1 Technical Expertise Narratives

A brief description of the firm and its qualifications to perform the services described in Section 2 including proposed staffing plan, staffing pattern, and organizational structure to successfully fulfill the required services described in Section 2. The offeror shall include specific discussion of the Offeror's and Offeror's staff experience and qualifications relevant to providing the Statement of Work (Section 2) and the specific roles they have played in projects similar in size and scope as those described in Section 2.

5.2.1.4.2 Technical Expertise Attachments

- a. An organizational chart showing:
 - 1) The names and positions of Offeror's employees who will provide or contribute to the services to be performed under the contract;
 - 2) Subcontractors, if any, that will be performing services for the Offeror under the contract.

- 3) The reporting lines and accountability among Offeror's staff and subcontractors as applicable.
- b. The resumes of the Offeror's staff included in the Offeror's organizational chart.
- c. Copy of proposed subcontractor or teaming agreements to be utilized by the Offeror in the delivery of the required services as applicable;

5.2.1.5 Past Performance

The Offeror shall provide the following:

5.2.1.5.1 Past Performance Narratives

- a. A description the Offeror's past performances providing services and work on projects similar in size and scope as those described in Section 2 including lessons learned, problematic situations and barriers faced by the Offeror and the impact of these lessons on the Offeror's delivery of services for the District.
- b. A description of the Offeror's number of years of experience providing services similar to those described in Section 2.

5.2.1.5.2 Past Performance Attachments

- a. List the following information for contracts and subcontracts under which Offeror has performed work similar in size and scope as those described in Section 2:
 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;
 7. Contracting Officer's Name, Address and Telephone;
 8. Project Manager's Name, Address and Telephone;
- b. Offeror shall request that each business reference listed in 5.2.1.5.2 a above complete the Past Performance Evaluation Form provided as Attachment A and submit to the contact person identified on page 1 prior to the closing date established for the solicitation and described in Section 5.3.

5.2.2 PRICE PROPOSAL

The offeror shall include in its price proposal the following:

- a. Complete Price Schedule (Section 1) showing the total proposed price to provide the required services;
- b. The Offeror shall explain and describe the composition and build-up of all costs included in the proposed price.

5.3 Proposal Submission

Proposals must be submitted no later than **2:00 pm August 21, 2009**. 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 Contracting Officer 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.

5.4 PROPOSAL COSTS

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

Section 6. EVALUATION FACTORS

6.1 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.

6.2 TECHNICAL RATING

The Technical Rating Scale is as follows:

Numeric Rating	Adjective	Description
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.

For example, if a sub factor has a point evaluation of 0 to 6 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 4.8 (4/5 of 6). The sub factor scores will be added together to determine the score for the factor level.

6.3 EVALUATION CRITERIA

The evaluation criteria set forth below have been developed by agency technical personnel and have been tailored to the requirements of this particular solicitation. The offeror is informed that the evaluation criteria described below will (1) serve as the standard against which all proposals will be evaluated and (2) serve to identify the significant matters which the offeror should specifically address in complying with the requirements of this solicitation. The Offerors’ technical proposal and price proposal shall be evaluated separately.

6.3.1 EVALUATION FACTORS

Proposals will be evaluated based on the following technical evaluation factors

EVALUATION FACTORS 0 – 100 POINTS		
TECHNICAL EVALUATION FACTORS 0 - 80 POINTS		
EVALUATION FACTOR/ SIGNIFICANT SUBFACTOR	POINT VALUE	RELATIVE IMPORTANCE
Technical Approach	0 - 40	Technical Approach is more important than Technical Expertise, Past Performance, and Price.
Technical Expertise	0 - 20	Technical Expertise is less important than Technical Approach and equally important as Past Performance and Price
Past Performance	0 - 20	Past Performance is less important than Technical Approach and equally important as Technical Expertise and Price
PRICE FACTOR 0 - 20 POINTS		
Price	0 - 20	Price is less important than Technical Approach and equally important as Technical Expertise and Past Performance.
PREFERENCE POINTS 0 – 12		
Preference Points	0 – 12	Preference Points as described in 6.6.1
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	

6.4 EVALUATION STANDARDS

6.4.1 TECHNICAL PROPOSAL

6.4.1.1 Technical Approach

This factor considers the Offeror’s technical approach including understanding, approach, and methodology to perform the required services. In addition, this factor considers the Offeror’s understanding of the District’s vision to be achieved from the delivery of the required services. The standard is met when the Offeror submits the required information described in 5.2.1.3 in a clear, concise, factual and logical manner providing a comprehensive description of the Offeror’s ability to successfully complete the required services in Section 2.

6.4.1.2 Technical Expertise

This factor considers the Offeror’s technical expertise including the Offeror’s staff, staff qualifications, organizational structure, and technical capacity to deliver the required services. The standard is met when the Offeror submits the required information described in 5.2.1.4 to demonstrate the Offeror’s technical expertise to successfully complete the required services as described in Section 2.

