

## **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 up to eight (8) full-time temporary employees to assist with a case cleanup project.

### **2. BACKGROUND INFORMATION**

CSSD is the entity within the District 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, thereby negatively impacting crucial funding on which the program largely depends to operate.

CSSD presently has approximately 12,000 cases which have not been worked by its staff in over a year. Given its responsibilities and the number of workers which CSSD presently has, including contract staff, CSSD lacks sufficient resources to devote to these cases. Consequently, CSSD requires additional staff to exclusively handle analyzing and taking necessary actions on these cases. The work to be performed by the Contractor's workers will play a critical part in assisting CSSD to meet the aforementioned federally mandated standards, in addition to assisting the agency to accomplish its overall goal of better serving the District's families.

### **3. SPECIFIC REQUIREMENTS**

**3.1** The Contractor shall provide up to eight (8) full-time employees to perform the following case cleanup functions for approximately 12,000 cases:

**3.1.1** research current status of cases by thoroughly assessing case history, including reviewing case notes on DCCSES and documents in case files;

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- 3.1.2 after thoroughly assessing the case history, determine appropriate next steps to be taken;
  - 3.1.3 timely execute next steps to move cases forward, and when necessary, solicit assistance from workers in other units within CSSD;
  - 3.1.4 properly document all actions taken in DCCSES and place appropriate documentation in case files;
  - 3.1.5 monitor and present case statistics and case progression; and
  - 3.1.6 execute all other duties and responsibilities relating to the case cleanup initiative as instructed by CSSD management.
- 3.2 The Contractor shall present workers who are detail-oriented, well organized, self starters, and capable of working with little supervision, in addition to having prior experience performing legal document reviews and analyses, conducting research, data entering information into automated data processing and information retrieval systems, and performing duties typically associated with case management.

**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 eight (8) temporary employees 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, shall be liable for bodily injury inflicted by one of its employees upon another individual while performing his/her duties for CSSD, and shall be responsible for the unauthorized disclosure or misuse of any confidential information by its employees.
- 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 recruit, test, hire, discipline, terminate, pay, and provide benefits and leave to its employees.

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- 4.5** 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.
- 4.6** The Contractor shall conduct background checks on its employees prior to referring them to CSSD, and shall refrain from referring any employees who have past or present charges or convictions against them, or have a history of any other questionable activity.
- 4.7** 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 Investigation Questionnaire, 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.
- 4.8** The Contractor shall only assign its employees to CSSD after the COTR, or his/her designee, 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.
- 4.9** 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 4.7 above.
- 4.10** The Contractor shall not permit its temporary employees to work in excess of 40 hours per week, unless otherwise requested in writing 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.
- 4.11** The Contractor shall give the COTR at least two (2) weeks notice before the Contractor voluntarily removes an employee from his/her assignment under this contract. The Contractor shall adhere to the provisions set forth in Section 4.7 above, in an effort to find a suitable replacement before the employee leaves his/her assignment.

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- 4.12** 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. The Contractor shall return such property to the COTR within two (2) business days of the employee's last day on his/her assignment. 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.
- 4.13** 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 eight (8) temporary employees at the same time during the contract term.
- 5.2** CSSD only will pay the Contractor for the hours during which its 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 and job-specific training, space in which to work, and supplies and equipment necessary for them to execute their tasks pursuant to this contract.
- 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 regarding the Contractor's employees to the attention of the Contractor to enable the Contractor to address such issues with its employees.
- 5.5** CSSD will have the option, during or after the term of this contract, to hire any of the Contractor's employees without paying the Contractor a finder's fee, referral fee, commission, conversion charge, or any other form of payment for hiring the person.

**6. PERIOD OF PERFORMANCE**

The base period of the contract shall be for one (1) year from the specified effective date. .

**7. OPTION TO EXTEND THE TERM OF THE CONTRACT**

**7.1** The District may extend the term of this contract for a period of one, one-year option period, 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.

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

**7.3** The price for the option period shall be as specified in the contract.

**7.4** The total duration of this contract, including the exercise of any options under this clause, shall not exceed 2 years.

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

**8.1** 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**

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- 8.2** The COTR shall not have authority to make any changes in the specifications or scope of work or terms and conditions of the contract.
  
- 8.3** 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**

The price should be inclusive reflecting all professional, clerical, overhead, travel, and other miscellaneous costs that you anticipate you will incur when providing services.

**Base Year**

CLIN	Description of Services	Estimated Hours	Unit	Unit Price	Estimated Quantity	Total Price
0001	Legal Assistant I	1,760	each		8	<b>NTE</b> \$_____

**Option Year 1**

CLIN	Description of Services	Estimated Hours	Unit	Unit Price	Estimated Quantity	Total Price
0001	Legal Assistant I	1,760	each		8	<b>NTE</b> \$_____

**1.1 Price Data**

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

**Base Year**

Labor Category	Proposed Number of Hours	DCSS Contract Rate	SCA Rate	Pay Rate	Bill Rate
Legal Assistant I	1,760				

**Option Year 1**

Labor Category	Proposed Number of Hours	DCSS Contract Rate	SCA Rate	Pay Rate	Bill Rate
Legal Assistant I	1,760				