

**GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Office of Contracting and Procurement**



**TO: GENERAL SERVICE ADMINISTRATION (GSA), FEDERAL SUPPLY  
SCHEDULE CONTRACTORS**

**REQUEST FOR TASK ORDER PROPOSALS**

**Solicitation No.:** DCTO-2008-T-0061  
**Caption:** Customer Service Call Testers

**Issuance Date:** Tuesday, December 23, 2008  
**Closing Date:** Monday, January 12, 2009

The District of Columbia Government, Office of Contracting and Procurement (OCP), on behalf of the Office of the Office of Unified Communications (OUC) is seeking a contractor to provide Customer Service Call Testers to support the Customer Service Operations Office in measuring improvement for Telephone Service Quality, Voicemail Compliance, U.S. Mail and E-Mail Responsiveness and Face-To-Face service interactions in English and Non-English languages. The period of performance is February 28, 2009 through February 27, 2010. (See Attachment B - Statement of Work)

The task order proposal should be prepared according to the instructions listed below.

**1. Proposal Submission Requirements**

The task order proposal shall consist of two parts, separately bound: Technical and Price, four (4) copies each. Each shall be submitted in a sealed envelope conspicuously marked: "Task Order Proposal in response to Solicitation No. DCTO-2008-T-0061, "Customer Service Call Testers." Provide a copy of the GSA contract indicating labor categories and labor rates to be used for this project.

All proposals must be submitted on 8.5" x 11" paper and typewritten. Telephonic and telegraphic proposals will not be accepted. Unless otherwise directed in writing.

2. **Technical Proposal**

This section shall be submitted under a separate cover titled “**Technical Proposal**”. The technical portion shall, at a minimum:

- a. Demonstrate the offeror’s understanding of the requirements.
- b. Describe the offeror’s technical and management approach to accomplish the requirements within the required time frame.
- c. Describe the offer’s experience with providing this type of service for a similar sized public jurisdiction. Provide at least three relevant references, including name, address, phone and fax numbers.
- d. Identify the milestones or work breakdown structures.
- e. Describe which portions of the effort will be subcontracted, if any.
- f. Identify deliverables.
- g. Describe the number of hours by skill category required to accomplish the work effort for each time, milestone or work breakdown structure.
- h. Identify the skill categories to be utilized and submit resumes of all key personnel.

3. **Price Proposal**

This section shall be submitted under a separate cover titled “**Price Proposal**”. It shall include the total price for the entire project, and shall be broken down by the task activities or phases as set forth in the statement of work. Pricing shall be a firm fixed price and shall identify all costs. Unless otherwise directed in writing, the price shall, at a minimum include:

- a. The labor categories, and hourly labor rate.
- b. Identify the total number of hours and hourly rate for each category.

- c. Identify the total price, and include a summary of all items proposed.

Offerors shall also complete and return the Tax Certification Affidavit, Attachment D.

4. **Hand delivery or Mailing of Solicitation**

**Deliver or Mail to:**

Office of Contracting and Procurement  
Procurement Administration  
Bid Room/Bid Counter  
441 4<sup>th</sup> Street, N.W., Suite 703 South  
Washington, D.C. 20001

5. **Proposal Submission Date**

The closing date for receipt of proposals is **Monday, January 12, 2009, by 2:00 p.m.** local time.

6. **Evaluation for Award**

The contract will be awarded to one responsible offeror(s) whose offer is most advantageous to the District, based upon the evaluation criteria specified below. The District reserves the right to reject any or all proposals determined to be inadequate or unacceptable. The District may award a contract on the basis of initial offers received without discussions. Therefore, each initial offer should contain the offeror's best terms from a firm-fixed-price basis and technical standpoint.

7. **Proposal Evaluation**

The technical evaluation criteria set forth below has been developed by agency technical personnel and has been tailored to the requirements of this particular solicitation. The offeror is informed that these criteria (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 offeror's technical proposal and price proposal shall be evaluated separately. Offerors are advised that the technical and price proposals will be evaluated by the Government based on the criteria outlined below.