6.4.1.3 Past Performance

This factor considers the offeror’s past performance in performing services similar to the required services as described in Section 2 of this RFQ. This factor includes an examination of the quality of services provided, timelines in service delivery, business practices, and overall satisfaction of the offeror’s performance. The standard is met when the Offeror provides the information requested in 5.2.1.5 for past performance providing services similar in size and scope as those described in Section 2.

6.4.2 Price

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:

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

6.5 Reserved.

6.6 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, 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.

6.6.1 General Preferences

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

- 6.6.1.1 Three percent reduction in the bid price or 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;
- 6.6.1.2 Five percent reduction in the bid price or 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;
- 6.6.1.3 Ten percent reduction in the bid price or 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;
- 6.6.1.4 Two percent reduction in the bid price or 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;
- 6.6.1.5 Two percent reduction in the bid price or 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
- 6.6.1.6 Two percent reduction in the bid price or 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.

6.6.2 APPLICATION OF PREFERENCES

The preferences shall be applicable to prime Contractors as follows:

- 6.6.2.1** Any prime Contractor that is an SBE certified by the SLBOC or the DSLBD, as applicable, will receive a three percent (3%) reduction in the bid price for a bid submitted by the SBE in response to an Invitation for Bids (IFB) or the addition of three points on a 100-point scale added to the overall score for proposals submitted by the SBE in response to a Request for Proposals (RFP).
- 6.6.2.2** Any prime Contractor that is an ROB certified by the SLBOC or the DSLBD, as applicable, will receive a five percent (5%) reduction in the bid price for a bid submitted by the ROB in response to an IFB or the addition of five points on a 100-point scale added to the overall score for proposals submitted by the ROB in response to an RFP.
- 6.6.2.3** Any prime Contractor that is an LRB certified by the SLBOC or the DSLBD, as applicable, will receive a ten percent (10%) reduction in the bid price for a bid submitted by the LRB in response to an IFB or the addition of ten points on a 100-point scale added to the overall score for proposals submitted by the LRB in response to an RFP.
- 6.6.2.4** Any prime Contractor that is an LBE certified by the SLBOC or the DSLBD, as applicable, will receive a two percent (2%) reduction in the bid price for a bid submitted by the LBE in response to an IFB or the addition of two points on a 100-point scale added to the overall score for proposals submitted by the LBE in response to an RFP.
- 6.6.2.5** Any prime Contractor that is a DZE certified by the SLBOC or the DSLBD, as applicable, will receive a two percent (2%) reduction in the bid price for a bid submitted by the DZE in response to an IFB or the addition of two points on a 100-point scale added to the overall score for proposals submitted by the DZE in response to an RFP.
- 6.6.2.6** Any prime Contractor that is a DBE certified by the SLBOC or the DSLBD, as applicable, will receive a two percent (2%) reduction in the bid price for a bid submitted by the DBE in response to an IFB or the addition of two points on a 100-point scale added to the overall score for proposals submitted by the DBE in response to an RFP.

6.6.3 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 percent (12%) for bids submitted in response to an IFB or the equivalent of twelve (12) points on a 100-point scale for proposals submitted in response to an RFP. There will be no preference awarded for subcontracting by the prime Contractor with certified business enterprises.

6.6.4 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.

6.6.5 VENDOR SUBMISSION FOR PREFERENCES

6.6.5.1 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:

6.6.5.1.1 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

6.6.5.1.2 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.

6.6.5.2 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, N.W., Suite 970N
Washington, DC 20001

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

Attachment:

A Performance Evaluation Form

PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

Offeror: _____

Performance Elements	Excellent	Good	Acceptable	Poor	Unacceptable
Quality of Services/ Work					
Timeliness of Performance					
Cost Control					
Business Relations					
Customer Satisfaction					

1. Name & Title of Evaluator: _____
2. Signature of Evaluator: _____
3. Name of Organization: _____
4. Telephone Number of Evaluator: _____
5. State type of service received: _____
6. State Contract Number, Amount and period of Performance _____

7. Remarks on Excellent Performance: Provide data supporting this observation. Continue on separate sheet if needed)
8. 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
	<ul style="list-style-type: none"> -Compliance with contract requirements -Accuracy of reports -Appropriateness of personnel -Technical excellence 	<ul style="list-style-type: none"> -Within budget (over/under target costs) -Current, accurate, and complete billings -Relationship of negated costs to actual -Cost efficiencies -Change order issue 	<ul style="list-style-type: none"> -Meet Interim milestones -Reliable -Responsive to technical directions -Completed on time, including wrap-up and contract administration -No liquidated damages assessed 	<ul style="list-style-type: none"> -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. Zero	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, Unacceptable	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. Poor	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.			