



**REQUEST FOR TASK ORDER PROPOSAL
DC Supply Schedule**

To: Open Market

Caption: One Stop Operator

Issuance Date: June 11, 2026

Due Date: July 02, 2026

The Government of the District of Columbia (DC), Office of Contracting and Procurement (OCP) on behalf of the Workforce Investment Council (“WIC”) is requesting sealed proposals from prospective offerors for managing the One Stop Operator (OSO), hereinafter referred to as the Contractor that shall provide one Workforce Professional (WP) to oversee the services in the District’s American Job Centers (AJCs).

This procurement is issued under the authority of DC Official Code § 2-354.12

The Task Order Proposal shall be prepared according to the instructions listed below:

1. SUBMISSION REQUIREMENTS

The task order proposal shall be submitted as “One Stop Operator”

The proposal shall, at minimum, include:

- a. Copy of the Offeror’s DC Supply Schedule.
- b. A technical proposal in accordance with the SOW (Attachment A).
- c. Completed Price Schedule (Attachment B) in accordance with the Offeror’s DC Supply Schedule rates
- d. Completed Compliance Forms (See Section #5 of Solicitation Doc831308)

2. PROPOSAL SUBMISSION DATE

The proposal shall be submitted via the District’s E-Sourcing system and should read as follows:
“Request for Task Order Proposal for One Stop Operator”

- a. The Closing date for receipt of proposals is 2:00 P.M. EST June 1, 2026.
- b. Submissions must be fully uploaded into the District's E-Sourcing system no later than the closing date and time. The system will not allow late proposals or modifications to proposals.
- c. If a prospective offer has any questions relative to this solicitation, the prospective offeror shall submit the questions electronically via the District's E-Sourcing message board no later than Wednesday, June 3, 2026.
- d. The District will furnish responses via the District's E-Sourcing system's message board.
- e. An amendment to the solicitation will be issued if the Contracting Officer decides that information is necessary in submitting proposals, or if the lack thereof would be prejudicial to any prospective offeror.

3. METHOD FOR AWARD

- 1) The District intends to award a single contract resulting from this RFTOP to the responsible Offeror whose offer is most advantageous to the District, cost or price, technical and other factors in this solicitation considered.

4. EVALUATION CRITERIA

4.1 TECHNICAL PROJECT/APPROACH (20 Points):

- 4.1.1 Narrative describing the technical approach and methodology for meeting the requirements outlined in scope of work that demonstrates the ability to provide the required tasks and deliverables; the Offeror's approach to and experience with working with the District, community-based organizations and target communities to meet the project goals; and how the Offeror's response draws upon past experience, industry standards, and best practices in the project approach. While firms may operate on a tested approach it is expected that all deliverables be original and represent a responsiveness to identified needs and expectations of the DC Workforce Investment Council (DC WIC)

4.2 TEAM QUALIFICATIONS AND EXPERIENCE (40 Points):

- 4.2.1 Description of the team qualifications with a minimum of 5 years of experience, including the designated workforce professional who will serve as One Stop Operator staff; the Offeror's demonstrated excellence in partnership management, oral and written communication, experience with community development, performance reporting and analysis, and ability to design and implement effective education and training for workforce professionals the Offeror's demonstrated experience with and the ability to collaborate with cross-sector teams and municipal government agencies / programs to synthesize the work into a cohesive communications strategy that is specific to this project's target communities; and demonstrated added value of any proposed subcontractors.

4.3 PAST EXPERIENCE (25 Points):

- 4.3.1 The Offeror shall provide a narrative with a minimum of 5 years of experience that describes their past project experience(s) which highlights similarities between it and the scope of work included in this solicitation which demonstrates experience for completed projects of similar size and scope.

5. PROPOSAL ORGANIZATION AND CONTENT

- 1) The Offeror shall submit two (2) attachments in its electronic submittal: (1) a technical proposal and (2) a price proposal. Please note that each attachment is limited to 25 pages.
- 2) The Offeror shall label each attachment, i.e., “Technical Proposal,” and “Price Proposal.”
- 3) Offerors shall complete, sign and submit all Representations, Certifications and Acknowledgments as appropriate.
- 4) The District will reject any offer that fails to include a subcontracting plan that is required by law.
- 5) Offerors shall submit their full proposal using the following structure, organized by section:
 - a) **Transmittal letter of Technical Proposal shall contain (1)** Offeror name, address and contact’s name, phone number, email address. Type of legal entity (corporation, limited partnership, limited liability, etc.) and any local business addresses applicable; **(2)** Type of ownership and parent company, if applicable; and **(3)** Date of submission, project name and solicitation Doc number.
 - b) Table of Contents
 - c) Executive Summary
- 6) The Offeror shall submit Technical Proposal responses in the same sequence as the sections are organized and listed in Attachment A (SOW) of this solicitation. Please note, the Offeror shall provide a detailed description of all services as stated by the District in Attachment A (SOW). Proposals shall be fully responsive to each of the stated /requested requirements.
- 7) The Offeror shall provide proposed staffing plan and qualifications of the proposed personnel for this solicitation as listed in Attachment A (SOW). The Offeror shall submit documentation of the proposed personnel’s qualifications to include their resume. The Offeror shall submit a staffing plan that includes a listing of position titles, and the organizational structure of the proposed team. The plan should include descriptions of the individual staff person’s proven results with the skills and experience described in section 4.2, attaching examples as relevant.
- 8) Please refer to SOW Section C.6.1.

9) Please refer to SOW Section C.6.2.

