

**DISTRICT OF COLUMBIA COURTS
SOLICITATION, OFFER AND AWARD
FOR SUPPLIES, OR SERVICES**

ISSUED BY: DISTRICT OF COLUMBIA COURTS
ADMINISTRATIVE SERVICES DIVISION
PROCUREMENT AND CONTRACTS BRANCH
700 6th Street, N.W. 12th Floor
WASHINGTON, D.C. 20001

DATE ISSUED: **March 16, 2023**

QUESTIONS DUE DATE **March 22, 2023 1:00 PM**
Eastern Standard Time (EST)

SOLICITATION NUMBER: DCSC-23-RFP-54

CLOSING DATE: **April 14, 2023**

CLOSING TIME: **1:00 P.M. EST**

OFFER/BID FOR: *Soft Skills Development Training Services*

OFFER/BID FOR: MARKET TYPE: **(OPEN)**

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OFFER (TO BE COMPLETED BY OFFEROR) Note: In sealed bid solicitations “Offer” and Offeror” mean Bid” and Bidder.”

The undersigned offers and agrees that, with respect to all terms and conditions accepted by the Courts under “AWARD” below, this offer and the provisions of the RFP/IFB will constitute a Formal Contract.

<p style="text-align: center;">OFFEROR</p> <p>Name:</p> <p>Street:</p> <p>City, State:</p> <p>Zip Code:</p> <p>Area Code & Telephone Number:</p>	<p>Name and title of Person Authorized to Sign Offer: (Type or Print)</p> <hr/> <table style="width: 100%;"> <tr> <td style="width: 70%; vertical-align: bottom;"> <p>Signature</p> <p style="text-align: right;">(Seal)</p> </td> <td style="width: 30%; vertical-align: bottom;"> <p>Date:</p> </td> </tr> </table> <hr/> <p>Impress Corporate Seal</p> <p>Corporate (Secretary) _____ (Seal) (Attest)</p>	<p>Signature</p> <p style="text-align: right;">(Seal)</p>	<p>Date:</p>
<p>Signature</p> <p style="text-align: right;">(Seal)</p>	<p>Date:</p>		

AWARD (To be completed by the District of Columbia Courts)

<p>CONTRACT NO. _____</p>	<p>AWARD AMOUNT \$ _____</p>
<p>ACCEPTED AS TO THE FOLLOWING ITEMS:</p> <hr/>	
<p style="text-align: right;">DISTRICT OF COLUMBIA COURTS</p>	
<p style="text-align: right;">BY: _____</p> <p style="text-align: right;">CONTRACTING OFFICER</p>	
<p>CONTRACT PERIOD: _____</p>	<p style="text-align: right;">AWARD DATE _____</p>

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All written communications regarding this solicitation should be addressed to the Contracting Officer and should be directed via **EMAIL** to Edwilyn Gaines, Contract Specialist at edwilyn.gaines@dccsystem.gov.

This solicitation is an **OPEN MARKET** procurement.

Questions and Explanation to Prospective Offerors:

The Courts will post all amendments and responses to offerors questions to the DC Courts Website at <https://www.dccourts.gov/about/procurement-contracts-branch> under Solicitations. Oral explanations or instructions given by the Courts Officials before the award will not be binding.

Proposal Submission and Identification. (See section L. for more information)

Offerors may **ONLY** submit Proposals electronically no later than the closing date and time of the solicitation. Offerors shall assume full responsibility for the timely delivery of the proposals to the email address designated for receipt of submissions.

Detailed instructions are contained herein for the format and content of proposals. Proposals that do not comply may be considered unacceptable & may render the proposal ineligible for award.

All electronic files and versions of proposals shall be compatible with Microsoft 365 (version 2202). The offeror shall be responsible for ensuring that their electronic proposal is virus free.

REPRESENTATIONS, CERTIFICATIONS, AND ACKNOWLEDGMENTS

1. ACKNOWLEDGMENT OF AMENDMENTS

The offeror acknowledges receipt of Addenda to the solicitation and related documents numbered and dated as follows:

AMENDMENT NO.	DATE	AMENDMENT NO.	DATE

NOTE: Offeror may acknowledge addendum here or on addendum or both.

2. WALSH-HEALY ACT

If your offer is \$10,000 or more, the following information **MUST** be furnished:

(a) Regular Dealer

- () The Offeror is a Regular Dealer pursuant to Clause 28 of the District of Columbia Courts General Contract Provisions.
- () The Offeror is not a Regular Dealer pursuant to Clause 28 of the District of Columbia Courts General Contract Provisions.

(b) Manufacturer

- () The Offeror is a Manufacturer pursuant to Clause 28 of the District of Columbia Courts General Contract Provisions.
- () The Offeror is not a Manufacturer pursuant to Clause 28 of the District of Columbia Courts General Contract Provisions.

3. BUY AMERICAN CERTIFICATION

The Offeror hereby certifies that each end product, except the end products listed below, is a domestic end product (as defined in Clause 26 of the District of Columbia Courts General Contract Provisions), and that components of unknown origin are considered to have been mined, produced, or manufactured outside the United States.

EXCLUDED END PRODUCTS

COUNTRY OR ORIGIN

4. OFFICERS NOT TO BENEFIT CERTIFICATION

Each Offeror shall check one of the following:

- ____ (a) No person listed in Clause 21 of the District of Columbia Courts General Contract Provisions will benefit from this contract.
- ____ (b) The following person(s) listed in Clause 21 of the District of Columbia Courts General Contract Provisions may benefit from this contract. For each person listed, attach the affidavit required by Clause 21 of the District of Columbia Courts General Contract Provisions.

5. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

- (a) Each signature on the offer is considered to be a certification by the signatory that:
 - (1) The prices in this offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offer.
 - (2) The prices in this offer have not been and will not be knowingly disclosed by the Offeror, directly or indirectly, to any other offeror or competitor before offer opening unless otherwise required by law; and
 - (3) No attempt has been made or will be made by the Offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.
- (b) Each signature on the offer is considered to be a certification by the signatory that the signatory:
 - (1) Is the person in the Offeror's organization responsible for determining the prices being offered in this offer, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a) (1) through (a) (3) above; or
 - (2) (i) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not

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participate in any action contrary to subparagraphs (a) (1) through (a) (3) above: _____
(insert full name or person(s) in the organization responsible for determining the prices offered in this offer and the title of his or her position in the Offeror's organization);

- (ii) As an authorized agent, does certify that the principals named in subdivision (b) (2) (1) above have not participated, and will not participate, in any action contrary to subparagraphs (a) (1) through (a) (3) above; and
 - (iii) As an agent, has not participated, and will not participate, in any action contrary to subparagraphs (a) (1) through (a) (3) above.
- (c) If Offeror deletes or modifies subparagraph (a) (2) above, the Offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

4. TYPE OF BUSINESS ORGANIZATION

Offeror operates as () Individual, () Partnership, () Nonprofit Organization, () Corporation, Incorporated under the laws of the State of _____, () Joint venture, () Other.

5. PAYMENT IDENTIFICATION NO.

The District of Columbia Courts utilizes an automated vendor database. All firms are required to submit their Federal Tax Identification Number. Individuals must submit their social security numbers.

Please list below applicable vendor information:

Federal Tax Identification Number: _____

Or

Social Security Number: _____

Unique Entity Identifier (UEI) Number: _____

Legal Name of Entity Assigned this Number: _____

Street Address and/or Mailing Address: _____

City, State, and Zip Code: _____

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Type of Business: _____

Telephone Number: _____

Fax Number: _____

**PAYMENTS UNDER TERMS OF ANY CONTRACT RESULTING FROM THIS
SOLICITATION WILL BE HELD IN ABEYANCE PENDING RECEIPT OF A VALID
FEDERAL TAX IDENTIFICATION NUMBER OR SOCIAL SECURITY NUMBER.**

PART I

SECTION B - SUPPLIES OR SERVICES AND PRICE/COST

- B.1** The District of Columbia Courts (the Courts) is seeking one or more highly qualified Contractor(s) / Instructor(s) to provide hands-on, soft skills development training. The training shall cover eight (8) specific curriculums with a wide variety of basic, intermediate and advanced soft skills topics.
- B.2** Each Offeror shall state a price below for the numbered contract line items (CLINs) for which the Offeror agrees to provide the required services if awarded a contract as a result of this solicitation. Each CLIN is a distinct element as currently envisioned and described in Section C that follows.
- B.3** The Courts will provide the meeting, training, and conference space, and equipment necessary for conducting the activities listed in the spaces provided for all contracts awarded because of this solicitation.
- B.4** **CONTRACT PRICE**

Each Offeror shall include in his “Cost per Class”, the cost of all labor and materials necessary to perform the scope of work as specified in the below Schedule B and Section C – Descriptions / Specifications / Work Statement.

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COMMUNICATION CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 1 THROUGH 15			
CLIN 0001 Essential Skills of Communication	30	6	\$
CLIN 0002 Communicating Written & Orally	30	6	\$
CLIN 0003 How to Become a Better Communicator	30	6	\$
CLIN 0004 Communicating Up with Confidence	30	6	\$
CLIN 0005 Developing Effective Business Conversation Skills	30	6	\$
CLIN 0006 Dynamic Listening Skills for Successful Communication	30	6	\$
CLIN 0007 Communication Skills for Effective Leaders	30	6	\$
CLIN 0008 Strategies for Developing Effective Presentation Skills	30	6	\$
CLIN 0009 Create Better Understanding Through Active Listening	30	6	\$
CLIN 0010 Essential Skills of Public Speaking	30	6	\$
CLIN 0011 Listening to Understand	30	6	\$
CLIN 0012 Effectively Communicating in the Moment	30	6	\$
CLIN 0013 Communicating for Success: Getting Your Point Across Successfully	30	6	\$
CLIN 0014 Crisis Communication	30	6	\$
CLIN 0015 The Foundation of	30	6	\$

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Communication			
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
CUSTOMER SERVICE CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 16 THROUGH CLIN 31			
CLIN 0016 Customer Service: “Public Service Is Public Trust”	30	6	\$
CLIN 0017 Quality Customer Service: A Moving Target	30	6	\$
CLIN 0018 Customer Service: Satisfying Customers	30	6	\$
CLIN 0019 The Art of Customer Service	30	6	\$
CLIN 0020 Listening Under Pressure: The Customer Service Challenge	30	6	\$
CLIN 0021 Making the Customer Service Connection	30	6	\$
CLIN 0022 Service for All: Customer Service in a Diverse World	30	6	\$
CLIN 0023 Becoming a Customer Service Star	30	6	\$
CLIN 0024 Serving Customers: The General Public Helping	30	6	\$
CLIN 0025 Managing Difficult Customers	30	6	\$
CLIN 0026 Customer Service Relationship Management	30	6	\$
CLIN 0027 How to Boost Customer Service Levels	30	6	\$
CLIN 0028 Conflict Resolution and De-escalation for Upset Customers	30	6	\$
CLIN 0029 Building A Customer Service Strategy	30	6	\$

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CLIN 0030 Understanding the Customer Service Cycle of Service	30	6	\$
CLIN 0031 The Art of Advocating and Supporting Customer Service	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
LEADERSHIP AND MANAGEMENT CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 32 THROUGH CLIN 63			
CLIN 0032 Introduction to Supervision	30	6	\$
CLIN 0033 Mentoring: Tips, Tools & Techniques	30	6	\$
CLIN 0034 Precision Problem Solving	30	6	\$
CLIN 0035 Foundation of Management	30	6	\$
CLIN 0036 Practices for Leadership Excellence	30	6	\$
CLIN 0037 Motivating and Leading People	30	6	\$
CLIN 0038 Excelling as a Manager or Supervisor	30	6	\$
CLIN 0039 Leadership Skills for Supervisors	30	6	\$
CLIN 0040 Managing Across Levels	30	6	
CLIN 0041 Transition into Management	30	6	\$
CLIN 0042 Time Management Tips	30	6	\$
CLIN 0043 High Impact Decision Making	30	6	\$
CLIN 0044 Conflict Management and Resolution: New Discoveries	30	6	\$
CLIN 0045 Decision Making and Problem Solving for Non-Supervisors	30	6	\$

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CLIN 0046	Strengths-based Performance Management	30	6	\$
CLIN 0047	Keys to Effectively Supervising	30	6	\$
CLIN 0048	Win! How to Motivate, Engage and Energize Employees	30	6	\$
CLIN 0049	Fostering Collaboration: How to Work SMARTER	30	6	\$
CLIN 0050	Adaptability: The Key to Mastering Change at Work	30	6	\$
CLIN 0051	Stress Management and Psychological Safety	30	6	\$
CLIN 0052	How to Deal with Difficult Customers and Manage Conflict	30	6	\$
CLIN 0053	Strategies for Managing Situational Conflict	30	6	\$
CLIN 0054	Managing Conflict: How to Manage Someone Who Creates Unnecessary Conflict	30	6	\$
CLIN 0055	Leading in a Time of Crisis	30	6	\$
CLIN 0056	Dealing with Trauma	30	6	\$
CLIN 0057	Leading in a High-Accountability Culture	30	6	\$
CLIN 0058	Diversity, Equity, Inclusion, and Accessibility!	30	6	\$
CLIN 0059	Leading with TRUST	30	6	\$
CLIN 0060	Leading Disruptive Change and Innovation: Your Plan for Success	30	6	\$
CLIN 0061	Understanding, Recognizing, and Responding to Mental Health	30	6	\$
CLIN 0062	Managing Fear in Complex Situations	30	6	\$
CLIN 0063	Mastering Self-Leadership	30	6	\$

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NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
TEAMBUILDING CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 64 THROUGH CLIN 75			
CLIN 0064 Leading Teams	30	6	\$
CLIN 0065 Motivating Team Members	30	6	\$
CLIN 0066 Communicating Skills for Teams	30	6	\$
CLIN 0067 Intro to the Myers Briggs Type Indicator: An Overview	30	6	\$
CLIN 0068 Excelling as a Highly Effective Team Leader	30	6	\$
CLIN 0069 Teamwork Skills for Non-Supervisors	30	6	\$
CLIN 0070 Building Better Team Communications	30	6	\$
CLIN 0071 Teams and Conflict: Moving the Team from Stage to Stage	30	6	\$
CLIN 0072 Elevate Teamwork and Collaboration	30	6	\$
CLIN 0073 Building Your Strength as a REAL Team Player	30	6	\$
CLIN 0074 Getting Alone: How to Work with Anyone	30	6	\$
CLIN 0075 Rekindling a Sense of Community at Work	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$