8. The evaluation criteria and sub-criteria listed below are in descending order of importance:

**A. Capability (30)**

The Offeror has demonstrated that it has successfully provided similar services to similar clients and has experience in performing the tasks outlines in the SOW.

**B. Staff Qualifications (30)**

The Offeror must have at least 1 year of experience within the last 5 years of providing similar services to a municipal government of similar scale and complexity of the District of Columbia. The Offeror must be qualified in the following languages: English, Spanish, Mandarin-Chinese, Vietnamese, French, Amharic and others as specified. Offer must have be qualified to type at least 45 words per minute and be familiar with utilizing personal computers and executing multiple Microsoft software packages.

**C. Past Performance (20)**

Offeror must have the Past Performance Evaluation Form (Attachment E) completed by at least two (2) entities for whom similar services have been provided in the past. The forms must be submitted with the proposal.

**D. Lowest Total Price (20)**

Offeror shall be evaluated based on the average hourly rate provide for all key personnel assigned to the contract.

**TOTAL POINTS 100**

9. **Determination of Points for Price**

Actual points assigned to each offeror in this category will be computed in accordance with the following formula. The offeror with the lowest price will receive the maximum points.

All other proposals will receive a proportionately lower total score. See the following formula:

$$\frac{\text{Grand Total of Lowest Proposal Price Offered}}{\text{Grand Total of Proposal Being Evaluated}} \times 20 = \text{Evaluated Price Score}$$

10. The period of performance of any contract(s) resulting from this solicitation will be from the date of award through one year thereafter with two potential option years.

Questions may be referred to Darlene D. Reynolds, Contract Specialist at (202) 727-8903 no later than **Wednesday, December 3, 2008 by 2:00pm, local time.**

*Annie W. Watkins*

Annie Watkins  
Contracting Officer

Enclosures

**Attachment "A"**

**SECTION B: SUPPLIES OR SERVICES AND PRICE**

**B.1 BASE YEAR—February 28, 2009 through February 27, 2010**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description No. of Testers 6-8 candidates</b>	<b>Average Rate Per Labor Hour (\$)</b>	<b>Quantity (Estimate Number of Hours)</b>	<b>Job Price (\$)</b>
<b>0001</b> (C.3)	Customer Service Call Tester	\$ _____	<b>2080 each position</b>	\$ _____

**B.2 OPTION YEAR ONE- February 28, 2010 through February 27, 2011**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description No. of Testers 6-8 Candidates</b>	<b>Average Rate Per Labor Hour (\$)</b>	<b>Quantity (Estimate Number of Hours)</b>	<b>Job Price (\$)</b>
<b>1001</b> (C.3)	Customer Service Call Tester	\$ _____	<b>2080 each position</b>	\$ _____

**B.3 OPTION YEAR TWO- February 28, 2011 through February 27, 2012**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description No. of Testers 6-8 Candidates</b>	<b>Average Rate Per Labor Hour (\$)</b>	<b>Quantity (Estimate Number of Hours)</b>	<b>Job Price (\$)</b>
<b>1001</b> (C.3)	Customer Service Call Tester	\$ _____	<b>2080 each position</b>	\$ _____

## ATTACHMENT “B”

### STATEMENT OF WORK

#### BACKGROUND

In September 2001, the District's Customer Service Operations (CSO) - Quality Assurance Tester Program, was created to promote a government where customer satisfaction and feedback drives operational improvements and service delivery. CSO leads the city's customer service initiatives and cooperatively deals in all areas that involve direct contact with constituents. As part of the Office of Unified Communications, CSO works closely with the Mayor's Citywide Call Center /311 and 911 operations. The Quality Assurance Program measures improvements in the areas of Telephone Service Quality, Voicemail Compliance, U.S. Mail and E-mail Responsiveness, and Face-to-Face service interactions in English and non-English languages, which provide the agencies with information to improve service delivery.