6. CERTIFICATES OF INSURANCE

- 1) Prior to commencing work, the Offeror shall have its insurance broker or insurance company submit certificates of insurance giving evidence of the required coverages as specified in Attachment A, Section C.7 of the SOW to:

Sayed Reshtya, Contracting Officer
Office of Contracting and Procurement
Address: 1050 1st Street, NE 3rd floor, Washington DC 20002
Telephone: (202) 805-1794
Re: CW133122

7. EVALUATION FOR AWARD

- 1) The contract will be awarded to the responsible offeror whose offer is most advantageous to the District, based upon the evaluation criteria specified below. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of the award. Rather, the total scores will guide the District in making an intelligent award decision based upon the evaluation criteria.

- 2) The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; e.g., no demonstrated capacity, major deficiencies which are not correctable; offeror did not address the factor.
1	Poor	Marginally meets minimum requirements; major deficiencies which may be correctable.
2	Minimally Acceptable	Marginally meets minimum requirements; minor deficiencies which may be correctable.
3	Acceptable	Meets requirements; no deficiencies.
4	Good	Meets requirements and exceeds some requirements; no deficiencies.
5	Excellent	Exceeds most, if not all requirements; no deficiencies.

- 3) The technical rating is a weighting mechanism that will be applied to the point value for each evaluation factor to determine the offeror's score for each factor. The offeror's total technical score will be determined by adding the offeror's score in each evaluation factor. For example,

if an evaluation factor has a point value range of zero (0) to fifty (50) points, using the Technical Rating Scale above, if the District evaluates the offeror's response as "Good," then the score for that evaluation factor is 4/5 of 50 or 40.

- 4) If sub-factors are applied, the offeror's total technical score will be determined by adding the offeror's score for each sub-factor. For example, if an evaluation factor has a point value range of zero (0) to fifty (50) points, with two sub-factors of twenty (25) points each, using the Technical Rating Scale above, if the District evaluates the offeror's response as "Good" for the first sub-factor and "Poor" for the second sub-factor, then the total score for that evaluation factor is 4/5 of 25 or 20 for the first sub-factor plus 1/5 of 25 or 5 for the second sub-factor, for a total of 25 for the entire factor.
- 5) Each proposal will be scored on a scale of 1 to 100 points based upon the criteria listed in Section 4 – Evaluation Criteria. These factors consider the Offeror's past performance, examination of the quality of services provided, timeliness in service delivery, business practices, overall satisfaction with the Offeror's performance, qualifications and key personnel used in performing services similar to the requirements as described in Attachment A (SOW). In addition, Offerors will be eligible to receive up to 12 preference points for Certified Business Enterprises. Thus the total number of points possible is 112. The total evaluation score will guide the CO in the determination of most advantageous to the District.

8. TERM OF THE CONTRACT

The period of performance shall be for one base year and four option years.

9. DELIVERY

Deborah Russell
Associate Director, Performance and Impact
DC Workforce Investment Council
Office of the Deputy Mayor for Education
Government of the District of Columbia
2235 Shannon Place, SE Suite 3031
Washington, DC 20020
Deborah.russell@dc.gov
(202) 746-1009

10. COMPENSATION AND PAYMENT

Unless otherwise specified in this contract, payment will be made on partial deliveries of goods and services accepted by the District if:

- a) The amount due on the deliveries warrants it; or.
- b) The Contractor requests it and the amount due on the deliveries is in accordance with the following:

- "Payment shall be made upon completion, acceptance and receipt of the following deliverables in accordance with Sections B.3 (see attachment A);" and

c) Presentation of a properly executed invoice.

11. INVOICE SUBMITTAL

- The Contractor shall create and submit payment requests in an electronic format through the DC Vendor Portal, <https://vendorportal.dc.gov>.
- The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in the executed task order.
- To constitute a proper invoice, the Contractor shall enter all required information into the Portal after selecting the applicable purchase order number which is listed on the Contractor's profile.

12. CONTRACTING OFFICER (CO)

Contracts will be entered into and signed on behalf of the District only by contracting officers. The contact information for the Contracting Officer is:

Sayed Reshtya
Office of Contracting and Procurement
Address: 1050 1st Street, NE 3rd floor, Washington DC 20002
Telephone: (202) 805-1794
E-mail address: sayed.reshtya@dc.gov

13. AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

- 13.1 The CO is the only person authorized to approve changes in any of the requirements of this contract.
- 13.2 The Bidder shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the CO.
- 13.3 In the event the Bidder effects any change at the instruction or request of any person other than the CO, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

14. CONTRACT ADMINISTRATOR (CA)

The CA is responsible for general administration of the contract and advising the CO as the Bidder's compliance or noncompliance with the contract. The CA has the responsibility of ensuring the work conforms to the requirements of the contract and such other responsibilities and authorities as may be specified in the contract. These include:

- 14.1** Keeping the CO fully informed of any technical or contractual difficulties encountered during the performance period and advising the CO of any potential problem areas under the contract;
- 14.2** Coordinating site entry for staffing personnel, if applicable;
- 14.3** Reviewing invoices for completed work and recommending approval by the CO if the Bidder's prices and costs are consistent with the contractual amounts and progress is satisfactory and commensurate with the rate of expenditure;
- 14.4** Reviewing and approving invoices for deliverables to ensure receipt of goods and services. This includes the timely processing of invoices and vouchers in accordance with the District's payment provisions; and
- 14.5** Maintaining a file that includes all contract correspondence, modifications, records of inspections (site, data, equipment) and invoice or vouchers.
- 14.6** The address and telephone number of the CA is:

Deborah Russell
Associate Director, Performance and Impact
DC Workforce Investment Council
Office of the Deputy Mayor for Education
Government of the District of Columbia
2235 Shannon Place, SE Suite 3031
Washington, DC 20020
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(202) 746-1009

- 14.7** The CA shall NOT have the authority to:
- a) Award, agree to, or sign any contract, delivery order or task order. Only the CO shall make contractual agreements, commitments or modifications;
 - b) Grant deviations from or waive any of the terms and conditions of the contract;
 - c) Increase the dollar limit of the contract or authorize work beyond the dollar limit of the contract,
 - d) Authorize the expenditure of funds by the Contractor;
 - e) Change the period of performance; or
 - f) Authorize the use of District property, except as specified under the contract.
- 14.8** The Bidder will be fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer.

15. ATTACHMENTS

Attachment A – Statement of Work

Attachment B – Price Schedule

ATTACHMENT A

C.1. SCOPE

The Government of the District of Columbia (“District”), Office of Contracting and Procurement (“OCP”), on behalf of the Workforce Investment Council (“WIC”) seeks a Contractor, which shall be responsible for managing the One Stop Operator (OSO), hereinafter referred to as the Contractor that shall provide one Workforce Professional (WP) to oversee the services in the District’s American Job Centers (AJCs) that include one comprehensive One-Stop Centers (OSCs) and two affiliate sites as defined by the Workforce Innovation and Opportunity Act of 2014 (WIOA), Public Law 113-128, July 22, 2014, in which core and required partners are located to provide career services to individuals and business services to companies and other employers. OSOs must follow the Uniform Guidance at 2 CFR part 200, including the contractual provisions in 2 CFR 200.326 and 2 CFR part 2900.

One Stop Operations is an ongoing responsibility as defined and outlined in the WIOA. One Stop Operations are required to execute annual and tri-annual responsibilities including:

- Facilitating the annual AJC Memorandum of Understanding (MOU) process for which every core and required partner are responsible for signing and complying.
- Coordinating service delivery activities of both core and required partners.
- Support in the certification of AJCs which occurs every three years.
- Ensuring AJCs partners are complying with the requirements outlined in the annual AJC MOU.

The period of performance shall be for one base year and four option years.

C.2. Background

The WIOA was signed into law by former President Barack Obama on July 22, 2014, and took effect on July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. As the first legislative reform in 15 years of the public workforce system, WIOA provides for a paradigm shift in how workforce services are delivered and fosters innovative practices to increase performance, enhance customer service, and better meet the needs of jobseekers and businesses.

The establishment of a One Stop Delivery System (OSDS) is a cornerstone of the reforms contained in WIOA. The OSDS serves as the doorway to the public workforce system. As such, the District must ensure all customers have access to high-quality OSCs that connect them with the full range of services available in their communities. The OSDS includes six core programs: Title I (Adult, Dislocated Worker, and Youth), Title II (Adult Education and Family Literacy), Title III (Wagner-Peyser), and Title IV (Vocational Rehabilitation (VR) programs), as well as additional required and optional partners. These partners and partner programs, which are jointly responsible for workforce and economic development, educational, and other human resource programs, must collaborate to create a seamless, customer-focused OSDS that integrates service delivery across all programs and enhances access to services.

Under WIOA, high-quality OSCs are marked by the following characteristics:

- a) Providing excellent customer service to jobseekers, workers, and businesses in a welcoming environment, ensuring access to all.
- b) Reflecting innovative and effective service design, based on evidence-based delivery models, and in-line with the needs of an area's high-demand sectors.
- c) Operating efficiently through the establishment of robust partnerships, Integrated Service Delivery and Case Management Systems (ISDCMS), and well-trained and competent staff.
- d) Focused on performance and continuous improvement to ensure impactful results for customers.

The WIC Board is comprised of representatives from the private-sector, organized labor, nonprofit organizations, and District government; with a majority of members being private-sector officials. Its membership represents a diverse range of stakeholders seeking to improve the district's workforce investment system. As both the state and local board, the District's WIC is charged with overseeing the implementation of WIOA, including leading the competitive procurement of an OSO. The WIC Board is taking meaningful steps to elevate the District's OSCs to be part of a world-class Workforce Development System (WDS), in line with the vision laid out in WIC's Unified State Plan that:

Every DC resident is ready, able, and empowered to discover and attain their fullest potential through lifelong learning, sustained employment, and economic security. Businesses are connected to the skilled DC residents they need to compete globally, are full participants in the workforce system, and drive the District's economic growth. Residents and businesses in all eight wards are supported by a system that includes coordinated, cohesive, and integrated government agencies and partners working to help communities thrive.

C.3. DEFINITIONS

These terms when used in this Statement of Work (SOW) have the following meanings:

C.3.1 Required Partners - In addition to the core programs, for individuals with multiple needs to access the services, the following partner programs are required to provide access through the one-stops: Career and Technical Education (Perkins), Community Services Block Grant, Indian and Native American Programs, Housing and Urban Development (HUD) Employment and Training Programs, Job Corps, Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program, National Farmworker Jobs Program, Senior Community Service Employment Program, Temporary Assistance for Needy Families (TANF), Trade Adjustment Assistance Programs, Unemployment Compensation Programs, Youth services and TANF and Supplemental Nutrition Assistance (SNAP) employment and training programs.

