



Government of the District of Columbia
Department on Disability Services



REQUEST FOR QUOTATIONS


(THIS IS NOT AN ORDER)

THIS RFQ ☐ IS ☒ IS NOT SET ASIDE FOR LSDBE FIRMS ONLY,

Page of Pages

1

7

1. REQUEST NO. DCJM-2016-Q-0019		2. DATE ISSUED March 22, 2016		3. REQUISITION/PURCH. REQUEST NO.		4. COMMODITY GROUP AND CLASS→	
5A. ISSUED BY: Office of Contracts and Procurement Department on Disability Services 1125 15 th Street NW, 2 nd Floor Washington, DC 20005				6. DELIVER BY (Date)			
5B. FOR INFORMATION CALL: (Name and telephone no.) (No collect calls) Marsha Robinson, Contracting Officer 202-730-1628 (Marsha.Robinson@dc.gov)				7. DELIVERY <input type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)			
8. TO: NAME AND ADDRESS OF OFFEROR, INCLUDING ZIP CODE				9. DESTINATION (Consignee and address, including ZIP code) Department on Disability Services Rehabilitation Services Administration 1125 15 th Street NW, 2 nd Floor Washington, DC 20005			
10. PLEASE FURNISH TO ISSUING OFFICE no later than 12:00 noon, March 25, 2016		11. BUSINESS CLASSIFICATION (Check appropriate boxes) <input type="checkbox"/> SMALL <input type="checkbox"/> RESIDENT-OWNED <input type="checkbox"/> DISADVANTAGED <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 contract 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 (per Contractor's proposal) (d)	Period of Performance (e)	Quote per unit of service (f)
	<p>The Department on Disability Services (DDS) on behalf of the Rehabilitation Services Administration (RSA) is seeking a Contractor to provide access to local and worldwide current events that are accessible to Individuals in the District of Columbia who are blind or visually impaired, to enter into Blanket Purchase Agreements (BPA).</p> <p>The District reserves the right to extend the awarded BPA for four (4) one (1) year option periods under the same terms as stated for the base period.</p> <p>Applicants are requested to submit quotes for the base period, which ends September 30, 2016, or the Contractor's calendar year, whichever is acceptable to both parties, as well as each of the four (4) option years.</p>			N/A The BPA is not a commitment to purchase. See SOW on Page 2.	N/A	Base Year Option Year 1 Option Year 2 Option Year 3 Option Year 4	\$_____ \$_____ \$_____ \$_____ \$_____
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)

SEE SECTION C: SPECIFICATIONS/WORK STATEMENT

SCOPE:

C.1.0 The District seeks a qualified Provider to operate and maintain a subscription-based automated, interactive audio-information service that provides audio news (local, national, and international) and information service (such as job postings and weather alerts) for blind and visually impaired persons served by the District. The service must be available twenty-four (24) hours, seven (7) days a week via a touch-tone telephone, mobile applications, and portable players, such as the Victor Reader Stream, and shall display the contents in the form of digital text or digital audio files, and shall have a feature that assist subscribers when necessary. Approximately five hundred (500) persons are referred to receive the service covered by this agreement per year.

C.1.1 The Provider shall provide training to each District referred person on its equipment and how to access the content in order to increase his/her independence in the home and community activities. The persons shall be referred to the Provider by the District and may have at least one physical disability, mental disability or combination of physical and mental disability. Some persons may possess limited or non-English proficiency.

C.2.0 APPLICABLE DOCUMENTS:

C.2.1 The following documents are applicable to this procurement and are hereby incorporated by this reference:

C.2.2 As a condition of the District's determination of eligibility to perform under this Agreement, the Provider shall comply with all applicable District, federal and other State and local governmental laws, regulations, standards, or ordinances and, where applicable, any other applicable licensing and permit laws, regulations, standards, or ordinances as necessary for the lawful provision of the services required of the Provider under the terms of this Agreement.