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WRITING AND GRAMMAR CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 76 THROUGH CLIN 92			
CLIN 0076 Writing and Grammar Essentials	20	6	\$
CLIN 0077 Better Business Writing	20	6	\$
CLIN 0078 Marvelous Minutes: Note Taking for the Court Professional	20	6	
CLIN 0079 Mighty Mechanics	20	6	\$
CLIN 0080 Winning Presentations	20	6	\$
CLIN 0081 Writing for Effective Results	20	6	\$
CLIN 0082 Speaking Smarter: Oral Grammar	20	6 (12)	\$
CLIN 0083 Taking the “Grr” out of Grammar	20	6 (12)	\$
CLIN 0084 Professional Writing Skills	20	6	\$
CLIN 0085 Winning Writing	20	6 (12)	\$
CLIN 0086 Grammar & Conversation	20	6	\$
CLIN 0087 Getting Good at Grammar	20	6	\$
CLIN 0088 The Art of Writing with Confidence	20	6	\$
CLIN 0089 Breaking Bad Communication and Writing Habits	20	6	\$
CLIN 0090 Effective Technical Writing	20	6	\$
CLIN 0091 Proper Communication, Etiquette, and Professional Presence in a Virtual Setting	20	6	\$
CLIN 0092 Powerful Email Writing Tips to Make Your Message Stand Out	20	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$

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INTERPERSONAL SKILLS CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 93 THROUGH CLIN 115			
CLIN 0093 Business Acumen	30	6	\$
CLIN 0094 Myers Briggs I: Discovering Your Preference Type	30	6	\$
CLIN 0095 Emotional SMARTS in the Workplace	30	6	\$
CLIN 0096 Breakthrough Thinking from Inside the Box	30	6	\$
CLIN 0097 Developing Your Emotional Intelligence	30	6	\$
CLIN 0098 Creativity and Innovation: Unleash Your Potential for Greater Success	30	6	\$
CLIN 0099 Interviewing Tips, Tools & Techniques	30	6	\$
CLIN 0100 Training and Employee Development	30	6	\$
CLIN 0101 Breakthrough Listening	30	6	\$
CLIN 0102 Driving Change & Innovation	30	6	\$
CLIN 0103 Conflict Management, Prevention, and Resolution	30	6	\$
CLIN 0104 Responding to Conflict: Strategies for Improved Communication	30	6	\$
CLIN 0105 Tips on Active Listening: Employee Professional Development	30	6	\$
CLIN 0106 Become a Better Listener: Build Better Relationships	30	6	\$
CLIN 0107 How to Manage Your Emotions Under Stress	30	6	\$
CLIN 0108 Emerging Out of Emotional Crisis	30	6	\$
CLIN 0109 Discovering the Path to Power and Agency	30	6	\$

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CLIN 0110	How to Successfully Prepare for an Interview	30	6	\$
CLIN 0111	The Art of Writing a Resume and Developing a Personal Brand	30	6	\$
CLIN 0112	Mindfulness and Mental Toughness Skills in the DC Courts	30	6	\$
CLIN 0113	Achieving Success Through Perseverance and Resilience	30	6	\$
CLIN 0114	Unconscious Bias: The Power of Positive Psychology	30	6	\$
CLIN 0115	Professional Hurt and Healing in the Workplace	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$

OPTION YEAR ONE (1)

COMMUNICATION CURRICULUM		NUMBER OF PARTICIPANTS	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 1 THROUGH 15				
CLIN 1001	Essential Skills of Communication	30	6	\$
CLIN 1002	Communicating Written & Orally	30	6	\$
CLIN 1003	How to Become a Better Communicator	30	6	\$
CLIN 1004	Communicating Up with Confidence	30	6	\$
CLIN 1005	Developing Effective Business Conversation Skills	30	6	\$
CLIN 1006	Dynamic Listening Skills for Successful Communication	30	6	\$

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CLIN 1007	Communication Skills for Effective Leaders	30	6	\$
CLIN 1008	Strategies for Developing Effective Presentation Skills	30	6	\$
CLIN 1009	Create Better Understanding Through Active Listening	30	6	\$
CLIN 1010	Essential Skills of Public Speaking	30	6	\$
CLIN 1011	Listening to Understand	30	6	\$
CLIN 1012	Effectively Communicating in the Moment	30	6	\$
CLIN 1013	Communicating for Success: Getting Your Point Across Successfully	30	6	\$
CLIN 1014	Crisis Communication	30	6	\$
CLIN 1015	The Foundation of Communication	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$
CUSTOMER SERVICE CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 16 THROUGH CLIN 31				
CLIN 1016	Customer Service: “Public Service Is Public Trust”	30	6	\$
CLIN 1017	Quality Customer Service: A Moving Target	30	6	\$
CLIN 1018	Customer Service: Satisfying Customers	30	6	\$
CLIN 1019	The Art of Customer Service	30	6	\$
CLIN 1020	Listening Under Pressure: The Customer Service Challenge	30	6	\$
CLIN 1021	Making the Customer	30	6	\$

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Service Connection			
CLIN 1022 Service for All: Customer Service in a Diverse World	30	6	\$
CLIN 1023 Becoming a Customer Service Star	30	6	\$
CLIN 1024 Serving Customers: The General Public Helping	30	6	\$
CLIN 1025 Managing Difficult Customers	30	6	\$
CLIN 1026 Customer Service Relationship Management	30	6	\$
CLIN 1027 How to Boost Customer Service Levels	30	6	\$
CLIN 1028 Conflict Resolution and De-escalation for Upset Customers	30	6	\$
CLIN 1029 Building A Customer Service Strategy	30	6	\$
CLIN 1030 Understanding the Customer Service Cycle of Service	30	6	\$
CLIN 1031 The Art of Advocating and Supporting Customer Service	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
LEADERSHIP AND MANAGEMENT CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 32 THROUGH CLIN 63			
CLIN 1032 Introduction to Supervision	30	6	\$
CLIN 1033 Mentoring: Tips, Tools & Techniques	30	6	\$
CLIN 1034 Precision Problem Solving	30	6	\$
CLIN 1035 Foundation of Management	30	6	\$
CLIN 1036 Practices for Leadership Excellence	30	6	\$
CLIN 1037 Motivating and Leading	30	6	\$

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People			
CLIN 1038 Excelling as a Manager or Supervisor	30	6	\$
CLIN 1039 Leadership Skills for Supervisors	30	6	\$
CLIN 1040 Managing Across Levels	30	6	
CLIN 1041 Transition into Management	30	6	\$
CLIN 1042 Time Management Tips	30	6	\$
CLIN 1043 High Impact Decision Making	30	6	\$
CLIN 1044 Conflict Management and Resolution: New Discoveries	30	6	\$
CLIN 1045 Decision Making and Problem Solving for Non-Supervisors	30	6	\$
CLIN 1046 Strengths-based Performance Management	30	6	\$
CLIN 1047 Keys to Effectively Supervising	30	6	\$
CLIN 1048 Win! How to Motivate, Engage and Energize Employees	30	6	\$
CLIN 1049 Fostering Collaboration: How to Work SMARTER	30	6	\$
CLIN 1050 Adaptability: The Key to Mastering Change at Work	30	6	\$
CLIN 1051 Stress Management and Psychological Safety	30	6	\$
CLIN 1052 How to Deal with Difficult Customers and Manage Conflict	30	6	\$
CLIN 1053 Strategies for Managing Situational Conflict	30	6	\$
CLIN 1054 Managing Conflict: How to Manage Someone Who Creates Unnecessary Conflict	30	6	\$
CLIN 1055 Leading in a Time of Crisis	30	6	\$

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CLIN 1056	Dealing with Trauma	30	6	\$
CLIN 1057	Leading in a High-Accountability Culture	30	6	\$
CLIN 1058	Diversity, Equity, Inclusion, and Accessibility!	30	6	\$
CLIN 1059	Leading with TRUST	30	6	\$
CLIN 1060	Leading Disruptive Change and Innovation: Your Plan for Success	30	6	\$
CLIN 1061	Understanding, Recognizing, and Responding to Mental Health	30	6	\$
CLIN 1062	Managing Fear in Complex Situations	30	6	\$
CLIN 1063	Mastering Self-Leadership	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$
TEAMBUILDING CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 64 THROUGH CLIN 75				
CLIN 1064	Leading Teams	30	6	\$
CLIN 1065	Motivating Team Members	30	6	\$
CLIN 1066	Communicating Skills for Teams	30	6	\$
CLIN 1067	Intro to the Myers Briggs Type Indicator: An Overview	30	6	\$
CLIN 1068	Excelling as a Highly Effective Team Leader	30	6	\$
CLIN 1069	Teamwork Skills for Non-Supervisors	30	6	\$
CLIN 1070	Building Better Team	30	6	\$

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Communications			
CLIN 1071 Teams and Conflict: Moving the Team from Stage to Stage	30	6	\$
CLIN 1072 Elevate Teamwork and Collaboration	30	6	\$
CLIN 1073 Building Your Strength as a REAL Team Player	30	6	\$
CLIN 1074 Getting Alone: How to Work with Anyone	30	6	\$
CLIN 1075 Rekindling a Sense of Community at Work	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
WRITING AND GRAMMAR CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 76 THROUGH CLIN 92			
CLIN 1076 Writing and Grammar Essentials	20	6	\$
CLIN 1077 Better Business Writing	20	6	\$
CLIN 1078 Marvelous Minutes: Note Taking for the Court Professional	20	6	
CLIN 1079 Mighty Mechanics	20	6	\$
CLIN 1080 Winning Presentations	20	6	\$
CLIN 1081 Writing for Effective Results	20	6	\$
CLIN 1082 Speaking Smarter: Oral Grammar	20	6 (12)	\$
CLIN 1083 Taking the “Grr” out of Grammar	20	6 (12)	\$
CLIN 1084 Professional Writing Skills	20	6	\$
CLIN 1085 Winning Writing	20	6 (12)	\$
CLIN 1086 Grammar & Conversation	20	6	\$
CLIN 1087 Getting Good at Grammar	20	6	\$

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CLIN 1088	The Art of Writing with Confidence	20	6	\$
CLIN 1089	Breaking Bad Communication and Writing Habits	20	6	\$
CLIN 1090	Effective Technical Writing	20	6	\$
CLIN 1091	Proper Communication, Etiquette, and Professional Presence in a Virtual Setting	20	6	\$
CLIN 1092	Powerful Email Writing Tips to Make Your Message Stand Out	20	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$
INTERPERSONAL SKILLS CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 93 THROUGH CLIN 115				
CLIN 1093	Business Acumen	30	6	\$
CLIN 1094	Myers Briggs I: Discovering Your Preference Type	30	6	\$
CLIN 1095	Emotional SMARTS in the Workplace	30	6	\$
CLIN 1096	Breakthrough Thinking from Inside the Box	30	6	\$
CLIN 1097	Developing Your Emotional Intelligence	30	6	\$
CLIN 1098	Creativity and Innovation: Unleash Your Potential for Greater Success	30	6	\$
CLIN 1099	Interviewing Tips, Tools & Techniques	30	6	\$
CLIN 1100	Training and Employee Development	30	6	\$
CLIN 1101	Breakthrough Listening	30	6	\$

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CLIN 1102	Driving Change & Innovation	30	6	\$
CLIN 1103	Conflict Management, Prevention, and Resolution	30	6	\$
CLIN 1104	Responding to Conflict: Strategies for Improved Communication	30	6	\$
CLIN 1105	Tips on Active Listening: Employee Professional Development	30	6	\$
CLIN 1106	Become a Better Listener: Build Better Relationships	30	6	\$
CLIN 1107	How to Manage Your Emotions Under Stress	30	6	\$
CLIN 1108	Emerging Out of Emotional Crisis	30	6	\$
CLIN 1109	Discovering the Path to Power and Agency	30	6	\$
CLIN 1110	How to Successfully Prepare for an Interview	30	6	\$
CLIN 1111	The Art of Writing a Resume and Developing a Personal Brand	30	6	\$
CLIN 1112	Mindfulness and Mental Toughness Skills in the DC Courts	30	6	\$
CLIN 1113	Achieving Success Through Perseverance and Resilience	30	6	\$
CLIN 1114	Unconscious Bias: The Power of Positive Psychology	30	6	\$
CLIN 1115	Professional Hurt and Healing in the Workplace	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$

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COMMUNICATION CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 1 THROUGH 15				
CLIN 2001	Essential Skills of Communication	30	6	\$
CLIN 2002	Communicating Written & Orally	30	6	\$
CLIN 2003	How to Become a Better Communicator	30	6	\$
CLIN 2004	Communicating Up with Confidence	30	6	\$
CLIN 2005	Developing Effective Business Conversation Skills	30	6	\$
CLIN 2006	Dynamic Listening Skills for Successful Communication	30	6	\$
CLIN 2007	Communication Skills for Effective Leaders	30	6	\$
CLIN 2008	Strategies for Developing Effective Presentation Skills	30	6	\$
CLIN 2009	Create Better Understanding Through Active Listening	30	6	\$
CLIN 2010	Essential Skills of Public Speaking	30	6	\$
CLIN 2011	Listening to Understand	30	6	\$
CLIN 2012	Effectively Communicating in the Moment	30	6	\$
CLIN 2013	Communicating for Success: Getting Your Point Across Successfully	30	6	\$
CLIN 2014	Crisis Communication	30	6	\$
CLIN 2015	The Foundation of Communication	30	6	\$

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NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
CUSTOMER SERVICE CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 16 THROUGH CLIN 31			
CLIN 2016 Customer Service: “Public Service Is Public Trust”	30	6	\$
CLIN 2017 Quality Customer Service: A Moving Target	30	6	\$
CLIN 2018 Customer Service: Satisfying Customers	30	6	\$
CLIN 2019 The Art of Customer Service	30	6	\$
CLIN 2020 Listening Under Pressure: The Customer Service Challenge	30	6	\$
CLIN 2021 Making the Customer Service Connection	30	6	\$
CLIN 2022 Service for All: Customer Service in a Diverse World	30	6	\$
CLIN 2023 Becoming a Customer Service Star	30	6	\$
CLIN 2024 Serving Customers: The General Public Helping	30	6	\$
CLIN 2025 Managing Difficult Customers	30	6	\$
CLIN 2026 Customer Service Relationship Management	30	6	\$
CLIN 2027 How to Boost Customer Service Levels	30	6	\$
CLIN 2028 Conflict Resolution and De-escalation for Upset Customers	30	6	\$
CLIN 2029 Building A Customer Service Strategy	30	6	\$
CLIN 2030 Understanding the Customer Service Cycle of Service	30	6	\$