C.3.2 Optional Partners - In addition to mandatory partners, local boards have the flexibility to also include additional partners in OSCs. WIOA specifically identifies the following federally funded partners: Employment and training programs administered by the Social Security Administration, including the Ticket to Work and the Self-Sufficiency Program; employment and training programs carried out by the Small Business Administration; Client Assistance Programs; and programs authorized under the National and Community Service Act of 1990. WIOA allows other partners to be part of the OSDS, including local employers and community-based, faith-based, and/or non-profit organizations, as well as employment, education, and training programs provided by public libraries or in the private sector.

C.3.3 ISDCMS – Delivery of services for customers of the public workforce system, including jobseekers and business, which are intended to align the public workforce system with regional economies and strengthen the OSCs network such as creating a platform that allows agencies to connect job seekers to wrap around and supportive services through a unified application portal. This centralizes access to referral applications. WIOA

requires that customers have access to a seamless system of high-quality services through coordination of programs, services, and governance structures to achieve a more job-driven approach to training and skills development.

C.3.4 Sector Strategies (also known as sector initiatives or sector partnerships) – Regional employer-driven partnerships of industry, education and training, and other stakeholders that focus on the workforce needs of key industries in a regional labor market.

C.3.5 WIOA - Signed into law on July 22, 2014, WIOA governs the federally funded WDS and is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

C.3.6 Workforce Development System – Under WIOA, the term WDS means a system that makes available the core programs under the law, the other one-stop partner programs, and any other programs providing employment and training services as identified by a state board or local board.

C.3.7 One Stop Operator is responsible for coordinating One-Stop operations. In this contract, the OSO role is performed by the Workforce Professional (WP) provided by the Contractor.

C.3.8 Contractor is responsible for providing the WP who oversee the services of OSO.

C.3.9 WP is the individual staff member provided by the Contractor who fulfills all OSO duties described in this SOW.

C.4. Applicable Documents

C.4.1. The following documents are applicable to this procurement and are hereby incorporated by this reference:

Item No.	Document Type	Title	Date	Location Location/Link
1	U.S. Law	WIOA (Public Law 113-128) U.S. Department of Labor (DOL) WIOA Guidance Page: This is the central hub for WIOA Laws, Regulations, and Guidance, which includes links to the statute and final rules.	Effective July 22, 2014	https://www.dol.gov/agencies/eta/wioa/guidance
2	Federal Regulations	WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the OSDS Joint Provisions; Final Rule	August 19, 2016	https://www.federalregister.gov/documents/2015/04/16/2015-05528/workforce-innovation-and-opportunity-act-joint-rule-for-unified-and-combined-state-plans-performance
3	Federally mandated state plan	DC WIOA Unified State Plan	USDOL/USD OE November, 2024	https://dcworks.dc.gov/publication/dc-wioa-unified-state-plan

4	Mayor's Order	Mayor's Order 2016-086: Establishing the Workforce Investment Council	June 2, 2016	chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://dcworks.dc.gov/sites/default/files/dc/sites/dcworks/page_content/attachments/Mayor%27s%20Order%20on%20WIC%20Re-Establishment%20-%202016-086.pdf
5	Federal Guidance	TEGL 04-15 Vision for the OSDS under the WIOA	August 13, 2015	https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-04-15
6	Federal Guidance	TEGL 15-16 - Competitive Selection of OSOs	January 17, 2017	https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-15-16
7	Federal Guidance	TEGL- 16-16 One-Stop Operations Guidance for the American Job Center Network	January 18, 2017	https://www.dol.gov/agencies/eta/advisories/training-and-employment-guidance-letter-no-16-16
8	Federal Guidance	TEGL 16-16, Change 1- Change 1 to Training and Employment Guidance Letter (TEGL) 16-16 One-Stop Operations Guidance for the American Job Center Network	June 16, 2017	https://olderworkers.workforcegps.org/resources/2017/08/08/14/27/TEGL_16-16-Change_1_to_One-Stop_Operations_Guidance_for_the_American_Job_Center_Network

C.5 Requirements

C.5.1 General Oversight: The Contractor shall coordinate the activities of all partner agencies within the OSCs, ensuring they are working together effectively and efficiently to deliver services. The District's American Job Centers are located at:

Comprehensive American Job Center
4058 Minnesota Avenue, NE
Washington, DC

Affiliate American Job Center
899 North Capitol Street, NE
Washington, DC

Affiliate American Job Center
2201 Shannon Place, SE
Washington, DC

The role of Contractor is to coordinate the service delivery of core and required one-stop partners. While local workforce development boards (LWDBs) may expand this scope, their basic functional roles typically include:

C.5.1.1 The Contractor shall coordinate ISDCMS across all AJC partner programs.

C.5.1.2 The Contractor shall facilitate communication among partners to ensure effective referrals and co-enrollments.

C.5.1.3 The Contractor shall align AJC operations with the WIOA State Plan and local workforce priorities.

C.5.2. System Oversight:

C.5.2.1 The Contractor shall monitor AJC operations per the annual AJC MOU for compliance with Department of Labor regulations and WIC policies.

C.5.2.2 The Contractor shall track partner contributions, MOU, and Infrastructure Funding Agreements (IFAs).

C.5.2.3 The Contractor shall provide compliance reporting and support corrective actions where needed.

C.5.3. Technical Assistance: The Contractor shall be a provider of technical assistance for workforce professionals in the District based on economic demand, such as offering monthly workshops, facilitating annual orientations and staff development training.