#### 1.1 Purpose

The purpose of this Statement of Work is to obtain support from the contractor and it's personnel to act as “Testers” for the Quality Assurance Program through various language specifications, to include English, Spanish, Mandarin- Chinese, Vietnamese, French, Amharic and others as specified. The “Testers” will assess the level of service received during staged experiences with District government agencies, and will rate the agencies performance based on standards that are set for customer interactions.

#### REQUIREMENTS

Assigned personnel will be given responsibilities interchangeably to pose as an “Agency Tester”; “Live Tester”; “Constituent Surveyor”, “Service Assessor” and/or “Correspondence Responsiveness Assessor”.

<b>Title</b>	<b>No. of Testers</b>	<b>Estimated Quantity of Hours</b>
Tester	6-8	12480-16640

- A. Agency Tester:** Tester shall provide the Program Supervisor with a daily activity report. Tester shall document results of daily telephone service interactions by electronic database tools to record information for the Program Supervisor's review. Tester shall also perform any type administrative duties associated with the telephone service assessment process, as assigned by Program Supervisor. Tester should be able to type 45 words per minute and be familiar with utilizing personal computers and executing multiple Microsoft software packages.

- B. Live Tester:** Tester shall provide to the Program Supervisor with a daily activity report. Tester shall document results of daily face-to-face service interactions via electronic database tools to record information for Program Supervisor's review. Tester should be mobile and able to navigate the Metro system. Tester should be able to type 45 words per minute and be familiar with utilizing personal computers and executing multiple Microsoft software packages.
- C. Constituent Surveyor:** Tester shall provide to the Program Supervisor with a daily activity report. Tester shall document results of constituent surveys of actual service interactions and utilize electronic database tools to record information for the Program Supervisor's review. Tester should be and able to navigate the Metro system. Tester shall also perform any type administrative duties associated with the telephone service assessment process, as assigned by the Program Manager. Tester should be able to type 45 words per minute and be familiar with utilizing Personal Computers and executing multiple Microsoft software packages.
- D. Correspondence Responsiveness Assessor:** Tester shall provide to the Program Supervisor with a daily activity report. Tester shall document results of correspondence responsiveness to Mayoral communications and "Ask the Director" e-mail messages and utilize electronic database tools to record information for Program Supervisor's review. Tester should be mobile and able to navigate the Metro system. Tester shall also perform any type administrative duties associated with the telephone service assessment process, as assigned by the Program Manager. Tester should be able to type 45 words per minute and be familiar with utilizing personal computers and executing multiple Microsoft software packages.

## **SUPERVISORY CONTROLS**

The contractor works under the supervision of the Contracting Officer Technical Representative (COTR) and perform in accordance with the requirements contained in the statement of work.

## **ADDITIONAL INFORMATION**

The contractor shall provide upon award by the Office of Contracting and Procurement the requested number of personnel within five (5) business days.

The contractor shall provide any additional staffing requirements within seventy-two (72) hours of request from the COTR.

The contractor shall provide replacement for personnel due to illness, unsatisfactory performance, resignation, or any other reason within forty-eight (48) hours of the personnel's departure.

Bi-lingual personnel provided by the contractor must successfully pass a verbal and written language assessment.

Resumes submitted for employees assigned to perform under this statement of work shall contain documented experience directly applicable to the functions to be performed. The contractor shall provide resume(s) of personnel to the contractor no later than twenty-four (24) hours prior to their arrival to the worksite.

The agency shall make sixty (60) telephone calls per day by the third day on the job.

The Live Tester shall visit a designated number of off- site agencies per day as instructed by the COTR.

The Constituent Surveyor shall visit a designated number of agencies per day and solicit constituent feedback as instructed by the COTR.

The Correspondence Responsiveness Assessor shall assess a designated number of agencies per day and solicit constituent feedback as instructed by the COTR.

Contractor personnel are expected to conform to normal operating hours. The normal duty hours are 8:00 am – 5:00 pm Monday through Friday, with the exception of District of Columbia government holidays.