Item No.	Document Type	Title	Date	Document Location
0001	Workforce Innovation and Opportunity Act	P.L. 113-128	2014	https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf
0002	Americans with Disabilities Act as Amended	P.L.101-336	1990	http://www.ada.gov/
0003	Rehabilitation Act Amendments of 1973	P.L.93-112	1973	http://www2.ed.gov/policy/speced/reg/narrative.html
0004	Mayor's DC Language	Title IV,	2004	http://www.ohr.washing

	Access Act	Chapter 12		tondc.gov/ohr/cwp/view,a,3,q,636135,ohrNav,%7C30953%7C.asp
0005	34 CFR 361 34 CFR 363	34 CFR 361 and 363 <i>et seq.</i>	N/A	http://www.ecfr.gov/cgi-bin/text-idx?tpl=%2Findex.tpl
0006	DC DDS/RSA Policy	DC DDS/RSA policy	N/A	http://dds.dc.gov/page/policies-and-procedures-rsa

C.2.3 The Provider shall inform the Contract Administrator immediately of inability to maintain acceptable compliance with applicable laws.

C.3.0 BACKGROUND:

C.3.1 This is a recurring service.

C.3.2 The District focuses on employment and independent living core services, ensuring that persons with a disability achieve a greater quality of life by obtaining and sustaining employment, economic self-sufficiency, and independence. The District achieves this through employment marketing and placement services, career assessment, vocational rehabilitation, inclusive of business enterprises. The District provides services for eligible persons with physical or mental impairments. These services are designed to enable one to prepare for, obtain, maintain, regain or advance in employment.

C.3.3 Under the provisions of the Workforce Innovation and Opportunity Act (P.L.113-128), the Americans with Disabilities Act of 1990 as Amended (ADAAA), Assistive Technology Act of 1998, and Rehabilitation Act of 1973 as Amended, federal and state agencies are required to provide reasonable accommodations for qualified applicants and employees with a disability, barring undue hardship. Reasonable accommodation is central to integrating individuals with a disability into the workforce.

C.3.4 The District utilizes qualified Providers through the agreement contract to assist persons with a disability in enhancing their independent living in the community and achieving employment and career goals. These agreements serve to meet a reoccurring need in that the District is mandated by all federal and District regulations cited in C.2.2 that is consistent with the persons' strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. The District has referred 500 persons to receive this service.

C.4.0 SERVICE REQUIREMENTS:

- C.4.1** The Provider shall offer an automated, interactive audio-information service to the District persons who are registered for the service.
- C.4.2** The Provider shall establish and maintain a registration process that is web-based and automated.
- C.4.3** The Provider shall provide training and technical assistance to the person and the assigned RSA program staff the District on how to access the service via a touch-tone telephone, mobile applications, and portable players, such as the Victor Reader Stream.
- C.4.4** The Provider shall update the content to the current or most recent edition and submit to the Contract Administrator.
- C.4.5** The Provider shall provide web-based reporting to the assigned RSA program staff District regarding the number of the persons registered to access the service and their usage of the service monthly.
- C.4.6** The Provider shall address service interruptions, and notify the Contract Administrator and the persons of the service interruptions within twenty-four (24) hours of when the interruption occurred.
- C.4.7** The Provider shall submit an invoice to the CA on the 10th of the following month the service was rendered.

C.5 **PERFORMANCE MONITORING:**

C.5.1 PERFORMANCE MONITORING PLAN		
Performance Requirements	Performance Standards	Surveillance Method & Frequency
Review the agreement contract and determine if the Provider is in compliance with these requirements.	100% of standard met	Provider's performance is observed and reviewed by QA and CA and the report submitted to the District. The CA and QA administer, analyze and report results of Person Satisfaction Survey.