C.5.4. Referral Process:

C.5.4.1 The Contractor shall facilitate and track customer referral processes and outcomes utilizing a platform the DC WIC manages. AJC core and require partners will utilize this platform to refer their customers seeking services in the American Job Center to services and resources outside of what partners are able to provide through their program or agency.

C.5.4.2 The Contractor shall oversee the District's referral platform ensuring both Core and Required AJC partners are utilizing the system to refer customers to wrap around and supportive services. Contractor will also identify community-based organizations that provide wrap around services, to be added to the platform.

C.5.4.3 The Contractor shall ensure both Core and Required AJC partners are trained on utilizing the referral platform.

C.5.4.4 The Contractor shall provide monthly reporting on referral platform activities (i.e. number of referrals and services attained).

C.5.4.5 The Contractor shall identify Community-based organizations in the District that support residents facing barriers to employment (i.e. food disparity, childcare, etc.)

C.5.5. DC Workforce Summit:

C.5.5.1 The Contractor shall serve as support for the District's annual Workforce Summit

C.5.5.2 The Contractor shall assist in the development of workshops for the DC Summit including identifying speakers and topics for DC WIC consideration.

C.5.5.3 The Contractor shall be available on-site to support registration, participant navigation and other duties that may arise onsite.

C.5.5.4 The Contractor shall assist with follow-up activities related to the Summit (i.e. Thank you letters, etc).

C.5.6. The DC WIC will conduct an annual assessment of performance prior to when option years are determined and approved.

C.5.7. AJC Memorandum of Understanding:

C.5.7.1 The Contractor shall assist in facilitating the development and processing the annual AJC MOU ensuring service delivery components for each partner is updated.

C.5.7.2 The Contractor shall work with each Core and Required partner to develop the annual schedule for delivering services in the AJCs.

C.5.7.3 The Contractor shall brief AJC partners and staff that provide services in the AJCs on the requirements in the MOU.

C.5.7.4 The Contractor shall track MOU compliance monthly and outline to DC WIC any concerns or issues via written report.

C.5.8. AJC Certification:

C.5.8.1 The Contractor shall participate as a reviewer in the AJC certification process.

C.5.8.2 The Contractor shall serve as a member of the Certification Review Team responsible for site visits to all the AJCs in the District,

C.5.8.3 The Contractor shall participate in the report and recommendations that are presented to the Workforce Board for certification approval by reviewing the report and providing any relevant input.

C.5.9. Partner Engagement:

C.5.9.1 The Contractor shall host two (2) AJC Partner Meetings per month to review coordination, compliance, and performance. This group is responsible for tracking service delivery, customer flow, and system integration.

C.5.9.2 The Contractor shall host two (2) AJC Partner Service Delivery Meetings per month to discuss center traffic, services, referral-related activities and other administrative-related concerns or challenges.

C.5.9.3 The Contractor shall assist the DC WIC in the planning and training of workforce professionals in the District that are responsible for delivering workforce-related services (i.e. CBOs, training providers, etc.), to ensure that the District has the most skilled workforce to serve our residents seeking education and employment support.

C.5.9.4 The Contractor shall maintain effective communication with AJC partners and system stakeholders including ensuring quick response time and problem solving.

C.5.10. Customer Service & Continuous Improvement:

C.5.10.1 The Contractor shall analyze feedback and recommend improvements to delivery service based on meetings with agency partner management and front-line staff. The monthly report to the DC WIC should include these components.

C.5.10.2 The Contractor shall ensure accessibility and equity are embedded in all AJC operations.

C.5.11. Service Integration: Tracking partner programs to ensure seamless, non-duplicative experiences for job seekers and employers. This often includes facilitating cross-training among partner staff regarding new programs, services, or processes.

C.5.12. Performance Monitoring: Tracking customer usage through database systems and reporting on system performance measures and deliverables to the local board.

C.5.13. Accessibility & Compliance: Ensuring the center and all outreach materials comply with ADA and Equal Opportunity (EO) standards.

C.5.14. Partner Coordination: Acting as a "neutral convener" to facilitate communication between partners, organize partner meetings, and ensure adherence to Memorandums of Understanding (MOUs).

C.5.15. Reporting & Documentation:

C.5.15.1 The Contractor shall prepare and submit monthly compliance reports summarizing AJC activity, partner engagement, and outcomes.

C.5.15.2 The Contractor shall draft briefings and memos for DC WIC leadership and stakeholders as needed.

C.5.15.3 The Contractor shall provide first-quarter information reports on AJC performance, service delivery, and compliance status.

C.5.16. Contractor Required Operations:

The WP will be co-located at the DC WIC Office and shall conduct their duties and responsibilities Mondays through Fridays. The DC WIC located at 2235 Shannon Place, SE.

C.5.16.1 The WP shall adhere to the agency's core work schedule hours of 8:30am – 5:00pm, unless otherwise requested and approved by the Contract Administrator (CA) of contract. No overtime shall be permitted.

C.5.16.2 The WP shall follow DC WIC's dress code for attire in both remote/virtual and office-based work environments.

C.5.16.3 The WP shall be provided with District government laptop computers and account access to complete their work. The WP shall receive and return laptop computer at DC WIC upon contract completion. The WP shall sign an agreement assuming responsibility for loss or damage to the laptop computers issued, which the WP must also sign.

C.5.16.4 The WP shall complete training on data privacy and cyber security and use technology in accordance with District government and DC WIC policies.