## **DELIVERABLE REQUIREMENTS**

Deliverables will be assigned throughout the project with timelines.

Timely, complete and satisfactory provision by the contractor to the District of such deliverables shall be a condition precedent to payment of the contractor.

The contractor shall submit invoices monthly for payment and copies of invoices sent to CSO/OUC for accuracy and tracking purposes.

## **PERIOD OF PERFORMANCE**

The Period of Performance is from January 1, 2009 through December 31, 2009.

## **ADMINISTRATION OF THE CONTRACT**

The Contracting Officer's Technical Representative (COTR) is responsible for deciding all technical matters pertaining to the contract. All invoices shall be submitted for certification to the COTR. The COTR shall not render final decisions on Contractor employees, modify the terms and conditions of the contract, issue preliminary termination notices (show cause letters or cure notices), or terminate the contract. All such matters are under the authority of the Contracting Officer.

## **PAYMENT**

Payment shall be made to the address identified on each invoice.

## **EVALUATION**

- The contractor must meet all aspects of the scope of work.
- The contractor shall have at least 1 year of experience within the last 5 years of providing similar services to a municipal government of similar scale and complexity of the District of Columbia.
- The contractor must demonstrate a level of technical expertise in performing the requirements through providing two (2) examples of past performance.
- The contractor must provide a cost proposal that is realistic in terms of fair market value.

**ATTACHMENT “C”**

**SECTION F: DELIVERIES OR PERFORMANCE**

**F.1 TERM OF CONTRACT**

The term of the contract shall be for a period of one year from date of award specified on the cover page of the contract.

**F.2 OPTION TO EXTEND THE TERM OF THE CONTRACT**

**F.2.1** The District may extend the term of this contract for a period of two (2) option years 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.

**F.2.2** If the District exercises this option, the extended contract shall be considered to include this option provision.

**F.2.3** The price for the option period shall be as specified in the contract.

**F.2.4** The total duration of this contract, including the exercise of any options under this clause, shall not exceed three (3) years.

**F.3 DELIVERABLES**

<b>CLIN</b>	<b>Deliverable</b>	<b>Quantity</b>	<b>Format/Method of Delivery</b>	<b>Due Date</b>	<b>To Whom</b>
<b>0001 (C.3.1)</b>	Deliverables will be assigned throughout the project with timelines	1	electronic	Upon Request	COTR
<b>0001 (C.3.1)</b>	Timely, complete and satisfactory provision by the contractor to the District of such deliverables shall be a condition precedent to payment of the contractor.	1	electronic	Upon Request	COTR

**STATEMENT OF WORK**  
**Temporary Personnel for Tester Program**  
**Office of Unified Communications**  
**District of Columbia Government**

**1.0 BACKGROUND**

In September 2001, the District's Customer Service Operations (CSO) - Quality Assurance Tester Program, was created to promote a government where customer satisfaction and feedback drives operational improvements and service delivery. CSO leads the city's customer service initiatives and cooperatively deals in all areas that involve direct contact with constituents. As part of the Office of Unified Communications, CSO works closely with the Mayor's Citywide Call Center / 311 and 911 operations. The Quality Assurance Program measures improvements in the areas of Telephone Service Quality, Voicemail Compliance, U.S. Mail and E-mail Responsiveness, and Face-to-Face service interactions in English and non-English languages, which provide the agencies with information to improve service delivery.

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**2.0 REQUIREMENTS**

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### **3.0 SUPERVISORY CONTROLS**

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### **4.0 ADDITIONAL INFORMATION**

The contractor shall provide upon award by the Office of Contracting and Procurement the requested number of personnel within five (5) business days.

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The contractor shall provide replacement for personnel due to illness, unsatisfactory performance, resignation, or any other reason within forty-eight (48) hours of the personnel's departure.

Bi-lingual personnel provided by the contractor must successfully pass a verbal and written language assessment.

