



**District of Columbia Courts  
Administrative Services Division  
Procurement and Contracts Branch**



**AMENDMENT NO. 01**

**TO: ALL PROSPECTIVE OFFERORS**

**AMENDMENT  
ISSUE DATE: November 10, 2008**

**SUBJECT: Solicitation No. CSP-09-001**

**FOR: Janitorial Services**

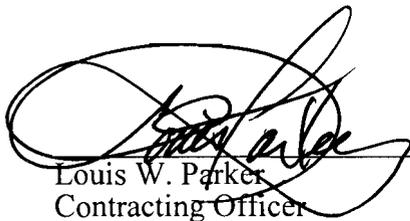
**CLOSING DATE: November 25, 2008, 3:00 P.M.**

The purpose of this amendment is to make the changes shown in the attached replacement pages 1A, 72A through 78B to pages 1, 72 through 78 of the solicitation document. These changes include correcting the Solicitation Number CSP-09-0001 to CSP-09-001 and changing the mandatory site visits to November 13 and 14, 2008 and all other revisions in the attached replacement pages.

**REMOVE PAGES 1 AND 72 TO 78 AND REPLACE WITH THE ATTACHED PAGES 1A AND 72A TO 78B**

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**

One (1) copy of this amendment is being sent to all prospective offerors. The prospective offeror shall sign below and attach a signed copy of this amendment to each proposal to be submitted to the Courts in response to the subject solicitation or otherwise acknowledge this amendment with the signed offer as stated in the original solicitation documents. Proposals shall be delivered in accordance with the instructions provided in the original solicitation documents.

  
Louis W. Parker  
Contracting Officer

Acknowledgement of this Amendment, together with the Offeror's proposal, must be received by the District of Columbia Courts office stated in the solicitation no later than the closing date and time specified above for the receipt of proposals.

Failure by the Offeror to properly acknowledge receipt of this Amendment Number 01 may be cause for rejection of the proposal submitted by the Offeror in response to the subject solicitation.

**This Amendment Number 01 is acknowledged and is considered a part of the proposal for Solicitation Number CSP-09-001, Janitorial Service.**

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Authorized Representative

\_\_\_\_\_  
Title of Authorized Representative

\_\_\_\_\_  
Name of Offeror



L.24                    **Escalation of Option Years Prices**

L.24.1                Offerors are advised that the escalation of option year prices may not be allowed unless fully justified by economic indices, which shall include a comparison to the relevant Bureau of Labor and Statistics, Consumer Price Index (CPI) for the Washington metropolitan area. Support for economic increases in the option years must be documented in the Contractor's proposal.

L.25                    **Mandatory Site Visit**

L.25.1                *Mandatory site visits will be held at 9:00 a.m. on Thursday, November 13, 2008 and 9:00 a.m. Friday, November 14, 2008. Interested parties should assemble at the 6<sup>th</sup> Floor Reception Lobby, District of Columbia Courts, 616 H Street, N.W., Washington, D.C. 20001. The on-site tours are not available for independent visits. Picture identification will be required for entry and standard Court security policies and procedures will be in effect. Cameras and other photographic devices are not permitted and no photographs will be allowed.*

**PART V**

**SECTION M - EVALUATION FACTORS**

**M.1 Evaluation for Award**

Upon receipt of the written proposals, all responses will be evaluated and ranked by the Courts utilizing the written Evaluation Criteria under Section M.2. Interviews may be conducted with the three highest scoring Offerors based on the written proposal evaluation criteria. The recommendation for award will be based upon the total scores from the evaluation of the written proposals, and if applicable, the interview. Upon approval of the recommendation of award by the Administrative Officer, the Courts will enter into contract negotiations with the highest ranked Offeror based on the combined scores of the written and interview evaluation criteria. Should the highest ranked Offeror be unable to complete negotiation of a contract with the Courts the next highest ranked Offeror will be selected for contract negotiations.