C.5.16.5 The WP shall meet weekly with the Associate Director of Performance and Impact at the WIC who is responsible for overseeing the WP contract. The WP shall provide weekly updates on American Job Center operations and proposed weekly agenda for AJC Partner meetings.

C.6 Qualifications and Reexperience Requirement:

C.6.1. The Contractor shall meet the following requirements in terms of past experience and qualifications.

C.6.1.1 A minimum of five (5) years' experience supporting state and local workforce areas, delivering workforce development programs, systems and services.

C.6.1.2. Demonstrated experience as a One Stop Operator with responsibility of overseeing core and required partner services in the American Job Centers.

C.6.1.3 The Contractor shall provide at least 3 resumes for WP position to the CA.

C.6.1.4 The Contractor shall provide resumes of candidates who are eligible to work in the U.S.

C.6.1.5 The Contractor shall provide clean and acceptable background checks before WP placed. CA approval must be provided before any placement.

C.6.1.6 DC WIC office is a non-smoking facility and does not allow on its premises any weapons or illegal substance. The WP must adhere to these policies and show understanding in writing.

C.6.2. The Contractor's WP shall demonstrate the following qualifications and experiences.

C. 6.2.1 The WP shall have a minimum of five (5) years' experience supporting state and local workforce areas, delivering workforce development programs, systems and services for federal, local and/or state government agencies.

C. 6.2.2 The WP shall have a bachelor's degree in workforce development, public administration, or related field. Minimum 5 years of experience in workforce development, program compliance, or government operations.

C. 6.2.3 The WP shall have authorization to work in the United States.

C. 6.2.4 The WP shall have a highly professional demeanor and excellent computer (hardware and software), organizational, and written and verbal communication skills.

C.6.2.5 The WP shall have the ability to learn quickly and adapt to changing environments.

C.6.2.6 The WP shall have a minimum of five (5) years' experience working with current commercially available software packages for Microsoft Office, including Microsoft Word, PowerPoint, Excel, Outlook, Sharepoint, Teams and Microsoft Copilot.

C.6.2.7 The WP shall have a minimum of five (five) years' experience with regulations and laws that govern Workforce Innovation and Opportunity Act.

PERFORMANCE MONITORING PLAN		
Performance Requirements	Performance Standards	Surveillance Method & Frequency
Coordinate the activities of all partner agencies within the One Stop Centers, ensuring they are working together effectively and efficiently to deliver services. The Contractor will facilitate monthly	Plan and host bi-weekly meetings to discuss current activities (i.e. AJC Center-related challenges, labor market updates). Review with DC WIC leadership prior to meeting.	Bi-weekly based on a planned schedule with AJC partners. Contractor will meet with DCWIC leadership in advance of the meeting to review agenda items.

PERFORMANCE MONITORING PLAN		
meetings with one stop service delivery staff to discuss administrative and customer-related activities and issues to ensure smooth service delivery in the American Job Centers.	Provide, three days following the bi-weekly meetings, the notes for AJC partners detailing agenda items and next steps and any action items.	
The Contractor shall deliver quarterly reports regarding the service delivery and customer flow within the American Job Centers that identify challenges, proposes solutions, and communicates service delivery improvements with AJC partner front-line staff.	<p>Provide data driven reports to DC WIC leadership regarding customer performance including recommendations for performance improvements.</p> <p>Provide quarterly Center performance reports for each Center that details demographics and services customers' access. Be prepared to discuss with agency leadership clear recommendations for improvements where warranted.</p>	<p>Quarterly reports will be due on the 15th of the month after the end of each quarter</p> <p>Weekly meetings will include discussions regarding any insights from upcoming report.</p>
The Contractor shall develop, facilitate and track customer referral processes that ensures customers have access to programs and services needed during their education or job search process. The Contractor shall develop a quarterly report outlining referrals and referral outcomes. Reports will be shared with AJC and WIC leadership.	<p>Submit quarterly report that details the referral process and outcomes that AJC partners engage in. Outline trends and needs assessments.</p> <p>Be prepared to discuss/present to agency leadership.</p> <p>If there is no referral process in place, establish the process, develop SOPs for implementation and train frontline staff on usage and compliance.</p>	DC WIC leadership will establish regularly scheduled meetings focused on referral reports and in preparation for leadership presentations.

PERFORMANCE MONITORING PLAN		
Contract manager and facilitator for DC Workforce Summit	In consultation with DCWIC leadership, identify summit venue. In addition, work with DCWIC on curriculum and as a presenter. Contractor will manage on-site activities and requirements during the summit.	Weekly check-in meetings on progress.
The Contractor shall facilitate the annual AJC MOU process by ensuring all partners have updated service delivery description and partner service delivery schedule.	Contractor will submit “Attachment A” which describes each AJC partner agency’s service delivery plan upon meeting with each agency to develop service plan. Plans should be completed timely and aligned with AJC MOU timeline. AJC MOUs must be in place annually by October 1 st Contractor will submit AJC partner schedule for each Center in accordance with the AJC MOU timeline.	Initial timeline development (joint with DCWIC leadership). Subsequent to that, incorporate in weekly meetings and ad hoc meetings.