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CLIN 2031 The Art of Advocating and Supporting Customer Service	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
LEADERSHIP AND MANAGEMENT CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 32 THROUGH CLIN 63			
CLIN 2032 Introduction to Supervision	30	6	\$
CLIN 2033 Mentoring: Tips, Tools & Techniques	30	6	\$
CLIN 2034 Precision Problem Solving	30	6	\$
CLIN 2035 Foundation of Management	30	6	\$
CLIN 2036 Practices for Leadership Excellence	30	6	\$
CLIN 2037 Motivating and Leading People	30	6	\$
CLIN 2038 Excelling as a Manager or Supervisor	30	6	\$
CLIN 2039 Leadership Skills for Supervisors	30	6	\$
CLIN 2040 Managing Across Levels	30	6	
CLIN 2041 Transition into Management	30	6	\$
CLIN 2042 Time Management Tips	30	6	\$
CLIN 2043 High Impact Decision Making	30	6	\$
CLIN 2044 Conflict Management and Resolution: New Discoveries	30	6	\$
CLIN 2045 Decision Making and Problem Solving for Non-Supervisors	30	6	\$
CLIN 2046 Strengths-based Performance Management	30	6	\$

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CLIN 2047	Keys to Effectively Supervising	30	6	\$
CLIN 2048	Win! How to Motivate, Engage and Energize Employees	30	6	\$
CLIN 2049	Fostering Collaboration: How to Work SMARTER	30	6	\$
CLIN 2050	Adaptability: The Key to Mastering Change at Work	30	6	\$
CLIN 2051	Stress Management and Psychological Safety	30	6	\$
CLIN 2052	How to Deal with Difficult Customers and Manage Conflict	30	6	\$
CLIN 2053	Strategies for Managing Situational Conflict	30	6	\$
CLIN 2054	Managing Conflict: How to Manage Someone Who Creates Unnecessary Conflict	30	6	\$
CLIN 2055	Leading in a Time of Crisis	30	6	\$
CLIN 2056	Dealing with Trauma	30	6	\$
CLIN 2057	Leading in a High-Accountability Culture	30	6	\$
CLIN 2058	Diversity, Equity, Inclusion, and Accessibility!	30	6	\$
CLIN 2059	Leading with TRUST	30	6	\$
CLIN 2060	Leading Disruptive Change and Innovation: Your Plan for Success	30	6	\$
CLIN 2061	Understanding, Recognizing, and Responding to Mental Health	30	6	\$
CLIN 2062	Managing Fear in Complex Situations	30	6	\$
CLIN 2063	Mastering Self-Leadership	30	6	\$
NOTE: OFFEROR MUST BID ON		TOTAL COST		\$

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ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD			
TEAMBUILDING CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 64 THROUGH CLIN 75			
CLIN 2064 Leading Teams	30	6	\$
CLIN 2065 Motivating Team Members	30	6	\$
CLIN 2066 Communicating Skills for Teams	30	6	\$
CLIN 2067 Intro to the Myers Briggs Type Indicator: An Overview	30	6	\$
CLIN 2068 Excelling as a Highly Effective Team Leader	30	6	\$
CLIN 2069 Teamwork Skills for Non-Supervisors	30	6	\$
CLIN 2070 Building Better Team Communications	30	6	\$
CLIN 2071 Teams and Conflict: Moving the Team from Stage to Stage	30	6	\$
CLIN 2072 Elevate Teamwork and Collaboration	30	6	\$
CLIN 2073 Building Your Strength as a REAL Team Player	30	6	\$
CLIN 2074 Getting Alone: How to Work with Anyone	30	6	\$
CLIN 2075 Rekindling a Sense of Community at Work	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$

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WRITING AND GRAMMAR CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 76 THROUGH CLIN 92			
CLIN 2076 Writing and Grammar Essentials	20	6	\$
CLIN 2077 Better Business Writing	20	6	\$
CLIN 2078 Marvelous Minutes: Note Taking for the Court Professional	20	6	
CLIN 2079 Mighty Mechanics	20	6	\$
CLIN 2080 Winning Presentations	20	6	\$
CLIN 2081 Writing for Effective Results	20	6	\$
CLIN 2082 Speaking Smarter: Oral Grammar	20	6 (12)	\$
CLIN 2083 Taking the “Grr” out of Grammar	20	6 (12)	\$
CLIN 2084 Professional Writing Skills	20	6	\$
CLIN 2085 Winning Writing	20	6 (12)	\$
CLIN 2086 Grammar & Conversation	20	6	\$
CLIN 2087 Getting Good at Grammar	20	6	\$
CLIN 2088 The Art of Writing with Confidence	20	6	\$
CLIN 2089 Breaking Bad Communication and Writing Habits	20	6	\$
CLIN 2090 Effective Technical Writing	20	6	\$
CLIN 2091 Proper Communication, Etiquette, and Professional Presence in a Virtual Setting	20	6	\$
CLIN 2092 Powerful Email Writing Tips to Make Your Message Stand Out	20	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$

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INTERPERSONAL SKILLS CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 93 THROUGH CLIN 115			
CLIN 2093 Business Acumen	30	6	\$
CLIN 2094 Myers Briggs I: Discovering Your Preference Type	30	6	\$
CLIN 2095 Emotional SMARTS in the Workplace	30	6	\$
CLIN 2096 Breakthrough Thinking from Inside the Box	30	6	\$
CLIN 2097 Developing Your Emotional Intelligence	30	6	\$
CLIN 2098 Creativity and Innovation: Unleash Your Potential for Greater Success	30	6	\$
CLIN 2099 Interviewing Tips, Tools & Techniques	30	6	\$
CLIN 2100 Training and Employee Development	30	6	\$
CLIN 2101 Breakthrough Listening	30	6	\$
CLIN 2102 Driving Change & Innovation	30	6	\$
CLIN 2103 Conflict Management, Prevention, and Resolution	30	6	\$
CLIN 2104 Responding to Conflict: Strategies for Improved Communication	30	6	\$
CLIN 2105 Tips on Active Listening: Employee Professional Development	30	6	\$
CLIN 2106 Become a Better Listener: Build Better Relationships	30	6	\$
CLIN 2107 How to Manage Your Emotions Under Stress	30	6	\$
CLIN 2108 Emerging Out of Emotional Crisis	30	6	\$
CLIN 2109 Discovering the Path to Power and Agency	30	6	\$
CLIN 2110 How to Successfully	30	6	\$

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	Prepare for an Interview			
CLIN 2111	The Art of Writing a Resume and Developing a Personal Brand	30	6	\$
CLIN 2112	Mindfulness and Mental Toughness Skills in the DC Courts	30	6	\$
CLIN 2113	Achieving Success Through Perseverance and Resilience	30	6	\$
CLIN 2114	Unconscious Bias: The Power of Positive Psychology	30	6	\$
CLIN 2115	Professional Hurt and Healing in the Workplace	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$

OPTION YEAR THREE (3)

COMMUNICATION CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 1 THROUGH 15				
CLIN 3001	Essential Skills of Communication	30	6	\$
CLIN 3002	Communicating Written & Orally	30	6	\$
CLIN 3003	How to Become a Better Communicator	30	6	\$
CLIN 3004	Communicating Up with Confidence	30	6	\$
CLIN 3005	Developing Effective Business Conversation Skills	30	6	\$
CLIN 3006	Dynamic Listening Skills for Successful	30	6	\$

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	Communication			
CLIN 3007	Communication Skills for Effective Leaders	30	6	\$
CLIN 3008	Strategies for Developing Effective Presentation Skills	30	6	\$
CLIN 3009	Create Better Understanding Through Active Listening	30	6	\$
CLIN 3010	Essential Skills of Public Speaking	30	6	\$
CLIN 3011	Listening to Understand	30	6	\$
CLIN 3012	Effectively Communicating in the Moment	30	6	\$
CLIN 3013	Communicating for Success: Getting Your Point Across Successfully	30	6	\$
CLIN 3014	Crisis Communication	30	6	\$
CLIN 3015	The Foundation of Communication	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$
CUSTOMER SERVICE CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 16 THROUGH CLIN 31				
CLIN 3016	Customer Service: “Public Service Is Public Trust”	30	6	\$
CLIN 3017	Quality Customer Service: A Moving Target	30	6	\$
CLIN 3018	Customer Service: Satisfying Customers	30	6	\$
CLIN 3019	The Art of Customer Service	30	6	\$
CLIN 3020	Listening Under Pressure: The Customer Service Challenge	30	6	\$

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CLIN 3021	Making the Customer Service Connection	30	6	\$
CLIN 3022	Service for All: Customer Service in a Diverse World	30	6	\$
CLIN 3023	Becoming a Customer Service Star	30	6	\$
CLIN 3024	Serving Customers: The General Public Helping	30	6	\$
CLIN 3025	Managing Difficult Customers	30	6	\$
CLIN 3026	Customer Service Relationship Management	30	6	\$
CLIN 3027	How to Boost Customer Service Levels	30	6	\$
CLIN 3028	Conflict Resolution and De-escalation for Upset Customers	30	6	\$
CLIN 3029	Building A Customer Service Strategy	30	6	\$
CLIN 3030	Understanding the Customer Service Cycle of Service	30	6	\$
CLIN 3031	The Art of Advocating and Supporting Customer Service	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$
LEADERSHIP AND MANAGEMENT CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 32 THROUGH CLIN 63				
CLIN 3032	Introduction to Supervision	30	6	\$
CLIN 3033	Mentoring: Tips, Tools & Techniques	30	6	\$
CLIN 3034	Precision Problem Solving	30	6	\$
CLIN 3035	Foundation of Management	30	6	\$
CLIN 3036	Practices for Leadership Excellence	30	6	\$

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CLIN 3037	Motivating and Leading People	30	6	\$
CLIN 3038	Excelling as a Manager or Supervisor	30	6	\$
CLIN 3039	Leadership Skills for Supervisors	30	6	\$
CLIN 3040	Managing Across Levels	30	6	
CLIN 3041	Transition into Management	30	6	\$
CLIN 3042	Time Management Tips	30	6	\$
CLIN 3043	High Impact Decision Making	30	6	\$
CLIN 3044	Conflict Management and Resolution: New Discoveries	30	6	\$
CLIN 3045	Decision Making and Problem Solving for Non-Supervisors	30	6	\$
CLIN 3046	Strengths-based Performance Management	30	6	\$
CLIN 3047	Keys to Effectively Supervising	30	6	\$
CLIN 3048	Win! How to Motivate, Engage and Energize Employees	30	6	\$
CLIN 3049	Fostering Collaboration: How to Work SMARTER	30	6	\$
CLIN 3050	Adaptability: The Key to Mastering Change at Work	30	6	\$
CLIN 3051	Stress Management and Psychological Safety	30	6	\$
CLIN 3052	How to Deal with Difficult Customers and Manage Conflict	30	6	\$
CLIN 3053	Strategies for Managing Situational Conflict	30	6	\$
CLIN 3054	Managing Conflict: How to Manage Someone Who Creates Unnecessary Conflict	30	6	\$
CLIN 3055	Leading in a Time of Crisis	30	6	\$

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CLIN 3056 Dealing with Trauma	30	6	\$
CLIN 3057 Leading in a High-Accountability Culture	30	6	\$
CLIN 3058 Diversity, Equity, Inclusion, and Accessibility!	30	6	\$
CLIN 3059 Leading with TRUST	30	6	\$
CLIN 3060 Leading Disruptive Change and Innovation: Your Plan for Success	30	6	\$
CLIN 3061 Understanding, Recognizing, and Responding to Mental Health	30	6	\$
CLIN 3062 Managing Fear in Complex Situations	30	6	\$
CLIN 3063 Mastering Self-Leadership	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
TEAMBUILDING CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 64 THROUGH CLIN 75			
CLIN 3064 Leading Teams	30	6	\$
CLIN 3065 Motivating Team Members	30	6	\$
CLIN 3066 Communicating Skills for Teams	30	6	\$
CLIN 3067 Intro to the Myers Briggs Type Indicator: An Overview	30	6	\$
CLIN 3068 Excelling as a Highly Effective Team Leader	30	6	\$
CLIN 3069 Teamwork Skills for Non-Supervisors	30	6	\$

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CLIN 3070 Building Better Team Communications	30	6	\$
CLIN 3071 Teams and Conflict: Moving the Team from Stage to Stage	30	6	\$
CLIN 3072 Elevate Teamwork and Collaboration	30	6	\$
CLIN 3073 Building Your Strength as a REAL Team Player	30	6	\$
CLIN 3074 Getting Alone: How to Work with Anyone	30	6	\$
CLIN 3075 Rekindling a Sense of Community at Work	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
WRITING AND GRAMMAR CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 76 THROUGH CLIN 92			
CLIN 3076 Writing and Grammar Essentials	20	6	\$
CLIN 3077 Better Business Writing	20	6	\$
CLIN 3078 Marvelous Minutes: Note Taking for the Court Professional	20	6	
CLIN 3079 Mighty Mechanics	20	6	\$
CLIN 3080 Winning Presentations	20	6	\$
CLIN 3081 Writing for Effective Results	20	6	\$
CLIN 3082 Speaking Smarter: Oral Grammar	20	6 (12)	\$
CLIN 3083 Taking the “Grr” out of Grammar	20	6 (12)	\$
CLIN 3084 Professional Writing Skills	20	6	\$
CLIN 3085 Winning Writing	20	6 (12)	\$

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CLIN 3086	Grammar & Conversation	20	6	\$
CLIN 3087	Getting Good at Grammar	20	6	\$
CLIN 3088	The Art of Writing with Confidence	20	6	\$
CLIN 3089	Breaking Bad Communication and Writing Habits	20	6	\$
CLIN 3090	Effective Technical Writing	20	6	\$
CLIN 3091	Proper Communication, Etiquette, and Professional Presence in a Virtual Setting	20	6	\$
CLIN 3092	Powerful Email Writing Tips to Make Your Message Stand Out	20	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$
INTERPERSONAL SKILLS CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 93 THROUGH CLIN 115				
CLIN 3093	Business Acumen	30	6	\$
CLIN 3094	Myers Briggs I: Discovering Your Preference Type	30	6	\$
CLIN 3095	Emotional SMARTS in the Workplace	30	6	\$
CLIN 3096	Breakthrough Thinking from Inside the Box	30	6	\$
CLIN 3097	Developing Your Emotional Intelligence	30	6	\$
CLIN 3098	Creativity and Innovation: Unleash Your Potential for Greater Success	30	6	\$
CLIN 3099	Interviewing Tips, Tools & Techniques	30	6	\$
CLIN 3100	Training and Employee	30	6	\$