**M.2 Evaluation Criteria**

The following criteria will be used for the written evaluation:

<b>M.2.1</b>	<b><u>PAST/PRESENT EXPERIENCE AND PERFORMANCE</u></b>	<b><u>POINTS</u> 0-25</b>
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M.2.1.1 For purpose of evaluation, past/present experience means the Offeror has successfully provided janitorial services in a secure environment such as one found in a law enforcement, correctional or judicial setting. The Offeror's experience should include familiarity working around confidential and proprietary information and surroundings with high levels of security. For purpose of evaluation, performance means the Offeror's record of conforming to specifications and to standards of good workmanship; the Offeror's adherence to contract schedules including the administrative aspects of performance; the Offeror's reputation for reasonable and cooperative behavior and consistent commitment to customer satisfaction; and Offerors business-like concern for the interest of the customer. The Courts will take into consideration the similarity of scope, magnitude and complexity to that detailed in the RFP. In determining the rating for the past and present experience and performance, the Courts may give greater consideration to the contracts which are most relevant to the RFP.

M.2.1.2 Evaluation of each Offeror's experience and performance shall be based on customer's responses to questionnaires and other relevant information. Evaluation may not be based solely on information provided by the Offeror.

M.2.1.3 **Past Performance Evaluation Form (Attachment J.10)**

The Performance Evaluation Form will be used to query current and/or previous customers regarding an Offeror's performance on contracts. Offerors shall assure that current and past customers listed in the proposal complete and sign the Performance Evaluation Form and return them with the technical proposal submission.

M.2.1.4 The Courts reserves the right to contact known present customers of the Offeror, or past customers in the last three (3) years **NOT** provided as a reference, and the information received may be used in the evaluation of past performance.

M.2.2 **MANAGEMENT PLAN**

**POINTS**

**0-25**

M.2.2.1 The Offeror shall describe its staffing plan and its concept of project management to ensure that the personnel, equipment, supplies, materials, and other resources that will be utilized on this contract achieve desired results of a uniformly clean appearance for Courts' facilities. The Offeror shall also demonstrate that it has sufficient staff qualified and experienced in all required areas of the work, necessary organization, accounting and other support for the performance of all services. The Offeror shall provide at a minimum, the following information on the managers and supervisors- previous relevant experience, education, and qualifications.

<b>M.2.3</b>	<b><u>QUALITY CONTROL PLAN</u></b>	<b><u>POINTS</u></b> <b>0-30</b>
M.2.3.1	<p>The Offeror shall describe in detail, but brief form, its system of controlling its quality of work, its inspecting system covering all the services and the names of individual(s) that will perform the inspections as well as its systems or procedures to identify and correct deficiencies in the quality of service before the level of performance becomes unacceptable to the Courts or to such a level that the Courts may have to notify the contractor of the deficiencies. These systems or procedures shall include internal methods and measurement factors for the Quality Service Survey to be furnished under this Contract.</p>	
M.2.3.2	<p>NOTE: Within three (3) weeks of contract award, the contractor shall furnish Quality Service Tenant Survey (a questionnaire) Measurement factors to the Contracting Officer for approval. The information shall include, as a minimum, measurement factors for prompt response to custodial emergencies, courtesy and professionalism of contractor personnel, and overall quality of janitorial and related supplemental services provided. The survey form must identify the Contractor and provide space for Customer comments. These questionnaires shall be distributed quarterly to a sample population of at least 30% of facility tenants.</p>	
	<b>TOTAL TECHNICAL EVALUATION POINTS</b>	<b>80</b>
<b>M.3</b>	<b>Price Proposal Evaluation</b>	<b><u>POINTS</u></b>
	<b>Determination of Points for Price</b>	<b>0-20</b>

M.3.1 The total price for the base year and each option year should be included with the initial response to this solicitation. The Courts shall evaluate the price by adding the total price for all option years to the base year price and the total price for Supplemental Services. Price evaluation will account for up to 20 points of the total score. Unlike the technical evaluation, the price evaluation will be more objective. Hence, the Offeror with the lowest overall total price will receive the maximum points. All other proposals will receive a proportionately lower total score.