Resumes submitted for employees assigned to perform under this statement of work shall contain documented experience directly applicable to the functions to be performed. The contractor shall provide resume(s) of personnel to the contractor no later than twenty-four (24) hours prior to their arrival to the worksite.

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Contractor personnel are expected to conform to normal operating hours. The normal duty hours are 8:00 am – 5:00 pm Monday through Friday, with the exception of District of Columbia government holidays.

## **5.0 DELIVERABLE REQUIREMENTS**

Deliverables will be assigned throughout the project with timelines.

Timely, complete and satisfactory provision by the contractor to the District of such deliverables shall be a condition precedent to payment of the contractor.

The contractor shall submit invoices monthly for payment and copies of invoices sent to CSO/OUC for accuracy and tracking purposes.

## **6.0 PERIOD OF PERFORMANCE**

The Period of Performance is from date of award through September 30, 2009

## **7.0 ADMINISTRATION OF THE CONTRACT**

The Contracting Officer's Technical Representative (COTR) is responsible for deciding all technical matters pertaining to the contract. All invoices shall be submitted for certification to the COTR. The COTR shall not render final decisions on Contractor employees, modify the terms and conditions of the contract, issue preliminary termination notices (show cause letters or cure notices), or terminate the contract. All such matters are under the authority of the Contracting Officer.

## **8.0 PAYMENT**

Payment shall be made to the address identified on each invoice.

## **9.0 EVALUATION**

- The contractor must meet all aspects of the scope of work.
- The contractor shall have at least 1 year of experience within the last 5 years of providing similar services to a municipal government of similar scale and complexity of the District of Columbia.
- The contractor must demonstrate a level of technical expertise in performing the requirements through providing two (2) examples of past performance.
- The contractor must provide a cost proposal that is realistic in terms of fair market value.

**Professional Services:—Customer Service Call Testers  
Attachment E**

RE: \_\_\_\_\_  
(Contractor's name)

**PAST PERFORMANCE EVALUATION FORM**

(Check appropriate box)

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/Fax/Email 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.

	<b>Quality Product/Service</b>	<b>Cost Control</b>	<b>Timeless of Performance</b>	<b>Business Relations</b>
	<ul style="list-style-type: none"> <li>-Compliance with contract requirements</li> <li>-Accuracy of reports</li> <li>-Appropriateness of personnel</li> <li>-Technical excellence</li> </ul>	<ul style="list-style-type: none"> <li>-Within budget (over/ under target costs)</li> <li>-Current, accurate, and complete billings</li> <li>-Relationship of negated costs to actual</li> <li>-Cost efficiencies</li> <li>-Change order issue</li> </ul>	<ul style="list-style-type: none"> <li>-Meet Interim milestones</li> <li>-Reliable</li> <li>-Responsive to technical directions</li> <li>-Completed on time, including wrap-up and contract administration</li> <li>-No liquidated damages assessed</li> </ul>	<ul style="list-style-type: none"> <li>-Effective management</li> <li>-Businesslike correspondence</li> <li>-Responsive to contract requirements</li> <li>-Prompt notification of contract problems</li> <li>-Reasonable/cooperative</li> <li>-Flexible</li> <li>-Pro-active</li> <li>-effective contractor recommended solutions</li> <li>-Effective snail/small disadvantaged business Subcontracting program</li> </ul>
<b>0. Zero</b>	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.
<b>1, Unacceptable</b>	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.
<b>2. Poor</b>	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.
<b>3. Acceptable</b>	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.
<b>4. Good</b>	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,
<b>5. Excellent</b>	The contractor has demonstrated an exceptional performance level in some or all of the above categories.			

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: \_\_\_\_\_

Social Security 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:

	<u>Current</u>	<u>Not Current</u>	<u>Not Applicable</u>
District: Sales and Use	( )	( )	( )
Employment Withholding	( )	( )	( )
Ballpark 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: \_\_\_\_\_

My Commission

Expires: \_\_\_\_\_