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Development			
CLIN 3101 Breakthrough Listening	30	6	\$
CLIN 3102 Driving Change & Innovation	30	6	\$
CLIN 3103 Conflict Management, Prevention, and Resolution	30	6	\$
CLIN 3104 Responding to Conflict: Strategies for Improved Communication	30	6	\$
CLIN 3105 Tips on Active Listening: Employee Professional Development	30	6	\$
CLIN 3106 Become a Better Listener: Build Better Relationships	30	6	\$
CLIN 3107 How to Manage Your Emotions Under Stress	30	6	\$
CLIN 3108 Emerging Out of Emotional Crisis	30	6	\$
CLIN 3109 Discovering the Path to Power and Agency	30	6	\$
CLIN 3110 How to Successfully Prepare for an Interview	30	6	\$
CLIN 3111 The Art of Writing a Resume and Developing a Personal Brand	30	6	\$
CLIN 3112 Mindfulness and Mental Toughness Skills in the DC Courts	30	6	\$
CLIN 3113 Achieving Success Through Perseverance and Resilience	30	6	\$
CLIN 3114 Unconscious Bias: The Power of Positive Psychology	30	6	\$
CLIN 3115 Professional Hurt and Healing in the Workplace	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$

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COMMUNICATION CURRICULUM		NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 1 THROUGH 15				
CLIN 4001	Essential Skills of Communication	30	6	\$
CLIN 4002	Communicating Written & Orally	30	6	\$
CLIN 4003	How to Become a Better Communicator	30	6	\$
CLIN 4004	Communicating Up with Confidence	30	6	\$
CLIN 4005	Developing Effective Business Conversation Skills	30	6	\$
CLIN 4006	Dynamic Listening Skills for Successful Communication	30	6	\$
CLIN 4007	Communication Skills for Effective Leaders	30	6	\$
CLIN 4008	Strategies for Developing Effective Presentation Skills	30	6	\$
CLIN 4009	Create Better Understanding Through Active Listening	30	6	\$
CLIN 4010	Essential Skills of Public Speaking	30	6	\$
CLIN 4011	Listening to Understand	30	6	\$
CLIN 4012	Effectively Communicating in the Moment	30	6	\$
CLIN 4013	Communicating for Success: Getting Your Point Across Successfully	30	6	\$
CLIN 4014	Crisis Communication	30	6	\$
CLIN 4015	The Foundation of Communication	30	6	\$

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NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
CUSTOMER SERVICE CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 16 THROUGH CLIN 31			
CLIN 4016 Customer Service: “Public Service Is Public Trust”	30	6	\$
CLIN 4017 Quality Customer Service: A Moving Target	30	6	\$
CLIN 4018 Customer Service: Satisfying Customers	30	6	\$
CLIN 4019 The Art of Customer Service	30	6	\$
CLIN 4020 Listening Under Pressure: The Customer Service Challenge	30	6	\$
CLIN 4021 Making the Customer Service Connection	30	6	\$
CLIN 4022 Service for All: Customer Service in a Diverse World	30	6	\$
CLIN 4023 Becoming a Customer Service Star	30	6	\$
CLIN 4024 Serving Customers: The General Public Helping	30	6	\$
CLIN 4025 Managing Difficult Customers	30	6	\$
CLIN 4026 Customer Service Relationship Management	30	6	\$
CLIN 4027 How to Boost Customer Service Levels	30	6	\$
CLIN 4028 Conflict Resolution and De-escalation for Upset Customers	30	6	\$
CLIN 4029 Building A Customer Service Strategy	30	6	\$
CLIN 4030 Understanding the Customer	30	6	\$

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Service Cycle of Service			
CLIN 4031 The Art of Advocating and Supporting Customer Service	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
LEADERSHIP AND MANAGEMENT CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 32 THROUGH CLIN 63			
CLIN 4032 Introduction to Supervision	30	6	\$
CLIN 4033 Mentoring: Tips, Tools & Techniques	30	6	\$
CLIN 4034 Precision Problem Solving	30	6	\$
CLIN 4035 Foundation of Management	30	6	\$
CLIN 4036 Practices for Leadership Excellence	30	6	\$
CLIN 4037 Motivating and Leading People	30	6	\$
CLIN 4038 Excelling as a Manager or Supervisor	30	6	\$
CLIN 4039 Leadership Skills for Supervisors	30	6	\$
CLIN 4040 Managing Across Levels	30	6	
CLIN 4041 Transition into Management	30	6	\$
CLIN 4042 Time Management Tips	30	6	\$
CLIN 4043 High Impact Decision Making	30	6	\$
CLIN 4044 Conflict Management and Resolution: New Discoveries	30	6	\$
CLIN 4045 Decision Making and Problem Solving for Non-Supervisors	30	6	\$
CLIN 4046 Strengths-based	30	6	\$

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Performance Management			
CLIN 4047 Keys to Effectively Supervising	30	6	\$
CLIN 4048 Win! How to Motivate, Engage and Energize Employees	30	6	\$
CLIN 4049 Fostering Collaboration: How to Work SMARTER	30	6	\$
CLIN 4050 Adaptability: The Key to Mastering Change at Work	30	6	\$
CLIN 4051 Stress Management and Psychological Safety	30	6	\$
CLIN 4052 How to Deal with Difficult Customers and Manage Conflict	30	6	\$
CLIN 4053 Strategies for Managing Situational Conflict	30	6	\$
CLIN 4054 Managing Conflict: How to Manage Someone Who Creates Unnecessary Conflict	30	6	\$
CLIN 4055 Leading in a Time of Crisis	30	6	\$
CLIN 4056 Dealing with Trauma	30	6	\$
CLIN 4057 Leading in a High-Accountability Culture	30	6	\$
CLIN 4058 Diversity, Equity, Inclusion, and Accessibility!	30	6	\$
CLIN 4059 Leading with TRUST	30	6	\$
CLIN 4060 Leading Disruptive Change and Innovation: Your Plan for Success	30	6	\$
CLIN 4061 Understanding, Recognizing, and Responding to Mental Health	30	6	\$
CLIN 4062 Managing Fear in Complex Situations	30	6	\$
CLIN 4063 Mastering Self-Leadership	30	6	\$

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NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$
TEAMBUILDING CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 64 THROUGH CLIN 75			
CLIN 4064 Leading Teams	30	6	\$
CLIN 4065 Motivating Team Members	30	6	\$
CLIN 4066 Communicating Skills for Teams	30	6	\$
CLIN 4067 Intro to the Myers Briggs Type Indicator: An Overview	30	6	\$
CLIN 4068 Excelling as a Highly Effective Team Leader	30	6	\$
CLIN 4069 Teamwork Skills for Non-Supervisors	30	6	\$
CLIN 4070 Building Better Team Communications	30	6	\$
CLIN 4071 Teams and Conflict: Moving the Team from Stage to Stage	30	6	\$
CLIN 4072 Elevate Teamwork and Collaboration	30	6	\$
CLIN 4073 Building Your Strength as a REAL Team Player	30	6	\$
CLIN 4074 Getting Alone: How to Work with Anyone	30	6	\$
CLIN 4075 Rekindling a Sense of Community at Work	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$

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WRITING AND GRAMMAR CURRICULUM	ESTIMATED NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 76 THROUGH CLIN 92			
CLIN 4076 Writing and Grammar Essentials	20	6	\$
CLIN 4077 Better Business Writing	20	6	\$
CLIN 4078 Marvelous Minutes: Note Taking for the Court Professional	20	6	
CLIN 4079 Mighty Mechanics	20	6	\$
CLIN 4080 Winning Presentations	20	6	\$
CLIN 4081 Writing for Effective Results	20	6	\$
CLIN 4082 Speaking Smarter: Oral Grammar	20	6 (12)	\$
CLIN 4083 Taking the “Grr” out of Grammar	20	6 (12)	\$
CLIN 4084 Professional Writing Skills	20	6	\$
CLIN 4085 Winning Writing	20	6 (12)	\$
CLIN 4086 Grammar & Conversation	20	6	\$
CLIN 4087 Getting Good at Grammar	20	6	\$
CLIN 4088 The Art of Writing with Confidence	20	6	\$
CLIN 4089 Breaking Bad Communication and Writing Habits	20	6	\$
CLIN 4090 Effective Technical Writing	20	6	\$
CLIN 4091 Proper Communication, Etiquette, and Professional Presence in a Virtual Setting	20	6	\$
CLIN 4092 Powerful Email Writing Tips to Make Your Message Stand Out	20	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD	TOTAL COST		\$

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INTERPERSONAL SKILLS CURRICULUM	NUMBER OF PARTICIPANTS (Estimated Maximum)	HOURS	UNIT COST PER CLASS
AGGREGATE AWARD GROUP CLIN 93 THROUGH CLIN 115			
CLIN 4093 Business Acumen	30	6	\$
CLIN 4094 Myers Briggs I: Discovering Your Preference Type	30	6	\$
CLIN 4095 Emotional SMARTS in the Workplace	30	6	\$
CLIN 4096 Breakthrough Thinking from Inside the Box	30	6	\$
CLIN 4097 Developing Your Emotional Intelligence	30	6	\$
CLIN 4098 Creativity and Innovation: Unleash Your Potential for Greater Success	30	6	\$
CLIN 4099 Interviewing Tips, Tools & Techniques	30	6	\$
CLIN 4100 Training and Employee Development	30	6	\$
CLIN 4101 Breakthrough Listening	30	6	\$
CLIN 4102 Driving Change & Innovation	30	6	\$
CLIN 4103 Conflict Management, Prevention, and Resolution	30	6	\$
CLIN 4104 Responding to Conflict: Strategies for Improved Communication	30	6	\$
CLIN 4105 Tips on Active Listening: Employee Professional Development	30	6	\$
CLIN 4106 Become a Better Listener: Build Better Relationships	30	6	\$
CLIN 4107 How to Manage Your Emotions Under Stress	30	6	\$
CLIN 4108 Emerging Out of Emotional Crisis	30	6	\$
CLIN 4109 Discovering the Path to Power and Agency	30	6	\$

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CLIN 4110	How to Successfully Prepare for an Interview	30	6	\$
CLIN 4111	The Art of Writing a Resume and Developing a Personal Brand	30	6	\$
CLIN 4112	Mindfulness and Mental Toughness Skills in the DC Courts	30	6	\$
CLIN 4113	Achieving Success Through Perseverance and Resilience	30	6	\$
CLIN 4114	Unconscious Bias: The Power of Positive Psychology	30	6	\$
CLIN 4115	Professional Hurt and Healing in the Workplace	30	6	\$
NOTE: OFFEROR MUST BID ON ALL ITEMS IN THIS AGGREGATE GROUP TO BE CONSIDERED FOR AWARD		TOTAL COST		\$

Authorized Company Representative Name and Title

Authorized Company Representative Signature and Date

Company Name

SECTION C - DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C.1 STATEMENT OF WORK

The DC Courts' Center for Education and Training (CET) has a need for on-site and virtual, instructor-led, participant centered, training on a wide variety of skills-training topics including effective communication, customer service, leadership and management, teambuilding, writing and grammar, and interpersonal skills (i.e. train-the-trainer, stress management, mental health and wellness, conflict management, de-escalation, resolution, and prevention, emotional intelligence, problem solving and diversity) courses for its employees and specialized leadership and management training for a group cohort who needs the knowledge, skills and competencies necessary to perform day-to-day duties. The level of instruction will be from basic to intermediate to advanced. The DC Courts' Center for Education and Training (CET) will employ a hybrid, in-person, and online training, both of which are amenable to adult learning best practices.

The DC Courts' Center for Education and Training (CET) will employ a hybrid training model. The Courts will use either an in-person or virtually online training format or both and reserve the right to pay the same fees/fee amount for a 1-day 6-hour class it would for a 2-half-day 3-hour (9:00 a.m. to 12:00 p.m. and 1: 00 p.m. to 4:00 p.m.). An online course would consist of two different groups of participants in the morning and afternoon sessions.

C.2 CET RESPONSIBILITIES

When developing price proposals, the Contractor/Instructor(s) shall take into consideration the following:

The course materials shall be constructed specifically for the District of Columbia Court employees with the understanding that programs should be developed to meet court specific needs. Participants that attend all sessions of the course will receive a certificate of completion (*furnished by the Courts*) for the course and workshop materials *furnished by the Contractor or the Courts (determined by the Courts at the time the course is ordered)*. *All course descriptions shall be prepared, and materials shall be uplicated by the instructor. CET agrees to produce and provide name badges or tent cards to facilitate faculty identification or participants as deemed necessary.*

The Center for Education and Training of the District of Columbia Courts shall provide a suitable training facility for the courses on all training dates. The CET shall also provide audiovisual equipment required by individual instructors, which may include overhead projector, a screen, flipcharts, *VCR/DVD, monitor, MS PowerPoint*, and laptop if needed. CET shall provide a suitable on-line virtual platform link for all on-line training classes. For all in-person training classes, the training will be held at the DC Courts training facility of choice by the COTR.

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C.3 CONTRACTOR/INSTRUCTOR RESPONSIBILITIES AND TRAINING

The Contractor/Instructor shall be responsible for all training materials (copies) necessary to teach each awarded class. The Contractor/Instructor shall develop all course materials specifically to meet the needs of the District of Columbia Courts employees. All course materials shall be reviewed and approved by the COTR prior to the class. Upon successful completion of each course, participants shall receive a certificate of completion for the course and workshop materials provided during the course.

Training held at the District of Columbia Courts will be held at the following training facilities listed below. The DC Courts also reserves the right to add additional locations at a later date, if required.

On-site Training Location:

Primary location: (H. Carl Moultrie Building, 500 Indiana Ave., 4th Floor. Washington, DC 20001)

Secondary location: (Building C, 5th Street, N.W. Second Floor, Room #221, Washington, DC 20001)

For virtual online training, the DC Courts, Center for Education and Training (CET) authorizes the use of the following **virtual online** platforms to host online training in the **preferred** order:

Virtual Online Platform Preferred Order		
1. Zoom	3. WebEx	5. Skype
2. MS Teams	4. Video Teleconference	6. Conference Calls

Offerors shall possess a PRO PREMIUM licensure of each of the top three preferred platforms. They are: 1.) Zoom 2.) MS Teams 3.) WebEx

C.4. INSTRUCTORS QUALIFICATIONS

Instructors shall be highly qualified with specialized teaching and facilitation talents and capabilities to formulate and deliver high-energy, learner centered, solution-oriented, interactive training sessions. To achieve this, the instructor shall consult with the Center for Education and Training (CET) to discuss and plan each session in advance; demonstrating skill and ability to forecast how each component of the program will fit together to meet the training needs of the Courts.

Instructors shall be knowledgeable and skilled in Adult Learning concepts and theories and be able

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to stimulate participants, field content-specific questions, and have a demonstrated mastery of their teaching level to effectively lead Court employees on the training subject topic(s) for which the contract is for. It is highly preferred that instructors have some formal teaching or facilitation experience in a court or legal environment.