M.3.2 Actual points assigned to each Offeror in this category will be based on the Offeror's total price for the base year and all option years and will be computed in accordance with the following formula. The Offeror with the lowest total price will receive the maximum points for price. All other proposals will receive a proportionately lower total score. See the following formula:

$$\frac{\text{Lowest total Price Proposal} \times 20}{\text{Price of Proposal Being Evaluated}} = \text{Evaluation Price Score}$$

**Total Points: (technical and price): 0-100 points**

M.3.3 Completeness. In evaluating completeness, the Courts will determine if the offeror's provides pricing data of sufficient detail to fully support the offer and permit the Courts to evaluate the proposal thoroughly. In the evaluation the Courts will consider the following:

- a. Do the proposed prices include all price elements the offeror is likely to incur in performing the effort?
- b. Are proposed prices traceable to requirements?
- c. Do proposed prices account for all requirements?
- d. Are all proposed prices supported with adequate data to permit a thorough evaluation?

**M.4 Prospective Contractor's Responsibility**

- M.4.1 In order to receive an award under this RFP, the Court's Contracting Officer must determine that the prospective contractor has the capability in all respects to perform fully the contract requirements. To be deemed responsible, a prospective contractor must establish that it has:
- M.4.1.1 Financial resources adequate to perform the contract, or the ability to obtain them;
  - M.4.1.2 Ability to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments;
  - M.4.1.3 A satisfactory record of performance;
  - M.4.1.4 The necessary organization, experience, accounting and operational control, and technical skills, or the ability to obtain them;
  - M.4.1.5 Compliance with the applicable District licensing, tax laws, and regulations;
  - M.4.1.6 The necessary equipment and all other resources requested of the contractor, or the ability to obtain them; and
  - M.4.1.7 Other qualifications and eligibility criteria necessary to receive an award under applicable laws and regulations.
- M.4.2 The Courts reserves the right to request from a prospective contractor information necessary to determine the prospective contractor's responsibility. Information is to be submitted upon the request of the Courts within the time specified in the request. Failure of an Offeror to comply with a request for information may subject the offeror's proposal to rejection on responsibility grounds. If a prospective contractor fails to supply the requested information, the Court's Contracting Officer shall make the determination of responsibility or nonresponsibility based on available information. If the available information is insufficient to make a determination of responsibility, the Court's Contracting Officer shall determine the Offeror to be nonresponsible.

## M.5

### EVALUATION FACTOR STANDARDS

#### **Factor 1. Past/Present Experience and Performance**

DESCRIPTION: This factor considers the extent of the Offeror past and present experience in carrying out similar work as well as the quality of the Offeror's past/present performance in carrying out the work with reference to such considerations as timeliness and technical success.

This standard is met when:

The Offeror has performed work similar to that described in the solicitation under at least three contracts of comparable as a Principal or Operations General Manager. Work is similar, if the functions, responsibilities and control exercised by the contractor were essentially the same as required under the solicitation.

The past performance on similar contracts was satisfactory or better. In order to be considered satisfactory, the contractor must have performed on schedule and in accordance with all contract requirements. The individual(s) responsible for awarding and administering similar contracts will provide the assessment of the contractor's performance.

#### **Factor 2. Management Plan**

Description: This factor considers the overall Management strategy to be employed by the Offeror in accomplishing the work. It will encompass all periods of the contract (base period and options as well as phase-in periods) and cover all aspects of the operation. The factor includes the overall operational concept, identification of problem areas considered most critical and the Offerors strategy for resolution of problem, its organization plan and how it will facilitate the accomplishment of the Courts' requirements, and the organization chart showing all individuals with direct or indirect involvement in the proposed plan.

The standard is met when the Offeror demonstrates its understanding of the requirements by succinctly expressing the concept of the entire operation clearly showing a grasp of the range and complexity of the services and the role of customer service.

**Factor 3. Contractor Overall Quality Control**

The factor includes overall inspection system covering all the services and names of individuals that will perform the inspections as well as its systems/or procedures for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable.

The standard is met when the Offeror demonstrates that it recognizes the major problem areas and has solutions in mind such as development of procedures for responding to customer complaints.

**M.6 EVALUATION OF OPTIONS**

M.6.1 The Courts will evaluate proposals for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Courts to exercise the option(s) and supplemental services.

M.6.2 The Courts may reject a proposal as non-responsive if it is materially unbalanced as to prices for the basic requirement, the option requirement, as well as the supplemental services. A proposal is unbalanced when it is based on prices significantly less than cost for some work and prices which are significantly overstated for other work.

M.6.3 A proposal may be determined non-responsive if it fails to include a price /cost for option items and the supplemental services.