C.6 **DELIVERABLES**

- C.6.1** The Provider shall perform the activities required to successfully complete the District's requirements and submit each deliverable to the Contract

Administrator (CA) identified in sections C.4.4, C.4.5, C.4.6, and C.4.7 in accordance with the following:

Item No.	Deliverable	Quantity	Format and Method of Delivery	Due Date
0001	Update to content C.4.4	1	Email to Contract Administrator	Within a month
0002	Registration and total usage data C.4.5	1	Web-based access	Monthly
0003	Notification of system interruption C.4.6	1	Email to Contract Administrator and subscriber	Within 24 hours
0004	Invoice C.4.7	1	Email to RSA.Invoice@dc.gov	By the 10 th of each month

SECTION M - EVALUATION FACTORS

M.1 EVALUATION FOR AWARD CRITERIA

M.1.1 This District may make award to the Provider whose offer conforms to the solicitation and is most advantageous to the District, cost or price and technical factors listed below considered. For this solicitation, technical quality is more important than cost or price. As proposals become more equal in their technical merit, the evaluated cost or price become more important.

M.2 TECHNICAL RATING

M.2.1 The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; to include, but not be limited to, no demonstrated capacity, major deficiencies which are not correctable; Provider 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.

M.2.2 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.

M.3 EVALUATION STANDARDS

M.3.1 Factor: Technical Expertise 30 Points

Description: Information including resumes and certificates, demonstrating the qualifications and expertise of the Offeror to meet the minimum qualifications and the expertise to perform the services required. Offeror acknowledges the responsibilities to perform the requirements. The Offeror’s information, including resumes and other relevant credentials are consistent with the information presented in the Offeror’s proposal

M.3.2 Factor: Technical Approach 30 Points

Description: This factor considers the Technical Approach to be utilized by the Offeror to perform the requirements as described in Section C of this solicitation. This factor examines the Offeror’s unique qualifications and skills that make it qualified to provide the requirements of this contract as well as the Offeror’s technical plan, including the Offeror’s service description, service delivery, and knowledge of the population to be assessed in the required work; and the Offeror’s knowledge and application of recognized industry standards and best practice models. This factor examines all elements of the technical approach and the interdependency of each element in the successful delivery of the required services.

The standard is met when the Offeror:

- a) Presents a written narrative of the Offeror’s service description providing evidence of the Offeror’s understanding of the technical components of the requirements. The Offeror demonstrates in a clear logical manner an awareness of the scope and complexity of project to be completed;
- b) Presents a written narrative of the Offeror’s project plan including appropriate methodologies and approaches to be used to accomplish the technical components of the requirements. The Offeror’s proposed methodologies and approaches comprehensively cover all technical requirements while considering the population to be served, and recognizing and addressing potential issues associated with implementing and completing the project plan; and
- c) Provides evidence in the Offeror’s knowledge of industry standards and best practice models in the implementation of the pilot program.

M.3.3 Factor: Past Performance 30 Points

a) Description: This factor considers the Offeror's past performance in performing services similar to the required services as described in Section C of this solicitation. This factor includes an examination of the quality of services provided, timeliness in service delivery, business practices, and overall satisfaction of the Offeror's performance. The standard is met when the Offeror provides a curriculum vitae that would (1) reflect a track record of partnerships with DC government agencies to serve blind and persons with disabilities; (2) exemplify the knowledge and skills to an automated-interactive audio-information service to blind and persons with disabilities; (3) show a history of working with individuals with disabilities, particularly those from unserved and under-served populations.

M.4 EVALUATION CRITERIA

M.4.1 Proposals will be evaluated based on the following technical evaluation criteria listed in descending order of importance.

M.4.1.1 TECHNICAL CRITERIA (90 Points)**M.4.1.2 PRICE CRITERIA (10 Points)**

M.4.2 The price evaluation will be objective. The Provider 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 Provider's evaluated price score:

Lowest price proposal

_____ X Weight = Evaluated price score
Price of proposal being evaluated

M.4.3 PREFERENCE (Maximum 12 points in accordance with G.5)**M.4.4 TOTAL POSSIBLE POINTS (112 Points)**