C.5 CLASS AND CLASS SIZE

All training (in-person or virtual) shall begin at 9:00 a.m. and end at 4:00 p.m. The instructor shall arrive at least 30 minutes prior to the beginning of the class to make the room ready for instruction. The instructor shall have each student sign the class roster (in-person) and check attendance (virtual) prior to the start of class and deliver it to the Center for Education and Training not later than one hour prior to the end of each day. The class roster will be used as the reference to print participant certificates.

Note: The classrooms accommodate a maximum of 30 students. CET reserves the right to cancel a class five (5) business days in advance if the class is not 60 percent full.

C.6 COMPARABLE WORKSHOPS POTENTIALLY USED AT THE COURTS

The following soft skills development training workshops may be added that are comparable to the Courts' roster of classes:

C.6.1 COMMUNICATION CURRICULUM

1. Learning to Listen
2. Communicating Up with Confidence and Savvy
3. Communicating with Poise and Power
4. The Essentials of Communicating with Diplomacy and Professionalism
5. Using E-mail Effectively
6. Interpersonal Communications

C.6.2 CUSTOMER SERVICE CURRICULUM

1. Customer Service: Excellence in the Details
2. Customers First: Elevating the Customer Experience
3. Customer Service: A Journey and Evolution
4. The Secret of Customer Service through Spirited Employee Engagement
5. Creating a Culture of Exceptional Customer Service
6. Customer Service as a Source of Competitive Advantage
7. Customer Service: A Strategic Priority
8. Breakthrough Strategies for Outstanding Customer Service

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9. How to Deliver Excellent Customer Service
10. Customer Service: Critical Thinking and Problem Solving
11. How to WOW Your Customer, Client, and Constituent
12. Obstacles of Excellent Customer Service and How to Overcome Them
13. Satisfying Customers
14. The Art of Customer Service
15. Cutting Edge Customer Service

C.6.3 LEADERSHIP AND MANAGEMENT CURRICULUM

1. Recognizing and Engaging Employees
2. Best Practice Leadership Techniques
3. Strategic Leadership in the 21st Century
4. Leadership Management and Strategy Development
5. Principles and Practices of Effective Leadership
6. Leadership Ethics
7. Win! How to Motivate, Engage and Energize Employees
8. Expanding Your Influence
9. Keys to Effectively Supervising People
10. The Art and Practice of Employee Engagement
11. Succession Planning for Supervisors & Managers: An Overview
12. Situational Leadership: What Every Leader Needs to Know About Followership
13. Leadership: Creating a Motivating Environment
14. Leading and Developing Employees
15. Coaching to Win
16. High-Performance Leadership
17. Critical Thinking and Problem Solving
18. Conflict Management
19. Leadership & Strategic Thinking
20. Multicultural Problem Solving
21. Intergenerational Leadership
22. Mentoring: Tips, Tools & Techniques
23. Coaching: Evoking Excellence in Employees
24. Relationship Management and Strategy Development
25. Conflict Management
26. Common Issues, Best Practice and Experiences Leadership
27. Leading the Change Process

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28. Improving Your Managerial Effectiveness
29. Engaging Employees at Every Level
30. Leadership Skills for the 21st Century
31. Employee Engagement: Tips for Success
32. Achieving Leadership Success Through People
33. Confronting the Stuff: Management Skills for Supervisors
34. Leading with Integrity and Personal Mastery
35. The Voice of Leadership: How Leaders Inspire, Influence and Achieve Results
36. The Carrot Principle: Driving Recognition, Respect and Engagement
37. Succession Planning an Overview: Developing Leaders from Within
38. Mentoring Skills for Supervisors

C.6.4 TEAMBUILDING CURRICULUM

1. Teaming for Success: Win-Win Strategies
2. Teambuilding and Action Learning Projects
3. Fostering Spirited Teambuilding
4. Leading Teams
5. Motivating Team Members
6. Communication Skills for Teams
7. Teamwork Skills for Non-Supervisors
8. Building Better Team Communications
9. Teams and Conflict: Moving the Team from Stage to Stage
10. Social Media for Teams
11. Excelling as a Highly Effective Team Leader
12. Effective Teamwork Strategies
13. Valuing Diversity on Teams
14. Team Dynamics
15. The Temperament Challenge
16. Building a Positive, Motivated & Cooperative Team
17. Virtual Teams
18. Social Media for Teams
19. Teams Emotional & Social Intelligence

C.6.5 WRITING & GRAMMAR CURRICULUM

1. Advanced Business Writing
2. Business Writing

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3. English Essentials: A Grammar Refresher
4. Grammar and Conversation
5. Intermediate Grammar
6. The Grammar Course
7. Better Business Writing
8. Writing Boot Camp for Court Employees
9. Writing and Grammar Booster I
10. Writing and Grammar Booster II
11. The Ability to Communicate in Writing
12. Writing Effective Ranking Factors for Job Applications
13. Writing for Effective Results

C.6.6 INTERPERSONAL SKILLS CURRICULUM

1. Effectively Dealing with Difficult People and Situations
2. Gossip: Does It Have a Place at Work?
3. Synergy through Diversity
4. Skills Assessment, 360 Feedback
5. Multicultural Problem Solving
6. Professional Etiquette and Professional Image
7. Thinking Outside the Line: “Next-Step Thinking”
8. Interpersonal Skills for Managers
9. Assessing Core Skills for Success
10. Coping & Stress Reduction
11. Personality at Its Best and Worst: Building One’s Strengths and Weaknesses
12. Creativity and Innovation: Unleash Your Potential for Greater Success
13. The Mechanics of Interviewing
14. Getting Ahead by Getting Along
15. Breakthrough Listening
16. Intercultural Communication
17. Understanding Culture and Multiculturalism in the Workplace
18. Cross Cultural Awareness
19. Building Better Workplace Relationships
20. Listening and Memory Development
21. Strengthening Your People Skills
22. Communicating a Professional Image: Managing Your Career
23. Creating a Positive Work Climate

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24. Managing Your Career
25. Planning, Preparation and Performance
26. Driving Innovation
27. Creating an Environment of Motivation
28. Moving Ahead: Techniques for New Behavior Patterns
29. Sparking Innovation and Creativity
30. Interviewing Skills: An Overview
31. Igniting Commitment: Engaging Employees for Breakthrough Performance
32. The Practice of Interviewing for Success
33. The Art and Mechanics of Interviewing Successfully

C.6.7 MANAGEMENT TRAINING PROGRAM (MTP) POST GRADUATE CURRICULUM

1. Leadership: Creating a Motivating Environment
2. Leading with Integrity/Personal Mastery
3. Leading Effectively: Discover and Unlock Your Leadership Potential
4. Leading Competently for Organizational Impact
5. Leadership and Communication Dynamics
6. Coaching to Win!
7. Conflict Management
8. Networking: It Works When You Work It
9. Negotiating and Influencing Skills: “Getting to Yes”
10. Multicultural Problem Solving
11. Basic Interviewing: Tips, Tools, and Techniques
12. Best Practices of Interviewing for Success
13. The Art of Interviewing Successfully
14. Things to Consider When Preparing a Resume
15. Resume Failures and Feats

Instruction will range from basic to intermediate to advanced levels of training.

SECTION D - PACKAGING AND MARKING

- D.1** The Contractor shall be responsible for all training materials (copies etc.) necessary to teach each class awarded. All participants shall receive individual training packets. **All materials used for instruction shall be clearly marked “DC Courts” and titled in accordance with the respective course titles found in Section B.4- Schedule.**
- D.2** Each Offeror shall include in his “Cost per Class”, the cost of all labor and materials necessary to perform the scope of work as specified in the Schedule found in Section B.4 and Section C – Descriptions / Specifications / Work Statement.

SECTION E - INSPECTION AND ACCEPTANCE

E.1 INSPECTION OF SERVICES

- A.** “Services” as used in this clause includes services performed, workmanship, and material furnished or utilized in the performance of services.
- B.** The Contractor shall provide and maintain an inspection system acceptable to the Court covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the Court during contract performance and for as long afterwards as the contract requires.
- C.** The Court has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The Court will perform inspections and tests in a manner that will not unduly delay the work.
- D.** If the Court performs inspections or tests on the premises of the Contractor or subcontractor, the Contractor shall furnish, without additional charge, all reasonable facilities, and assistance for the safety and convenient performance of these duties.
- E.** If any of the services do not conform to the contract requirements, the Court may require the Contractor to perform these services again in conformity with contract requirements, at no increase in contract amount. When the defects in services cannot be corrected by performance, the Court may require the Contractor to take necessary action to ensure that future performance conforms to contract requirements and reduce the contract price to reflect value of services performed.
- F.** If the Contractor fails to promptly perform the services again or take the necessary action to ensure future performance in conformity to contract requirements, the Court may (1) by contract or otherwise, perform the services and charge the Contractor any cost incurred by the Court that is directly related to the performance of such services, or (2) terminate the contract for default.

E.2 ACCEPTANCE OF SERVICES

Services shall be accepted by the Contracting Officer’s Technical Representative (COTR). The COTR will be identified in Section G of this solicitation.

SECTION F - DELIVERIES AND PERFORMANCE

F.1 TERM OF CONTRACT

F.1.1 The term of the contract shall be for a period of one (1) base year from the date of award of the contract. The date of the award shall be the date the Contracting Officer signs the contract document.

F.2 OPTION PERIOD

The Courts may extend the term of this contract for an additional four (4) one (1) year period or, or a fraction, or multiple fractions thereof, which the Courts may unilaterally exercise.

F.2.1 OPTION TO EXTEND THE TERM OF THE CONTRACT

The Courts may extend the term of this contract for four (4) one (1) year period, or a fraction, or multiple fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the Courts shall give the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Courts 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 30-day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.

If the Courts exercise this option, the extended contract shall be considered to include this option provision. The exercise of any option under this contract is contingent upon the appropriation of funds for the respective option period. However, the availability of funds does not obligate the Courts to exercise this option year.

The offeror shall include in its **price** proposal the **price** for the base year and all option years. Failure to submit **price** for base year and all option years may cause the Courts to exclude your offer from further consideration.

The total duration of this contract including the exercise of any options under this clause, shall not exceed five (5) years.

F.3 DELIVERABLES

All Deliverables shall be in a form and manner acceptable to the Courts. The Contractor shall complete the tasks and provide to the COTR the deliverables specified below within the designated time frames:

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Item Number/Section	Deliverable	Quantity	Format/Method of Delivery	Due Date	To Whom
001	Training programs (thoroughly planned in advance)	1 each per course	Hard copy & Electronic Soft Copy	To be determined (TBD) by COTR	COTR
002	Instructional content (objectives/learning points)	1 each per course	In person & Hard copy handouts	Prior to teaching class TBD by COTR	COTR
003	Course materials & agenda (specially designed group activities relevant to material content including scenarios, and role plays)	One copy each participant, 1 original to COTR	Hard copy & Electronic soft copy	Prior to teaching class TBD by COTR	COTR
004	Interactive and participatory exercises	Minimum 2 per class	Written & electronic	At time of scheduled instruction	COTR
005	Inventories/instruments	1 list	In-person, electronic, telephonic	Prior to teaching class TBD by COTR	COTR
006	Visuals aids (overheads, slides, PowerPoint, and handouts)	As required each class	Written materials, in-person, or virtual facilitation	At time of scheduled instruction	COTR

F.4 STANDARD OF PERFORMANCE

The Contractor agrees to provide a high standard of professional service. In determining whether the Contractor has performed accordingly, it is understood and agreed that D.C. Courts will measure the amount and quality of the services required by the contract against the representations made by the Contractor in its written proposal.

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 PAYMENT/INVOICES

- A. The Contractor shall be compensated in the following manner: The Contractor will be reimbursed monthly **for the number of classes delivered** to the DC Courts the previous month and as documented in the monthly billing statement, following **approval** by the COTR.
- B. Effective June 8, 2018, all invoices and payment request shall be submitted electronically through the U.S. Department of the Treasury's **Invoice Processing Platform (IPP)** System using the "Bill to Agency" of Interior Business Center-FMD. The IPP website address is <https://www.ipp.gov>. In addition, it is the vendor's (contractor's) responsibility to be System for Awards Management (SAM) registered and in IPP. The vendors (contractors) must be SAM registered to register in IPP. The SAM website address is <https://www.sam.gov>.
- C. After contract and purchase order award, to receive payment, the Contractor must use the IPP website to register, access, and use IPP for submitting all invoice requests for payment(s). Assistance with enrollment can be obtained by contacting the IPP Production Helpdesk via email at IPPCustomerSupport@discal.treasury.gov or by phone (866) 973-3131.
- D. Payment request means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, at a minimum, the Contractors' electronic invoice shall include the following information:
1. Name and address of the Contractor,
 2. The purchase order number,
 3. Invoice date,
 4. Invoice number,
 5. Name of the Contracting Officer Technical Representative (COTR),
 6. COTR email address, and
 7. Description, quality, unit of measure, and extended price of the services or supplies rendered.
- E. The courts require that all invoices be electronically submitted and transmitted via the IPP system **no later than ten (10) working days after each session**. Once the electronic invoice has been submitted through IPP, no later than two business days from the electronic submission, the Contractor shall send a copy of the invoice via e-mail to the COTR and Budget and Finance Office with the required and properly completed **supporting documentation** as stated in the contract. Vendors are solely responsible for reading the contract and complying accordingly. The Contracting

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Officer's Technical Representative (COTR) shall review each electronic invoice for certification of receipt of satisfactory services before authorization of payment.

F. FINAL INVOICE

The Contractor shall submit final electronic invoice (s) within thirty (30) days after the expiration of this contract. On a final invoice where the payment amount is subject to contract settlement actions, acceptance shall be deemed to have occurred on the effective date of the contract settlement. The Contractor must contact the COTR to obtain a **D.C. Courts Release of Claims form**. Upon receipt of the form, the Contractor must complete and submit the District of Columbia Release of Claims (Attachment J.7) form as well as provide a copy of the final electronic invoice to the COTR.

G. TAX EXEMPT

The Courts is exempt from taxation pursuant to D.C. Code 47-2005(1).

G.1. PROMPT PAYMENT ACT

The Courts will pay interest (late charge) on each electronically receipted and approved invoice pursuant to the Prompt Payment Act, 31 U.S.C. 3901 et seq.

G.2 In addition, the Contractor shall complete **Attachment J.7 - District of Columbia Courts Release of Claims form and submit to the Contracting Officer.**

G.3 AUDITS

G.3.1 At any time or times before final payment and three (3) years thereafter, the Contracting Officer may have the Contractor's invoices or vouchers and statements of costs audited. Any payment may be reduced by amounts found by the Contracting Officer not to constitute allowable costs as adjusted for prior overpayment or underpayment. In the event that all payments have been made to the Contractor by the Court and a discrepancy of overpayment is found, the Court shall be reimbursed for said overpayment within thirty (30) days after written notification.