C.7. Deliverables

The Contractor shall perform the activities required to successfully complete the District’s requirements and submit each deliverable to the Contract Administrator (CA) identified in accordance with the following:

C.7.1 Base Year

CLIN	Item Deliverable	Quantity	Format/Method of Delivery	Due Date
001	Participate in weekly one-on-one meetings with Associate Director of DC WIC. C.5.16.5	Weekly	In-person or virtual meetings	As scheduled
002	Adhere to DC WIC and DC government HR requirements. C.5.16.1 C.5.16.2 C.5.16.3	Daily	In-person and virtual	Upon signature of contract
0003	Collaborate with one-stop partners, including the WIC and applicable District agencies during bi-monthly check-ins to review performance, troubleshoot referral issues, and make system-wide improvements in real-time. C.5.1.1 C.5.1.2 C.5.2.1 C.5.2.2 C.5.9.1 C.5.9.2 C.5.9.4 C.5.9.4 C.5.10 C.5.15	12	In-person or virtual meetings in coordination with WIC staff lead.	Bi-monthly
0004	Manage the coordinated referral tracking system to monitor one-stop referrals and subsequent programmatic enrollments as well as enrollments received through one-stop partner agencies. Provide monthly referral reports that demonstrate customer areas of interest or needs based on tracking customer traffic. C.5.11 C.5.13	12	Electronic reports via email to the Contract Administrator.	Monthly
0005	Maintain ongoing relationships with community-based organizations through a relationship management platform. Ensure CBOs are connected to the workforce system by, ensuring their services appear in the Community Catalog of the United States DC platform, support and create approved education and training WIC-led Community of Practice events based on economic conditions	12	Electronic relationship management platform that WIC can access.	Monthly

	that may warrant briefings and training. C.5.4.2 C.5.4.3 C.5.4.4 C.5.4.5			
006	Assist with delivering the WIC-led annual DC Workforce Summit and participate in other workforce-related activities. C.5.5.1 C.5.5.2 C.5.5.3 C.5.5.4	1	Planning meetings and on-site support	Annually
007	Provide technical assistance as needed for workforce professionals on issues that arise based on changing economic conditions C.5.3	6	Workshop presentation PPTs; Sign-in sheets; Virtual training recordings	Monthly
008	Deliver quarterly aggregate customer performance reports provided by both core and required partners. Performance reports should include Center-related traffic (demographics, services accessed, referrals). In addition, deliver quarterly Center performance report of comprehensive and affiliates provided by DOES. C.5.13 C.5.15.1 C.5.15.3	4	Electronic copy Aggregate report showing system-wide performance as well as performance at each one-stop partner	Quarterly
009	Monitor AJC MOU and IFA to ensure compliance and alignment with what is outlined in the agreement. C.5.7.1 C.5.7.2 C.5.7.3 C.5.7.4 C.5.14	4	Electronic copy	Monthly
0010	Participate in DC government onboarding requirements. C.5.16.4	1	Electronic	Annually
0011	Provide resumes for candidates C.6.1.3	3	Electronic	As needed

C.7.2 Option Year 1

Item	Item Deliverable	Quantity	Format/Method of Delivery	Due Date
1001	Participate in weekly one-on-one meetings with Associate Director of DC WIC. C.5. 16.5	Weekly	In-person or virtual meetings	As scheduled
1002	Adhere to DC WIC and DC government HR requirements. C.5. 16.1 C.5. 16.2 C.5. 16.3	Daily	In-person and virtual	Upon signature of contract
1003	Collaborate with one-stop partners, including the WIC and applicable District agencies during bi-monthly check-ins to review performance, troubleshoot referral issues, and make system-wide improvements in real-time. C.5.1.1 C.5.1.2 C.5.2.1 C.5.2.2 C.5.9.1 C.5.9.2 C.5.9.4 C.5.9.4 C.5.10 C.5.15	12	In-person or virtual meetings in coordination with WIC staff lead.	Bi-monthly
1004	Manage the coordinated referral tracking system to monitor one-stop referrals and subsequent programmatic enrollments as well as enrollments received through one-stop partner agencies. Provide monthly referral reports that demonstrate customer areas of interest or needs based on tracking customer traffic. C.5.11 C.5.13	12	Electronic reports via email to the Contract Administrator.	Monthly
1005	Maintain ongoing relationships with community-based organizations through a relationship management platform. Ensure CBOs are connected to the workforce system by, ensuring	12	Electronic relationship management platform that WIC can access.	Monthly

	<p>their services appear in the Community Catalog of the Unite US DC platform, support and create approved education and training WIC-led Community of Practice events based on economic conditions that may warrant briefings and training.</p> <p>C.5.4.2 C.5.4.3 C.5.4.4 C.5.4.5</p>			
1006	<p>Assist with delivering the WIC-led annual DC Workforce Summit and participate in other workforce-related activities.</p> <p>C.5.5.1 C.5.5.2 C.5.5.3 C.5.5.4</p>	1	Electronic	Annually
1007	<p>Provide technical assistance as needed for workforce professionals on issues that arise based on changing economic conditions</p> <p>C.5.3</p>	6	Workshop presentation PPTs; Sign-in sheets; Virtual training recordings	Monthly
1008	<p>Deliver quarterly aggregate customer performance reports provided by both core and required partners. Performance reports should include Center-related traffic (demographics, services accessed, referrals. In addition, deliver quarterly Center performance report of comprehensive and affiliates provided by DOES.</p> <p>C.5.13. C.5.15.1 C.5.15.3</p>	4	Electronic copy Aggregate report showing system-wide performance as well as performance at each one-stop partner	Quarterly
1009	<p>Monitor AJC MOU and IFA to ensure compliance and alignment with what is outlined in the agreement.</p> <p>C.5.7.1 C.5.7.2 C.5.7.3 C.5.7.4 C.5.14</p>	4	Electronic copy	Monthly

