



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



AMENDMENT NO. 2

TO: ALL PROSPECTIVE OFFERORS

AMENDMENT

ISSUE DATE: November 18, 2021

SUBJECT: Solicitation No. DCSC-22-FSS-21 - Temporary Personnel Services

PROPOSAL

SUBMISSION DATE: November 23, 2021, by 1:00 p.m., Eastern Standard Time (EST).

Responses to written question(s) received from prospective offeror(s) are included as Attachment A to this amendment.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

One (1) copy of this amendment is being sent to only those offerors who received a copy the solicitation. Offerors shall sign below and attach a signed copy of this amendment to each offer to be submitted to the Courts in response to the subject solicitation. Offers shall be submitted in accordance with the instructions provided in the original solicitation documents. This amendment, together with your offer must be received by the District of Columbia Courts no later than the date and time specified for offer submission. Revisions or price changes occasioned by this amendment must be received by the Courts no later than the date and time set for offer submission. Failure to acknowledge receipt of this amendment may be cause for rejection of any offers submitted in response to the subject solicitation. Offerors who have already submitted their responses may revise their technical and/or price proposals.

Darlene D. Reynolds

Darlene D. Reynolds
Contracting Officer

This amendment is acknowledged and is considered a part of the subject solicitation.

Signature of Authorized Representative

Date

Title of Authorized Representative

Name of Firm

Solicitation No. DCSC-22-FSS-21 - Temporary Personnel Services

ATTACHMENT A

Solicitation No. DCSC-22-FSS-21 - Temporary Personnel Services

RESPONSE(S) TO QUESTION(S) RECEIVED

1. Kindly provide the total number of temporary staff on current assignment?

Response: 17

2. What are the most frequently used job categories in the subject RFP?

Response: This varies depending on demand of each Court division and the turnover rate. Information Receptionist has the most, needing 6 positions filled.

3. What is the average length of assignment?

Response: Historically for the full term of the contract year.

4. Kindly specify the total number of FTE's working and current \$ value spent?

Response: We currently have 17 FTE's. Please refer to Attachment J.10 – Responses to Frequent Questions of the solicitation.

5. Kindly provide job description of each job title so that we can provide specific resumes.

Response: See attached job descriptions.

Administrative Clerk

This position is located in the Office of the Director, Capital Projects and Facilities Management Division. It is designed to provide services that support the operations of the Courts. The incumbent in this position will provide assistance to various Court divisions, performing a broad range of administrative and clerical tasks. This position description depicts generalized duties and responsibilities required of the position with the primary responsibilities of turning computers and printers on (generally will be dispatched after a planned or unplanned power outage), providing administrative support that facilitates court and jury operations, installation and placement of signage, sorting and delivering the Courts' mail, and for the receipt, inventory and distribution of supplies, computer generated notices and all other related duties as assigned.

Major Duties

The incumbent performs the following major duties:

- Assists in the delivery of supplies (including personal protection equipment and water) and mail;
- Responds to duty stations wherein power may have been lost with the assigned task to restore power to desktops, printers, copiers or other equipment that may have gone down during an outage, power surge or other reasons;
- Assists in the sorting of the Courts' mail;
- Retrieves and distributes computer generated notices to various locations throughout the Courts' campus;
- Assists with the set-up of courtrooms to enable social distancing (as directed);
- Assists with the placement and installation of signage as required;
- Escorts jurors to designated courtrooms and locations upon request;
- Provides support services to critical operations, including but not limited to assisting parties with access at remote computer sites, data entry, as well as with juror operational and courtroom support;
- Performs such duties that facilitates court and jury operations.
- Performs other related duties as assigned.

Knowledge and Skills Required to Perform:

- Knowledge of office locations within District of Columbia Courts;
- Knowledge of the mail delivery and sorting procedures;
- Basic knowledge of office, computer equipment, and power sources that enable the incumbent to turn equipment on;
- Written and oral communication skills that enable the incumbent to successfully report out on field observations, and that will otherwise enable the delivery of outstanding customer service to stakeholders;
- Basic knowledge of office clerical skills sufficient to enable incumbent to perform basic administrative and/or clerical type tasks.

Supervisory Controls over the Position

The supervisor assigns work and resolves all non-routine problems. Day to day work is performed with little guidance and finished work is checked for adequacy and for compliance with instructions.

Complexity of the Position Operation

The tasks required are structured and precise. The work may involve some basic analysis but does require incumbent to make an independent determination as to whether 1) Office equipment is powered on; 2) equipment is plugged into energy source; 3) the Courts' official mail has been sorted, stamped as appropriate, and delivered when required; 4) computer generated notices have been delivered to the right location; 5) duties and assignments related to social distancing and/or which otherwise support court operations are in accordance with CDC or other Federal guidelines, and 5) other administrative and clerical tasks have been completed as required.

Scope and Effect of Position

The position makes sure that different offices have the necessary supplies requested to carry out their work and ensures the delivery of Court mail throughout the offices on the Courts campus.