G.4 CONTRACTING OFFICER AND CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR).

G.4.1 Contracting Officer. The District of Columbia Superior Court Contracting Officer who has the appropriate contracting authority is the only Court official authorized to contractually bind the Court through signing contract documents. All correspondence to the Contracting Officer shall be forwarded to:

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Geoffrey A. Mack
Acting Administrative Officer
Administrative Services Division
District of Columbia Courts
700 6th Street, N.W. 12th Floor
Washington, D.C. 20001
Telephone Number: (202) 879-4264
Facsimile Number: (202) 879-2835

G.4.2 CONTRACTING OFFICER’S TECHNICAL REPRESENTATIVE (COTR): The COTR is responsible for general administration of the contract and advising the Contracting Officer as to the Contractor’s performance or non-performance of the contract requirements. In addition, the COTR is responsible for the day-to-day monitoring and supervision of the contract. The COTR shall be:

Dr. Keith E. Robinson, Ed. D
Manager, Staff Development
Center for Education and Training
500 Indiana Ave. NW,
Washington, D.C. 20001
Telephone Number: 202.879-0481
Keith.Robinson@dccsystem.gov

G.5. AUTHORIZED REPRESENTATIVE OF THE CONTRACTING OFFICER

G.5.1 The COTR will have the responsibility of ensuring that the work conforms to the requirements of the contract and such other responsibilities and authorities as may be specified in this contract. It is understood and agreed that the COTR shall not have the authority to make changes to the scope or terms and conditions of the contract.

G.6 PAYMENT OFFICE

G.6.1 The Contractor shall prepare and submit invoices electronically or mail and in duplicate copies to (refer to Section G.1.E):

Accounting Supervisor Financial Operations Division D.C. Superior Court 700 6th Street, N.W. 12th Floor Washington, D.C. 20001 202-879-2813 accountingbranch@dccsystem.gov	Dr. Keith E. Robinson, Ed. D Manager, Staff Development Center for Education and Training 500 Indiana Ave. NW Washington, D.C. 20001 202-879-0486 Keith.Robinson@dccsystem.gov
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G.6.2 THE RESULTANT CONTRACTOR IS HEREBY FOREWARNED THAT ABSENT THE REQUISITE AUTHORITY OF THE COTR TO MAKE ANY SUCH CHANGES, 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 BE ALSO BE REQUIRED, AT NO ADDITIONAL COST TO THE COURTS, TO TAKE ALL CORRECTIVE ACTION NECESSITATED BY REASON OF THE UNAUTHORIZED CHANGES.

SECTION H - SPECIAL CONTRACTS REQUIREMENTS

H.1 OTHER CONTRACTORS

The Contractor shall not commit or permit any act which will interfere with the performance of work done by any other Courts Contractor or by any Courts employee. If another contractor is awarded a future contract for performance of the required services, the original contractor shall cooperate fully with the Courts and the new contractor in any transition activities which the Contracting Officer deems necessary during the term of the contract.

H.2 DISCLOSURE OF INFORMATION

H.2.1 Any information made available by the District of Columbia Courts shall be used only for the purposes of carrying out the provisions of this contract and shall not be divulged nor made known in any manner to any person except as may be necessary in the performance of the contract.

H.2.2 In performance of this Contract, the Contractor agrees to assume responsibility for protection of the confidentiality of Courts records and that all work shall be performed under the supervision of the Contractor or the Contractor's responsible employees.

H.2.3 Each office or employee of the Contractor to whom information may be available or disclosed shall be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions.

H.2.4 No information regarding the Contractor's performance of the contract shall be disclosed by the Contractor to anyone other than the District of Columbia Courts officials unless written approval is obtained in advance from the Contracting Officer.

H.3 RIGHTS IN DATA

H.3.1 "Data" as used herein, means recorded information, regardless of form or the media on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost and pricing, or management information.

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H.3.2 The term "Technical Data" as used herein, means recorded information regardless of form or characteristic. It may, for example, document research, experimental, developmental work, or be used to define a design or process to produce, support, maintain, or update material or documentation. The data may be character, graphic or pictorial delineation in media such as drawings or photographs, text, or related design or performance type documentation. Examples of technical data include research data, documentation drafts, lists, specifications, profiles, standards, process sheets, manuals, and technical reports.

H.3.3 The term "Computer Software" as used herein, means all computer programs and relational computer databases, "Computer Programs" as used herein are defined as a series of instructions or statements in a form acceptable to a computer, designed to cause the computer to execute an operation or operations. Computer programs include operating systems, assemblers, compilers, interpreters, database management systems, utility programs, sort/merge programs, and automatic data processing equipment (ADPE) maintenance diagnostic programs.

H.3.4 **All data first produced in the performance of any contract resulting from this solicitation process shall be the sole property of the District of Columbia Courts.** The offeror hereby acknowledges that all data, including, without limitation, produced by the offeror for the process, are works made for hire and are the sole property of the District of Columbia Courts; but, to the extent any such data may not, by operation of law, be works made for hire, the Contractor shall transfer and assign to the Courts the ownership of copyright in works, whether published or unpublished. Further, the Contractor agrees to give the Courts all assistance reasonably necessary to perfect such rights, including but not limited to the works and supporting documentation and the execution of any instrument required to register copyrights. The Contractor agrees not to assert any rights at common law or in equity in such data. The Contractor shall not publish or reproduce such data in whole or in any manner or form, authorize others to do so, without written consent of the District of Columbia Courts until such time as the Courts may release such data to the public domain. The Courts shall not unreasonably withhold consent to the offeror's request to publish or reproduce data in professional or public relations trade publications.

H.4 SECURITY REQUIREMENTS

The requirement for Contractor personnel to obtain a security clearance as designated by the Contracting Officer may arise per District of Columbia Courts security policies and procedures. The District of Columbia Courts will notify the Contractor of all such requirements as soon as practicable.

H.5 PUBLICITY

The Contractor shall at all times obtain the prior written approval from the Court's Contracting Officer before it, any of its officers, agents, employees or subcontractors, either during or after expiration or termination of the contract, make any statement or issue any material, for publication through any medium of communication, bearing on the work performed or data collected under this contract.

H.6 WAGE DETERMINATION

The Contractor shall be bound by Wage Determination No. 2015-4282, Revision No. 20, dated 06/27/2022, issued by the U.S. Department of Labor in accordance with the Service Contract Act (41 U.S.C. 351 et seq.) and incorporated herein as Section J.9 of this solicitation. The Contractor shall be bound by the wage rates for the term of the contract. If an option is exercised, the Contractor shall be bound by the applicable wage rate at the time of the option. If the option is exercised, and the Contracting Officer obtains a revised wage determination, the revised wage determination is applicable for the option periods and the Contractor may be entitled to an equitable adjustment.

H.7 UNENFORCEABILITY OF UNAUTHORIZED OBLIGATIONS

H.7.1 Except as stated in paragraph (b) of this clause, when any supply or service acquired under this contract is subject to any End User License Agreement (EULA), Terms of Service (TOS), or similar legal instrument or agreement, that includes any clause:

- (i) Requiring the Court to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability; or
- (ii) Providing for renewal of the contract in a subsequent fiscal year without requiring affirmative action from the contracting officer (unless pursuant to the Court's multiyear contracting authority), that would create an Anti-Deficiency Act violation (31 U.S.C. § 1341), the following shall govern:

H.7.2 Any such clause is unenforceable against the Court.

H.7.3 Neither the Court nor any Court authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the EULA, TOS, or similar legal instrument or agreement. If the EULA, TOS, or similar legal instrument or agreement is invoked through an "I agree" click box or other comparable mechanism (e.g., "click-wrap" or "browse-wrap" agreements), execution does not bind the Court or any Court authorized end user to such clause.

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H.7.4 Any such clause is deemed to be stricken from the EULA, TOS, or similar legal instrument or agreement. (Revised March 31,2017) (b) Paragraph (a) of this clause does not apply to indemnification by the Court that is expressly authorized by statute and specifically authorized under applicable Court regulations and procedures.

H.8 DISCLOSURE OF INFORMATION

H.8.1 Any information made available by the District of Columbia Courts shall be used only for the purposes of carrying out the provisions of this contract, and shall not be divulged nor made known in any manner to any person except as may be necessary in the performance of the contract.

H.8.2 In performance of this Contract, the Contractor agrees to assume responsibility for protection of the confidentiality of Courts records and that all work shall be performed under the supervision of the Contractor or the Contractor's responsible employees.

H.8.3 Each office or employee of the Contractor to whom information may be available or disclosed shall be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions.

H.8.4 No information regarding the Contractor's performance of the contract shall be disclosed by the Contractor to anyone other than the District of Columbia Courts officials unless written approval is obtained in advance from the Contracting Officer.

H.9 SECURITY REQUIREMENTS

H.9.1 The requirement for Contractor personnel to obtain a security clearance as designated by the Contracting Officer may arise per District of Columbia Courts security policies and procedures. The District of Columbia Courts will notify the Contractor of all such requirements as soon as practicable.

H.10 COURTS' RESPONSIBILITIES

H.10.1 The Courts' staff will work with the selected Contractor to address any questions and concerns.

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H.10.2 The Courts' staff will provide the necessary level of access to the Courts systems.

H.11 CONTRACTOR PROJECT STAFF

H.11.1 The Contractor shall not change key Contractor staff (for this solicitation's project team) unless such replacement is necessary due to sickness, death, termination of employment, or unpaid leave of absence. Any such changes shall require formal written notice to the Courts. Replacement project staff shall have comparable or greater skills with regard to performance of the project as the staff being replaced and be subject to the provisions of this RFP and any resulting contract.

The Courts reserves the right to require removal or reassignment of the Contractor's project staff found unacceptable.

The Courts may conduct reference checks—and will conduct background checks (See H.9)—on the Contractor's project staff. The Courts reserves the right to reject the Contractor's staff as a result of such reference and background checks.

Notwithstanding anything to the contrary, the Courts shall have the option to terminate the contract, at its discretion, if it is dissatisfied with the Contractor's replacement project staff.

PART II

SECTION I - CONTRACT CLAUSES

**I.1 APPLICABILITY OF GENERAL PROVISIONS APPLICABLE TO THE
D.C. COURTS CONTRACTS**

The General Provisions Applicable to D.C. Courts Contracts (Attachment J. 1) shall be applicable to the contract resulting from this solicitation.

I.2 RESTRICTION ON DISCLOSURE AND USE OF DATA

Offerors who include in their proposals data that they do not want disclosed to the public or used by the Courts except for use in the procurement process shall so state in their proposal.

I.3 ETHICS IN PUBLIC CONTRACTING

The Offeror shall familiarize itself with the Court's policy entitled "Ethics in Public Contracting". The offeror shall abide by such provisions in submission of its proposal and performance of any contract awarded. See Attachment J.3.

I.4 DISPUTES

Any dispute arising under or out of this contract is subject to the provisions of Chapter 8 of the Procurement Guidelines of the District of Columbia Courts.

I.5 LAWS AND REGULATIONS

All applicable laws, Courts rules, procurement guidelines and regulations shall apply to the contract throughout, and they will be considered to be included in the contract the same as though herein written out in full.

I.6 NON-DISCRIMINATION

The Contractor agrees that it will comply with the nondiscrimination requirements set forth in D.C. Code, Section 2-1402.11(Supp. 2006) which will be incorporated into any contract awarded. The Contractor agrees to comply with requests from the Courts to support the Contractor's adherence to this section.

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The Contracting Officer or any of the Contracting Officer's duly authorized representatives shall, until three years after final payment, have the right to examine any directly pertinent books, documents, papers, and record of the Contractor involving transactions related to the contract.

I.8 RECORD KEEPING

The Contractor shall be expected to maintain complete and accurate records justifying all actual and accrued expenditures. The Contractor's records shall be subject to periodic audit by the Court.

I.9 SUBCONTRACTS

None of the Contractor's work or services hereunder may be subcontracted by the Contractor to any subcontractor without the prior written consent of the Contracting Officer. Any work or service so subcontracted shall be performed pursuant to a subcontract agreement which the Courts shall have the right to review and approve prior to its execution. Notwithstanding any such subcontractor approved by the Court, the Contractor shall remain liable to the Courts for all contractors' work and services required hereunder.

I.10 PROTEST

I.10.1 Any aggrieved person may protest this solicitation, award or proposed contract award in accordance with Chapter 8 of the Procurement Guidelines of the District of Columbia Courts. Protest shall be filed in writing, within ten (10) working days after the basis of the protest is known (or should have been known), whichever is earlier with the Director of the Administrative Services Division at:

I.10.1.1 Administrative Services Division
District of Columbia Courts
700 6th Street, N.W. 12th Floor
Washington, D.C. 20001

I.10.2 A protest shall include the following:

I.10.2.1 Name, address and telephone number of the protester.

I.10.2.2 Solicitation or Contract Number.

I.10.2.3 Detailed statement of the legal and factual grounds for the protest, including

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copies of relevant documents.

I.10.2.4 Request for a ruling by the Director of the Administrative Services Division; and

I.10.2.5 Statement as to the form of relief requested.

I.11 INSURANCE

I.11.1 Prior to execution of the contract, the Contractor shall obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the insurance specified below with an insurance company licensed or qualified to do business with the District of Columbia Courts. **All insurance shall set forth the District of Columbia Courts as an additional insured. The policies of insurance shall provide for at least thirty (30) day written notice to the District of Columbia Courts prior to their termination or material alteration. The Contractor must submit to the Contracting Officer a certificate of insurance as evidence of compliance within ten (10) calendar days after request.**

I.11.2 Comprehensive General Liability: Insurance against liability for bodily injury insurance coverage in the amount of at least five hundred thousand dollars (\$500,000) per occurrence.

I.11.3 Workers' Compensation: The Contractor shall carry Workers' compensation insurance covering all its employees employed upon the premises and in connection with its other operations pertaining to this agreement and the Contractor agrees to always comply with the provisions of the Workers compensation laws of the District of Columbia.

I.11.4 Comprehensive Automobile Liability Insurance (applicable to owned, non-owned and hired vehicles): The Contractor shall carry comprehensive automobile liability insurance applicable to owned, non-owned, and hired vehicles against liability for bodily injury and property damage in an amount not less than that required by law of the District's Compulsory/No-Fault Vehicle Insurance Act of 1982, as amended.

I.12 CANCELLATION CEILING

I.12.1 In the event of cancellation of the contract because of nonappropriation for any fiscal year after fiscal year **2023**, there shall be a cancellation ceiling of zero dollars representing reasonable preproduction and nonrecurring costs, which would be applicable to the items or services being furnished and normally amortized over the life of the contract.

