

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Contracting and Procurement

Information Technology Group



TO: DISTRICT OF COLUMBIA SUPPLY SCHEDULE CONTRACTORS

REQUEST FOR TASK ORDER PROPOSALS

Solicitation No.: DCTO-2009-T-0132
Caption: Printer/Copier Maintenance and Support Services
Issuance Date: May 4, 2009
Due Date: May 18, 2009

The Government of the District of Columbia, Office of Contracting and Procurement (OCP) on behalf of the Office of the Chief Technology Officer (OCTO), is seeking a Contractor to provide Printer/Copier Maintenance and Support Services in accordance with Attachment A - Statement of Work (SOW) and your District of Columbia Supply Schedule contract. The successful contractor shall be expected to provide the requirements under a fixed price task order agreement.

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: Technical and Price, eight (8) copies each. Proposal shall be submitted in a sealed envelope conspicuously marked: "Task Order Proposal in response to Solicitation No. DCTO-2009-T-0132, Printer/Copier Maintenance and Support Services."

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, address the following:

- a. Understanding of the Requirements** – The offeror must clearly demonstrate its understanding of the technical requirements set forth in Attachment A – SOW. The offeror shall provide descriptive text beyond phrases such as “Read and understood” or “Vendor will comply,” where applicable.

The offeror shall demonstrate its expertise in providing printer/copier maintenance and at a minimum, address all the requirements outlined in the SOW. The offeror will be evaluated on its demonstrated – managerial and supervisory ability of key personnel, must demonstrate operational controls, lines of authority for coordination and interface with the government, and illustrate how it will meet, maintain or exceed OCTO’s expectations as identified in the SOW.

- b. Management of Operations / Project Plan** – The offeror shall demonstrate its project management ability specifically addressing the areas in the SOW, resource management, quality management, financial management, customer relationship management, and contract management to include the timely delivery, installation and maintenance. The offeror shall provide a comprehensive project plan demonstrating its approach. The District will evaluate the offeror’s approach to determine if the methodology is feasible, logical, efficient and effective.

The offeror shall outline in detail its project management approach, including, but not limited to, standards employed, deliverables used, customer engagement strategies and reporting. The offeror shall provide a staffing model for this project, including resumes of key personnel. The offeror shall provide a list of the subcontractors it plan to employ in this project, including capability statement of each subcontractor and the role(s) each subcontractor would take on. The offeror shall provide its estimates as to the timeline required to complete the requirements set forth in the SOW.

- c. Quality Control** – The offeror shall provide an approach that will ensure an acceptable level of performance for the services provided to the District. The offeror’s Quality Control Plan (QCP) must demonstrate the offeror’s ability to provide oversight, measurements, and reporting processes to ensure compliance will all contract requirements.
- d. Past Performance** – Past performance contains three sub-factors which are of equal importance to each other; (1) Quality of Service; (2) Timeliness of Performance; and (3) Business Practices/Customer Satisfaction. The offeror shall provide contract references (preferably, at least 3) both for itself and for any major subcontractor to enable the District to assess the quality of the offeror’s major subcontractor’s past performance. A major subcontractor is a subcontractor that is expected

to perform at least 25% of the work under this task order. The referenced contracts shall be similar in scope, magnitude and complexity to that contemplated in this solicitation. The contracts must have been completed within the last three years or (if still ongoing) have been performed for at least one year. The following information shall be included for each contract:

- Name and address of contracting activity, state or local government agency or commercial customer.
- Contract type (fixed price/cost reimbursement)
- Contract Value
- Brief description of service required under the contract, including performance location(s) and performance period.
- Name and telephone number of individual (administrative contracting officer/program manager) able to provide information about offeror's past performance.

NOTE: The District may elect not to contact all the references provided by the offeror. The District also may contact references other than those provided by the offeror. The offeror's failure to provide a sufficient number of references that can be contacted may result in the inability of the District to assess the quality of the offeror's past performance.

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. Completed Price Schedule, Attachment B
- b. Identify the total price, and include a summary of all items proposed.
- c. Copy of Offeror's DC Supply Schedule price list.

Offerors shall also complete and return the Tax Certification Affidavit. (Attachment C)

4. Term of Contract

The term of the contract shall be from the date of award through one year thereafter. **Please note:** Services beyond September 30, 2009, are Subject to the Availability of Funds.

5. Option to Extend the Term of the Contract

The District may extend the term of this contract for a period of two (2) one-year option periods, 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.

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

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

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

6. Hand Delivery or Mailing of Solicitation

Deliver or Mail to:

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

7. Proposal Submission Date

The closing date for receipt of proposals is **Monday, May 18, 2009, by 2:00 p.m.** local time.

8. 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. 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 fixed price basis and technical standpoint.

9. 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 offerors' technical proposal and price proposal shall be evaluated separately. Offers are advised that the technical and price proposals will be evaluated by the District based on the criteria outlined below.

Technical Evaluation Criteria

Award will be based on the following technical evaluation factors (in descending order of importance):

Understanding of Requirements	30 Points
Past Performance	20 Points
Management of Operations/Project Plan	10 Points
Quality Control	10 Points
Price	30 Points

TOTAL POSSIBLE POINTS	100 Points
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10. 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, calculated in accordance with the following formula:

$$\frac{\text{Grand Total of Lowest Proposal Price Offered}}{\text{Grand Total of Proposal Being Evaluated}} \times 30 = \text{Evaluated Price Score}$$

11. Attachments

Attachment A – Statement of Work, Including:

- Exhibit 1 – Networked Printers, Faxes and Multifunction Devices
- Exhibit 2 – Locally-attached Printers, Faxes and Multifunction Devices

Attachment B – Price Schedule

Attachment C – Tax Certification Affidavit

Questions may be referred to Lindel Reid, Contract Specialist, by email at lindel.reid@dc.gov. Questions regarding the solicitation must be received no later than 4:00 p.m. on Tuesday, May 12, 2009, in order to be considered.

Kenneth Morrow
Contracting Officer

Enclosures