Personal Contacts of the Position

Contacts are varied. They include co-workers and the immediate supervisor but could also include judges, members of the Executive Office, division directors, deputies,

executive assistants and other judicial and non-judicial staff. Contacts could also include vendor personnel.

Purpose of Personal Contacts

Personal contacts are for the purpose of identifying the location of equipment that may need to be powered up. Personal contacts are also for obtaining the information needed to sort and deliver mail, computer generated forms and otherwise enable the incumbent to best perform the tasks requested by the supervisor.

Physical Demands on the Position

Physical demands placed on the employee by the work assignments requires significant time standing, walking and lifting objects up to 20 pounds.

Work Environment of the Position

The work environment is safe and every effort has been made to minimize the chance of injury. The major risks are the result of careless work habits.

Receptionist

Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
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Requirements

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- Must be bi-lingual candidates
- High school degree; additional certification in Office Management is a plus

Secretary I

Job Responsibilities

Enhances effectiveness by providing information management support.

Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.

Organizes work by reading and routing correspondence; collecting information; and initiating telecommunications.

Manages department schedule by maintaining calendars for department personnel and arranging meetings, conferences, teleconferences, and travel.

Completes requests by greeting customers, in person or on the telephone, and answering or referring inquiries.

Maintains customer confidence and protects operations by keeping information confidential.

Prepares reports by collecting information.

Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; and verifying receipt of supplies.

Keeps equipment operational by following manufacturer instructions and established procedures.

Secures information by completing database backups.

Provides historical reference by utilizing filing and retrieval systems.

Secretary I Qualifications/Skills:

Administrative writing skills

Reporting skills

Supply management

Scheduling

Microsoft Office skills

Professionalism, confidentiality, and organization

Travel logistics

Typing

Verbal Communication

Computer Operator II

Computer Operator Job Responsibilities:

Provides data by operating a computer.

Determines sequence of operations by studying production schedule.

Performs defined tasks per documented instructions/processes.

Prepares equipment for operations by accessing software in computer.

Makes appropriate changes to the documentation, as needed.

Monitors and manipulates daily system jobs.

Starts operations by entering commands.

Maintains operations by monitoring error and stoppage messages, observing peripheral equipment, and making adjustments in the process.

Generates reports from batch jobs and distributes to end-users.

Maintains incident logs for all monitored systems.

Resolves user problems by answering questions and requests.

Ensures operation of equipment by completing preventive maintenance requirements and tests and following manufacturer's instructions.

Troubleshoots malfunctions.

Continuously monitors and reacts to IT operations processing schedule.

Responds to incoming telephone calls, email, and voice mail inquiries from internal customers (within IT department) regarding computer-related problems.

Maintains supply inventory by checking stock to determine inventory level.

Maintains client confidence and protects operations by keeping information confidential.

Contributes to team effort by accomplishing related results as needed.

Computer Operator II Qualifications/ Skills:

Data processing

Communication skills

Reporting skills

Productivity

Confidentiality

Documentation skills

Equipment maintenance

Problem solving

Understanding of computer networks

Ability to create and update documentation

DEPUTY CLERK

This position works in the operation divisions of the District of Columbia Courts providing administrative and clerical support as assigned.

- **REVIEW DOCUMENTS:** Reviews correspondence and routes materials to appropriate personnel for appropriate action; ensuring appropriate signatures; date stamping documents; preparing copies and envelopes; assembling project folders; sending notices to parties; Photo copying of prepared materials;
- **COMPLETE FORMS:** Completes forms or other basic documents such as permits, authorization forms, that are necessary to enable access to construction/project sites;
- **ASSISTS INTERNAL/EXTERNAL STAKEHOLDERS:** Supports internal stakeholders, scheduling meetings, distributes materials as directed to internal and/or external stakeholders. Issues advisory and information communications as directed.
- **PROVIDE INFORMATION:** Provides effective customer service by responding promptly and courteously to telephone and personal inquiries from the public, Court staff, judicial officers, vendors, contractors, etc.; provide information regarding project status, location of projects, and/or scheduled repairs and renovations. Answers calls and responds to inquiries received on the division's construction activity hotline;
- **DATA ENTRY:** Enters project information on project status and other initiatives in Excel or other appropriate databases,
- **CALENDARING:** Makes meeting arrangements to include reserving a venue, prepares informational packets, and transmits invitations to meeting participants; Makes necessary arrangements for conferences and meetings such as obtaining conference rooms, notifying-conferrees, assembling background and reference materials.
- **FILE MAINTENANCE:** Helps maintain an accurate, detailed, and secure filing system necessary to conduct work in the Capital Projects and Facilities Management Division including personal and confidential files. Locates files, or material and information contained in the files as requested; Maintains alphabetical and project number files; maintains custody and control of project materials; retrieves and re-files case jackets; Maintains strict confidentiality of office documents and activities.

KNOWLEDGE REQUIRED TO PERFORM THE POSITION

Knowledge of applicable administrative processes and procedures relative to architecture, construction management and/project management (prefer a bachelor of science degree in one of these related fields).