PART III

LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

SECTION J - LIST OF ATTACHMENTS

- J.1 GENERAL PROVISIONS APPLICABLE TO D.C. COURTS CONTRACTS**
- J.2 ANTI-COLLUSION STATEMENT**
- J.3 ETHICS IN PUBLIC CONTRACTING**
- J.4 NON-DISCRIMINATION**
- J.5 CERTIFICATION OF ELIGIBILITY**
- J.6 TAX CERTIFICATION AFFIDAVIT**
- J.7 DISTRICT OF COLUMBIA COURTS RELEASE OF CLAIMS**
- J.8 PAST PERFORMANCE EVALUATION FORM**
- J.9 WAGE DETERMINATION 2015-4282, REVISION 20, DATED 06/27/2022**

PART IV

REPRESENTATIONS AND INSTRUCTIONS

**SECTION K - REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS
OF OFFERORS**

K.1 CERTIFICATION REGARDING A DRUG-FREE WORKPLACE

K.1.1 Definitions. As used in this provision:

K.1.1.1 "Controlled substance" means a controlled substance in schedules I through V of section 202 of the Controlled Substances Act (21 U.S.C.) and as further defined in regulation at 21 CFR 1308.11 - 1308.15.

K.1.1.2 "Conviction" means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes.

K.1.1.3 "Criminal drug statute" means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, possession or use of any controlled substance.

K.1.1.4 "Drug-free workplace" means the site (s) for the performance of work done by the Contractor in connection with a specific contract at which employees of the Contractor are prohibited from engaging in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance.

K.1.1.5 "Employee" means an employee of a Contractor directly engaged in the performance of work under a government contract. "Directly engaged" is defined to include all direct costs employees and any other Contractor employee who has other than a minimal impact or involvement in contract performance.

K.1.1.6 "Individual" means an offeror/contractor that has no more than one employee including the offeror/contractor.

K.1.2 By submission of its offer, the offeror, if other than an individual who is making an offer that equals or exceeds \$25,000.00, certifies and agrees, that with respect to all employees of the offeror to be employed under a contract resulting from this solicitation, it will - no later than 30 calendar days after contract award (unless a longer period is agreed to in writing), for contracts of 30 calendar days or more

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performance duration, or as soon as possible for contract of less than 30 calendar days performance duration, but in any case, by a date prior to when performance is expected to be completed.

K.1.2.1 Publish a statement notifying such employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition.

K.1.2.2 Establish an ongoing drug-free awareness program to inform such employees about -

- (i) The dangers of drug abuse in the workplace.
- (ii) The Contractor's policy of maintaining a drug-free workplace.
- (iii) Any available drug counseling, rehabilitation, and employee assistance program; and
- (iv) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.

K.1.2.3 Provide all employees engaged in the performance of the contract with a copy of the statement required by subparagraph K.1.2.1 of this provision.

K.1.2.4 Notify such employees in writing in the statement required by subparagraph K.1.2.1 of this provision that, as a condition of continued employment on the contract resulting from this solicitation, the employee will

- (i) Abide by the terms of the statement; and
- (ii) Notify the employer in writing of the employee's conviction under a criminal drug statute for a violation occurring in the workplace no later than 5 calendar days after such conviction.

K.1.2.5 Notify the Contracting Officer in writing within 10 calendar days after receiving notice under subdivision K.1.2.4 (ii) of this clause, from an employee or otherwise receiving actual notice of such conviction.

K.1.2.6 The notice shall include the position title of the employee; and

K.1.2.7 Within 30 calendar days after receiving notice under subdivision K.1.2.4 (ii) of

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this provision of a conviction, take one of the following actions with respect to any employee who is convicted of a drug abuse violation occurring in the workplace:

- (i) Take appropriate personnel action against such employee, up to and including termination; or
- (ii) Require such employee to satisfactorily participate in drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.

K.1.2.8 Make a good faith effort to maintain a drug-free workplace through implementation of subparagraphs K.1.2.1 through K.1.2.6 of this provision.

K.1.3 By submission of its offer, the offeror, if an individual who is making an offer of any dollar value, certifies and agrees that the offeror will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the performance of the contract resulting from this solicitation.

K.1.4 Failure of the offeror to provide the certification required by paragraphs K.1.2 or K.1.3 of this provision, renders the offeror unqualified and ineligible for award. (See FAR 9.104-1(g) and 19-602-1(a)(2) (i) and (ii).

K.1.5 In addition to other remedies available to the Government, the certification in paragraphs K.1.2 or K.1.3 of this provision concerns a matter within the jurisdiction of an agency of the United States and the making of a false, fictitious, or fraudulent certification may render the maker subject to prosecution under Title 18, United States Code, Section 1001.

K.1.6 CERTIFICATION REGARDING A DRUG-FREE WORKPLACE

Print Name of Authorized
Representative

Title

Signature of Authorized
Representative

PART IV

REPRESENTATIONS AND INSTRUCTIONS

SECTION L - INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS

L.1 METHOD OF AWARD

L.1.1 The Courts reserves the right to accept/reject any/all proposals resulting from this solicitation. The Contracting Officer may reject all proposals or waive any minor informality or irregularity in proposals received whenever it is determined that such action is in the best interest of the Courts.

The Courts reserve the right to accept and or reject fees, without liability to the courts, not supported by the CET budget (i.e., nonavailability of funds allocated for soft skills training programs) regardless of the offerors' cost, fee request, or technical standpoint.

The Center for Education and Training (CET) also reserves the right to set a minimum and maximum fee range the Courts can afford for internal training program(s) contingent on budget constraints and funding availability at any time.

The Courts intends to award one or more contract awards resulting from this solicitation to the responsive and responsible offeror whose proposal meets the requirements set forth in this solicitation and is of the best value to the Courts.

L.1.2 PREPARATION AND SUBMISSION OF PROPOSALS

Offerors shall submit one (1) signed original electronic (PDF) copy of the Proposal Submission Package. Each proposal package shall be properly indexed and include all information requested in the RFP. The District of Columbia Courts will not accept a facsimile copy of a proposal as an original. Unless specifically authorized in the solicitation, the District of Columbia Courts shall not accept telegraphic proposals. Offerors shall submit all pages of the Request for Proposal (RFP), all attachments, and all documents containing the offeror's proposal.

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- L.1.2.1** Proposals shall be submitted **BY EMAIL** to Edwilyn Gaines, Contract Specialist, at edwilyn.gaines@dccsystem.gov no later than **1:00 PM. EST, Friday, April 14, 2023**. The offeror's "Subject" email shall indicate:

Proposal for Solicitation Number: DCSC-23-RFP-54 Soft Skills Development Training Services

The attached proposals shall be labeled as follow: Volume I - Technical Proposal and Volume II - Cost/Price Proposal.

Please use the below format on your Cover Page of the Volume I-Technical and Volume II - Cost/Price Proposals for Identification Purposes of Submissions:

Name and Address of the Offeror

Solicitation Number: DCSC-23-RFP-54

Caption: Soft Skills Development Training Services

Solicitation Closing Date: 4/14/2023

Solicitation Closing Time: 1:00 PM EST

Attn: 1:00 PM EST

- L.1.2.2** **BLANK**

- L.1.2.3** **BLANK**

- L.1.2.4** The original proposal shall govern if there is a variance between the original proposal and the copy submitted by the offeror. Each offeror shall return the complete solicitation as its proposal.

- L.1.2.5** The Courts may reject as **non-responsive** any proposal that fails to conform in any material respect to the solicitation.

- L.1.2.6** The Courts may also reject as non-responsive any proposals submitted on forms not included in or required by the solicitation. Offerors shall make no changes to the requirements set forth in the solicitation.

- L.1.2.7** The offeror must propose a price in accordance with section B of this solicitation to be considered for this award. Failure to offer on all items in section and the attached Price Schedule will render the offer non-responsive and disqualify a proposal.

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L.1.3 CONFIDENTIALITY OF SUBMITTED INFORMATION

- L.1.3.1** Offerors who include in their proposals data that they do not want disclosed to the public or used by the District of Columbia Courts except for use in the procurement process shall mark the title page of the proposal document with the following legend:

"This proposal includes data that shall not be disclosed outside the District of Columbia Courts and shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process."

- L.1.3.2** The specific information within the proposal which the offeror is making subject to this restriction announced on the title page must be noted on the individual pages which contain it. The offeror shall mark each page containing confidential information or data it wishes to restrict with the following text:

"Use or disclosure of data contained on this page is subject to the restriction on the title page of this proposal".

- L.1.3.3** Note that the District of Columbia Courts shall have the right to duplicate, use, or disclose the data to the extent consistent with the Court's internal needs in the procurement process. The Courts may, without permission of the offeror, use, without restriction, information contained in this proposal package if it is obtained from another source.

L.2 PROPOSAL INFORMATION AND FORMAT

- L.2.1** At a minimum, each proposal submitted in response to this RFP shall include sections, as set forth below, which address the approach for the work described in Section "C" - Description/Specifications/Work Statement. The proposal shall include the requisite legal representations, resources which will directly be employed in the project, client references, and a description of similar services provided by the offeror and its key personnel. Failure to address adequately any of these areas may result in the proposal being eliminated from consideration for award.

- L.2.2** Proposals shall be prepared simply and economically, providing a straightforward, concise delineation of offeror's capabilities to satisfy the requirements of this RFP. Colored displays or promotional material are not desired or preferred, but pages must be numbered.

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The proposal shall be prepared in two volumes: Volume I – Technical Proposal, and Volume II – Price Proposal and Contractual Documents. See also, clause L.2.9 – Price Proposal.

L.2.2.1

VOLUME I - TECHNICAL PROPOSAL SHALL COMPRISE THE FOLLOWING TABS AND INFORMATION: (Please Note: Cost/Pricing should not be included anywhere within the Technical Proposal)

Tab A	Expertise of Offeror/Instructor: A. Qualifications, diversity, and experience of Offeror/Instructors. B. List all skills Offeror/Instructor possess in Adult Learning concepts and theories. C. Describe briefly how Offeror/Instructor proposes to stimulate participants with field content-specific questions.
Tab B	Understanding and Technical Approach to Accomplish the Courts' Objectives as Outlined in Section C Description/Specifications/Work Statement and Section F – Deliveries and Performance: A. Briefly describe the Offeror/Instructor's approach in accomplishing the requirements as per Section C – Description/Specifications/Work Statement . Describe which portions of the effort will be subcontracted, if any. B. Identify all the deliverables, as per time frame required under Section F- Deliveries and Performance .
Tab C	Past Performance: A. List of all references please use Attachment J.8. Please refer to Clause L.2.7. B. List all previous experience Offeror/Instructor possesses in court or legal environments.

L.2.2.2

VOLUME II – PRICE PROPOSAL SHALL COMPRISE THE FOLLOWING TABS:

Tab A	Price Information – Detailed Price Breakdown of all Prices by Component. Price must be submitted using the format provided in Sections "B.4.1 - B.4.5" of this RFP (See also, clause L.2.9)
Tab B	Contractual Information – all other required information as specified on the following Clauses: 1. L.2.4 – General Information, 2. L.2.8 – Disclosure, 3. L.10.0 - Certification, Affidavits and Other Submissions 4. Section A - Solicitation/Offer/Award Form (Signed 1 st page of the Solicitation) 5. Any applicable attachment documents from Section J

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The courts reserve the right to accept and or reject fees, without liability to the courts, not supported by the CET budget (i.e., nonavailability of funds allocated for soft skills training programs) regardless of the offerors' cost, fee request, or technical standpoint.

The Center for Education and Training (CET) also reserves the right to set a minimum and maximum fee range the Courts' can afford for internal training program(s) contingent on budget constraints and funding availability at any time.

L.2.3 Each proposal shall be properly indexed and include all information requested in the RFP.

L.2.4 GENERAL INFORMATION

Each Offeror must provide the following information in this section:

Whether the offeror is a corporation, joint venture, partnership (including type of partnership) or individual.

Ownership structure.

Ownership by foreign corporation with an interest exceeding five (5) percent.

Articles of incorporation, partnership, or joint venture agreement.

Copy of any current license, permit, registration, or certification to transact business in the District of Columbia, if required by law to obtain such license, permit, registration, or certification.

If the offeror is a partnership or joint venture, names of general partners or joint ventures, and copies of any joint venture or teaming agreements; and

Name, address, and current phone number of the offeror's contact person.

L.2.5 TECHNICAL APPROACH

The offeror shall provide a **comprehensive plan to accomplish the work described in Section "C" - Description/Specifications/Statement of Work.** This shall include:

Overall understanding of the RFP requirements.

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Documentation indicating the capabilities and experience with the same or similar type of service.

A logical approach to fulfilling the requirements of the RFP.

A comprehensive list of project tasks with clear and achievable deadlines for the completion of tasks to meet project objectives.

Clearly defined project responsibilities and accountability.

Appropriate management and staffing for the project team.

L.2.6 The offeror shall provide a copy of registration in the System for Award Management (SAM.gov) including Name, Address, Telephone Number, UEI Number (provided by SAM.gov) and Federal Tax Identification Number of the Offeror.

L.2.7 PAST PERFORMANCE

L.2.7.1 The information requested in this section shall facilitate the evaluation of the Offeror's past performance in delivering the Court's requirements as described herein. The offeror without a record of relevant past performance or for whom information on past performance is not available, the offeror may not be evaluated favorably or unfavorably on past performance.

L.2.7.2 The Offeror shall provide any information to substantiate the Offeror's past performance in completing the requirements of Section C. The Offeror shall provide the following information:

L.2.7.3 Past performance of work provided in contracts of similar and/or like services for a Court, federal government agency, or private sector businesses, inclusive of dates, contract amount, address, and telephone number of contract administrator. The offeror shall submit a list of all references for which services of this nature have been provided in the past three (3) years. The list shall include the name, address, telephone number, and e-mail address of the contact person.

L.2.7.4 In addition, the offeror shall have at least three (3) past performance references complete a Past Performance Evaluation Form (Attachment J.8). This information will be used to query previous customers regarding Offerors past performance on contracts. Offerors shall assure that customers listed in the proposal complete and sign the Performance Evaluation Form and return them

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with the technical proposal submission. For each reference contacted, the contact person will be requested to confirm the Period of performance, dollar amount, Timeliness of Performance, Cost Control Business Relations and Customer Satisfaction.

L.2.7.5 Past performance information will be used for both responsibility determinations and as an evaluation factor against which Offeror's relative ranking will be compared in accordance with the evaluation criteria set forth in Section M. The Court will focus on information that demonstrates quality of performance relative to the similarity of scope, magnitude, and complexity to that detailed in the RFP. In determining the rating for the past performance, the Court may consider the contracts which are relevant to the RFP.

L.2.7.6 The Court reserves the right to contact the owners of projects known to have been completed within the last three (3) years but not supplied as references, and the information received may be used in the evaluation of past performance.