Knowledge of project terminology and ability to read plans, designs and/or blueprints.

Knowledge of proper entries, citations, legal terminology and format of court documents.

Skill to operate and adjust varied equipment such as computer terminals, microfilm equipment, etc. to enter, update, record, and/or retrieve court data.

Ability to communicate effectively orally and in writing.

SUPERVISORY CONTROLS OVER THE POSITION

The supervisor provides continuing or individual assignments by indicating generally what is to be done, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional specific instructions for new, difficult, or unusual assignments.

The employee completes recurring assignments without specific instructions, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor.

The supervisor assures that finished work is accurate and in compliance with instructions and/or established procedures.

GUIDELINES

Guidelines consist of oral instructions and written guides, most of which can be easily memorized. Guidelines such as courtroom procedural guides, office manuals, Branch directives, or other guides are specific and permit little deviation from required practices.

The employee strictly follows guidelines. Deviations must be authorized by the supervisor.

COMPLEXITY

The work consists of tasks that are clear-cut and directly related. There is little or no choice to be made in deciding what needs to be done.

Action to be taken or responses to be made are easily recognizable. The work is quickly mastered.

SCOPE AND EFFECT

The work involves the performance of specific, routine operations that include a few separate tasks or procedures. The work product or services is required to facilitate the work of others and/or to provide limited services to others.

PERSONAL CONTACTS

The personal contacts are with employees within the immediate Division, related support units, litigants, attorneys, and the general public. Infrequent encounters with irate and hostile persons may occur.

PURPOSE OF CONTACTS

The purpose is to obtain, clarify, or give facts or information. The nature of facts or information ranges from simple facts to complex procedural information.

PHYSICAL DEMANDS

The work is sedentary. The employee may sit comfortable to do the work. However, there may be some walking, standing, bending, carrying of light objects such as books, folders, small parts, etc. No special physical demands are required to perform the work.

WORK ENVIRONMENT

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, file rooms and courtrooms.

GENERAL CLERK I

General Statement of Work

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Major Duties

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- Assists in the delivery of supplies and mail;
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- Assist in the sorting of the Courts' mail;
- Retrieves and distributes computer generated notices to various locations throughout the Courts' campus;
- Performs other related duties as assigned.

Knowledge and Skills Required to Perform:

- Knowledge of office locations within District of Columbia Courts;
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- Basic knowledge of office, computer equipment, and power sources that enable the incumbent to turn equipment on;
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HR ANALYST

Scope of Work – Compensation Specialist

The Human Resources Division provides a full scope, comprehensive Human mission which includes the payroll and compensation function that is truly unique in the impact on employee morale and the Courts' reputation. The contracted Payroll and Compensation Specialist will provide service and support in the form of development, implementation, and administration of payroll, timekeeping, and compensation projects and programs that enable and promote strategic human resource management and administration in the area of payroll compensation and other related human resources programs and initiatives. Acquiring this contracted position is critical to the continued efficient and effective management and administration of the payroll and compensation program.

Performance Indicators

The contracted Payroll and Compensation Specialist will provide service and support in the form of development, implementation, and administration of projects and programs that enable and promote strategic human resource management and administration in the area of payroll and compensation management and other related human resources programs and initiatives. The additional duties associated with this critical position is responsibility for the day to day time and attendance and payroll operations of the District of Columbia Courts, serving as Subject Matter Expert (SME) in the area of technical support for payroll operations. Also, providing technical guidance and training to employees and HR staff in the areas of Thrift Saving Program (TSP) administration, Federal, State, and local tax reconciliation and returns, garnishment and wage attachment administration. Additionally, applies specialized payroll and human resources knowledge to conduct pre/post-audit of personnel actions, payroll records, resolve complex problems, and research pay errors as needed, and provides support on projects and programs related to Payroll, Benefits, HRIS and related HR programs and projects.

Knowledge, Skills and Abilities Required by the Position

- Knowledge of Payroll concepts, principles, processes and procedures.
- Knowledge of Court personnel policies and procedures, Fair Labor Standard Act, Comptroller General's decisions, precedents, instructions, and directives applicable to leave and pay of Court employees.
- Knowledge and experience working with automated personnel action processing systems including, but not limited to WebTA, Federal Payroll and Processing System (FPPS), Electronic OPF (e-OPF), and the Workforce Tracking and Transformation System (WTTS).
- Knowledge and ability to conduct audits on a full range of personnel and payroll actions.
- Ability to provide training to the personnel staff and Court employees as appropriate.

- Knowledge of mathematical applications to compute tax deductions, life insurance coverage and premiums, retirement annuities, etc.
- Knowledge of the Courts' payroll system vendor's functions, capabilities and access.
- Ability to research and analyze facts, draw conclusions and devise practical solutions to problems.
- Ability to employ effective written and oral communication skills sufficient to develop and deliver briefings, project papers, status/staff reports, formulate and present arguments and advisory opinions, and to prepare reports, policies, procedures and correspondence to managers to foster understanding and acceptance of findings and recommendations.