L.2.8 DISCLOSURE

L.2.8.1 This section of the proposal shall include the disclosure information described below:

L.2.8.1.2 Disclosure details of any legal action or litigation past or pending against the offeror.

L.2.8.1.3 A statement that the offeror knows of no conflict between its interests and those of the District of Columbia Courts; and further that the offeror knows of no facts or circumstances that might create the appearance of a conflict between its interests and those of the District of Columbia Courts; and

L.2.8.1.4 Documentary evidence (e.g., certificates) that the offeror is authorized to conduct business in the District of Columbia, and the offeror is current in its tax obligation to the District of Columbia.

L.2.9 PRICE PROPOSAL

L.2.9.1 A separate price proposal must be submitted using the format provided in Section "B" of this RFP. The price furnished by the offeror shall be detailed/itemized for the services set forth in Section C. The offeror's price proposal shall become a part of the awarded contract. The offeror's price proposal shall include all costs for the required services.

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L.3 Proposal Submission Date and Time, Late Submission, Modifications and Withdrawals.

L.3.1 Proposals shall be submitted **BY EMAIL** to Edwilyn Gaines, Contract Specialist, at edwilyn.gaines@dccsystem.gov no later than **1:00 PM. EST, on Friday, April 14, 2023.**

L.3.2 LATE PROPOSALS

L.3.2.1 The Court will not accept late proposals after the closing date and time for receipt of proposals.

L.3.3 LATE MODIFICATIONS

L.3.3.1 A late modification of a successful proposal, which makes its terms more favorable to the Courts, shall be considered at any time it is received and may be accepted.

L.3.4 WITHDRAWAL OR MODIFICATION OF PROPOSALS

An Offeror may modify or withdraw its proposal upon written, telegraphic notice, electronic method or facsimile transmission as authorized by the solicitation if received at the location designated in the solicitation for submission of proposals, but not later than the closing date and time for receipt of proposals.

L.4 QUESTIONS

Questions concerning this Request For Proposals must be directed by **EMAIL** to:

Attn: **Edwilyn Gaines**, Contract Specialist
Procurement and Contracts Branch
Administrative Services Division
District of Columbia Courts
700 6th Street, N.W. 12th Floor
Washington, D.C. 20001
E-mail address: edwilyn.gaines@dccsystem.gov

L.5 EXPLANATION TO PROSPECTIVE OFFERORS

L.5.1 Any prospective offeror desiring an explanation or interpretation of this solicitation must request it **BY EMAIL** no later than **1:00 P.M., March 22, 2023.**

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Requests should be directed to the procurement contact person at the e-mail address listed in Section L.4. Any substantive information given to a prospective offeror concerning a solicitation will be furnished promptly to all other prospective offerors as an amendment to the solicitation, if that information is necessary in submitting offers or if the lack of it would be prejudicial to any other prospective offerors. Oral explanations or instructions given before the award of the contract will not be binding.

L.6 CHANGES TO THE RFP

- L.6.1** The terms and conditions of this RFP may only be modified by written addenda issued by the Contracting Officer, any oral representations to the contrary notwithstanding.

L.7 CONTRACT AWARD

- L.7.1** The Courts intend to make an award to the responsible offeror whose proposal represents the best value to the Courts taking into consideration the evaluation factors set forth in Section M.

- L.7.2** The Courts may award a contract on the basis of initial offers received, without discussion. Therefore, each initial offer should contain the offeror's best terms from a standpoint of price, technical, and other factors.

L.7.3 FINAL PROPOSAL REVISIONS (FPRS)

The Courts may award a contract upon the basis of initial offers received, without discussions. Therefore, each initial offer shall contain the offeror's best terms from a cost and technical standpoint. However, if discussions are held with offerors, all offerors within the competitive range will be notified regarding the holding of discussions and will be provided with an opportunity to submit written Final Proposal Revisions at the designated date and time. If any modification is submitted, it must be received by the date and time specified and is subject to the "Late Submissions, Modifications, and Withdrawals of Proposals" provisions of this solicitation. After receipt of Final Proposal Revisions, no discussions will be reopened unless the Contracting Officer determines that it is clearly in the Courts best interest to do so. If discussions are reopened, the Contracting Officer shall issue an additional request for Final Proposal Revisions to all offerors still within the competitive range.

L.8 CANCELLATION OF AWARD

- L.8.1** The District of Columbia Courts reserve the right, without liability to the Court, to

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cancel the award of any contract at any time prior to the approval of a formal written contract signed by the Executive Officer and Administrative Officer of the District of Columbia Courts.

L.9 OFFICIAL OFFER

L.9.1 Offers signed by an agent shall be accompanied by evidence of that agent's authority unless that evidence has been previously furnished to the Contracting Officer.

L.10 CERTIFICATIONS, AFFIDAVITS, AND OTHER SUBMISSIONS

L.10.1 Offerors shall complete and return with their **Price proposal the following:** Page One (1) of the Solicitation signed by Person Authorized to Sign Offer, Representations and Certifications (Pages 2-5 of solicitation) Attachment J.2 - Anti-Collusion Statement, Attachment J.3 – Ethics in Public Contracting, Attachment J.4 - Non-Discrimination, J.5 - Certification of Eligibility, J.6 - Tax Certification Affidavit and - Certification of a Drug-Free Workplace.

L.10.2 **Offerors shall complete and return with their Technical Proposal the Attachment J. 8 - Past Performance Form (Refer to Section L.2.7).**

L.11 RETENTION OF PROPOSALS

L.11.1 All proposal documents shall be the property of the District of Columbia Courts and retained by the Courts, and therefore will not be returned to the offerors. One (1) copy of each proposal shall be retained for official files and will become a public record after the award and open to public inspection. It is understood that the proposal will become a part of the official file on this matter without obligation on the part of the Courts except as to the disclosure restrictions contained in Section I.2.

L.12 PUBLIC DISCLOSURE UNDER FOIA

L.12.1 Trade secrets or proprietary information submitted by an offeror in connection with procurement shall not be subject to public disclosure under the District of Columbia Freedom of Information Act (FOIA). This Act is not applicable to the Court. However, the offeror must invoke the protection of this section prior to or upon submission of the data or other materials; must identify the specific area or scope of data or other materials to be protected; and state the reasons why protection is necessary. A blanket proscription that the offeror's entire proposal is proprietary will have no effect whatsoever.

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L.13 EXAMINATION OF SOLICITATION

- L.13.1** Offerors are expected to examine the Statement of Work and all instructions and attachments in this solicitation. Failure to do so will be at the offeror's risk.

L.14 ACKNOWLEDGMENT OF AMENDMENTS

- L.14.1** Offerors shall acknowledge receipt of any amendment to this solicitation by (a) **signing and returning the amendment**; (b) identifying the amendment number and date in the proposal; or (c) letter. The District of Columbia Courts must receive the acknowledgment by the date and time specified for receipt of offers. Offeror's failure to acknowledge an amendment may result in rejection of the offer.

L.15 RIGHT TO REJECT PROPOSALS

- L.15.1** The Courts reserve the right to reject, in whole or in part, any and all proposals received as the result of this solicitation.

L.16 PROPOSAL PREPARATION COSTS

- L.16.1** Each offeror shall bear all costs it incurs in providing responses to this RFP and for providing any additional information required by the Courts to facilitate the evaluation process. The successful offeror shall also bear all costs incurred in conjunction with contract development and negotiation.

L.17 PRIME CONTRACTOR'S RESPONSIBILITIES

- L.17.1** Each offeror may propose services that are provided by others, but any service(s) proposed must meet all the requirements of this RFP.
- L.17.2** If the offeror's proposal includes services provided by others, the offeror will be required to act as the prime Contractor for all such items and must assume full responsibility for the procurement, delivery, and quality of such services. The Contractor will be considered the sole point of contact with regard to all stipulations, including payment of all charges and the meeting of all requirements of this RFP.

L.18 CONTRACT TYPE

- L.18.1** The Courts intend to award one or more Indefinite Delivery/Indefinite Quantity

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requirements contract based upon pre-established task order/unit rates, labor hours rates, and specific and approved categories for documented time and expenses.

L.19 FAILURE TO RESPOND TO SOLICITATION

- L.19.1** In the event that a prospective offeror does not submit an offer in response to the solicitation, the prospective offeror should advise the Contracting Officer by letter or postcard whether the prospective offeror wants any future solicitations for similar requirements. If the prospective offeror does not submit an offer for three successive offer openings and does not notify the Contracting Officer that future solicitations are desired, the prospective offeror's name may be removed from the applicable mailing list.

L.20 SIGNING OFFERS AND CERTIFICATIONS

- L.20.1** Each offer must provide a full business address and telephone number of the offeror and **BE SIGNED BY THE PERSON OR PERSONS LEGALLY AUTHORIZED TO SIGN CONTRACTS.** All correspondence concerning the offer or resulting contract will be mailed to the address shown above on the offer in the absence of written instructions from the offeror or contractor to the contrary. Any offer submitted by a partnership must be signed with the partnership name by a general partner with authority to bind the partnership. Any offer submitted by a corporation must include the signature and title of the person having authority to sign for the corporation. Upon request, an offeror shall provide to the Courts satisfactory evidence of authority of the person signing on behalf of the corporation. If an agent signs an offer, the offeror shall submit to the Contracting Officer, the agent's authority to bind the offeror. Offeror shall complete and sign all Representations and Acknowledgments, as appropriate. Failure to do so may result in the offer being rejected.

L.21 ERRORS IN OFFERS

- L.21.1** Offerors shall fully inform themselves as to all information and requirements contained in the solicitation. Failure to do so will be at the offeror's risk. In the event of a discrepancy between the unit price and the extended price, the unit price shall govern.

L.22 AUTHORIZED NEGOTIATORS

- L.22.1** The offeror shall include in its proposal a statement indicating those persons authorized to negotiate on the offeror's behalf with the District of Columbia

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Courts in connection with this Request for Proposals: (list names, titles, and telephone numbers of the authorized negotiators). Offerors are expected to examine the Statement of Work and all instructions and attachments in this solicitation. Failure to do so will be at the offeror's risk.

L.23 ACCEPTANCE PERIOD

The Offeror agrees, if its offer is accepted within one hundred twenty (120) days from the date specified in this solicitation for the submission of proposals, or if its a Final Proposal Revision (FPR) is accepted within one hundred twenty (120) days from the date specified for submission thereof to furnish services at the price stated in the Price proposal, delivered or performed at the designated place within the time specified in this solicitation.

L.23.1 PRE-PROPOSAL CONFERENCE: (N/A)**L.24 ORAL PRESENTATIONS****L.24.1**

Although the Court may award this contract without discussion, at its discretion, the Court may choose to invite Offerors determined to be in the competitive range to give a demonstration of their product. Should the Court choose to entertain demonstrations, the offerors determined to be in the competitive range shall be informed of the Court's intention. If demonstrations are requested, the invited presenters shall be asked to provide a one-hour demonstration of their product. The Court shall reserve up to a half hour for questions and answers after each demonstration.

PART V

SECTION M - EVALUATION FACTORS

M.1 EVALUATION FOR AWARD

All responses will be evaluated and ranked by the Court utilizing the Evaluation Criteria under Section M.2 and M.3. If the Contracting Officer conducts discussions, they will be conducted in accordance with Section L.7.3.

M.2 EVALUATION CRITERIA

The following criteria will be used for the evaluation.

M.2.1 OFFER SELECTION CRITERIA

All The DC Courts may select multiple vendors and consultants to provide solution-oriented, rich, & highly focused training programs for court employees who are to lead employees (adult learners') into new fields of knowledge in an informed, enthusiastic, and professional manner. Offerors may be requested to provide a demonstration of their work.

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M.2.2 Offerors will be evaluated on the following criteria.

	TECHNICAL EVALUATION CRITERIA	Maximum Points
Tab A (M.2.2.1)	Expertise of Offeror/Instructor: A. Qualifications, diversity, and experience of Offeror/Instructors. B. List all skills Offeror/Instructor possess in Adult Learning Concepts and theories. C. Describe briefly how Offeror/Instructor proposes to stimulate participants with field content-specific questions.	30
Tab B (M.2.2.1)	Understanding and Technical Approach to Accomplish the Courts' Objectives as Outlined in Section C Description/Specifications/Work Statement and Section F – Deliveries and Performance: A. Briefly describe the Offeror/Instructor's approach in accomplishing the requirements as per Section C – Description/Specifications/Work Statement . Describe which portions of the effort will be subcontracted, if any. B. Identify all the deliverables, as per time frame required under Section F- Deliveries and Performance.	40
Tab C (M.2.2.1)	Past Performance: A. List of all references please use Attachment J.8. Please refer to Clause L.2.7. B. List all previous experience Offeror/Instructor possesses in court or legal environments.	30
	TOTAL POINTS	100

M.3 PRICE PROPOSAL EVALUATION

M.3.1 The Courts will not rate or score price but will evaluate each offeror's price proposal for the base period and all option periods for realism, reasonableness, and completeness. This evaluation will reflect the offeror's understanding of the solicitation requirements and the validity of the offeror's approach to performing the work. Alternative price proposals will not be considered by the Courts.

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M.3.2 REALISM. The Courts will evaluate the realism of the proposed price by assessing the compatibility of proposed price with proposal scope and effect. In the evaluation the Courts will consider the following:

Do the proposed prices reflect a clear understanding of the requirements?

Do the proposed prices for performing various functional service requirements reflect the likely costs to the offeror in performing the effort with reasonable economy and efficiency?

Are proposed prices unrealistically high or low?

Are the proposed prices consistent with the technical and management/staffing approach (e.g., if the offeror proposes a staff of x people, the price proposal must account for x people)?

M.3.3 REASONABLENESS. In evaluating reasonableness, the Courts will determine if the offeror's proposed prices, in nature and amount, do not exceed those which would be incurred by a prudent contractor in the conduct of competitive business. The assessment of reasonableness will consider the context of the source selection, including current market conditions and other factors that may impact price. In the evaluation the Courts will consider the following:

Is the proposed price(s) (for Section B – Supplies or Services and Price/Cost) comparable to the independent Courts cost estimate?

Is the proposed labor/skill mix comparable to the projected Courts skill mix and/or sufficient to meet the Section C requirements based upon the offeror's technical and management approach?

M.3.4 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:

Do the proposed prices include all price elements the offeror is likely to incur in performing the effort?

Are proposed prices traceable to requirements?

Do proposed prices account for all requirements?

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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 (i.e., adequate staff/trainers) 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; and

M.4.1.6 The necessary production, and technical equipment and facilities, or the ability to obtain them; and

M.4.2 The Courts reserves the right to request from 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 non-responsibility based on available information.