1010	Participate as a member of the American Job Center Recertification Team and the activities required for recertification of AJCs. C.5.8.1 C.5.8.2 C.5.8.3	1	In-person and virtual; Electronic copy	Every three years
1011	Provide the WIC with a final report assessing the overall performance of the AJCs and partners for the program year. C.5.15.2 C.5.15.3 C.5.10.1 C.5.15	1	Electronic	Annually
1012	Provide resumes for candidates C.6.1.3	3	Electronic	As needed

C.7.3 Option Year Two

Item	Item Deliverable	Quantity	Format/Method of Delivery	Due Date
2001	Participate in weekly one-on-one meetings with Associate Director of DC WIC. C.5. 16.5	Weekly	In-person or virtual meetings	As scheduled
2002	Adhere to DC WIC and DC government HR requirements. C.5. 16.1 C.5. 16.2 C.5. 16.3	Daily	In-person and virtual	Upon signature of contract
2003	Collaborate with one-stop partners, including the WIC and applicable District agencies during bi-monthly check-ins to review performance, troubleshoot referral issues, and make system-wide improvements in real-time. C.5.1.1 C.5.1.2 C.5.2.1 C.5.2.2 C.5.9.1 C.5.9.2 C.5.9.4	12	In-person or virtual meetings in coordination with WIC staff lead..	Bi-monthly

	C.5.9.4 C.5.10 C.5.15			
2004	Manage the coordinated referral tracking system to monitor one-stop referrals and subsequent programmatic enrollments as well as enrollments received through one-stop partner agencies. Provide monthly referral reports that demonstrate customer areas of interest or needs based on tracking customer traffic. C.5.11 C.5.13	12	Electronic reports via email to the Contract Administrator.	Monthly
2005	Maintain ongoing relationships with community-based organizations through a relationship management platform. Ensure CBOs are connected to the workforce system by, ensuring their services appear in the Community Catalog of the United States DC platform, support and create approved education and training WIC-led Community of Practice events based on economic conditions that may warrant briefings and training. C.5.4.2 C.5.4.3 C.5.4.4 C.5.4.5	12	Electronic relationship management platform that WIC can access.	Monthly
2006	Assist with delivering the WIC-led annual DC Workforce Summit and participate in other workforce-related activities. C.5.5.1 C.5.5.2 C.5.5.3 C.5.5.4	1	Planning meetings and on-site support	Annually
2007	Provide technical assistance as needed for workforce professionals on issues that arise based on changing economic conditions C.5.3	6	Workshop presentation PPTs; Sign-in sheets; Virtual training recordings	Monthly

2008	Deliver quarterly aggregate customer performance reports provided by both core and required partners. Performance reports should include Center-related traffic (demographics, services accessed, referrals. In addition, deliver quarterly Center performance report of comprehensive and affiliates provided by DOES. C.5.13. C.5.15.1 C.5.15.3	4	Electronic copy Aggregate report showing system-wide performance as well as performance at each one-stop partner	Quarterly
2009	Monitor AJC MOU and IFA to ensure compliance and alignment with what is outlined in the agreement. C.5.7.1 C.5.7.2 C.5.7.3 C.5.7.4 C.5.14	4	Electronic copy	Monthly
2010	Provide the WIC with a final report assessing the overall performance of the AJCs and partners for the program year. C.5.15.2 C.5.15.3 C.5.10.1 C.5.15	1	Electronic	Annually
2011	Provide resumes for candidates C.6.1.3	3	Electronic	As needed

C.7.4 Option Year Three

Item	Item Deliverable	Quantity	Format/Method of Delivery	Due Date
3001	Participate in weekly one-on-one meetings with Associate Director of DC WIC. C.5.16.5	Weekly	In-person or virtual meetings.	As scheduled

3002	Adhere to DC WIC and DC government HR requirements. C.5.16.1 C.5.16.2 C.5.16.3	Daily	In-person and virtual	Upon signature of contract
<u>3003</u>	Collaborate with one-stop partners, including the WIC and applicable District agencies during bi-monthly check-ins to review performance, troubleshoot referral issues, and make system-wide improvements in real-time. C.5.1.1 C.5.1.2 C.5.2.1 C.5.2.2 C.5.9.1 C.5.9.2 C.5.9.4 C.5.9.4 C.5.10 C.5.15	12	In-person or virtual meetings in coordination with WIC staff lead..	Bi-monthly
<u>3004</u>	Manage the coordinated referral tracking system to monitor one-stop referrals and subsequent programmatic enrollments as well as enrollments received through one-stop partner agencies. Provide monthly referral reports that demonstrate customer areas of interest or needs based on tracking customer traffic. C.5.11 C.5.13	12	Electronic reports via email to the Contract Administrator.	Monthly
<u>3005</u>	Maintain ongoing relationships with community-based organizations through a relationship management platform. Ensure CBOs are connected to the workforce system by, ensuring their services appear in the Community Catalog of the Unite US DC platform, support and create approved education and training WIC-led Community of Practice events based on economic conditions that may warrant briefings and training. C.5.4.2 C.5.4.3 C.5.4.4 C.5.4.5	12	Electronic relationship management platform that WIC can access.	Monthly

3006	Assist with delivering the WIC-led annual DC Workforce Summit and participate in other workforce-related activities. C.5.5.1 C.5.5.2 C.5.5.3 C.5.5.4	1	Planning meetings and on-site support	Annually
3007	Provide technical assistance as needed for workforce professionals on issues that arise based on changing economic conditions C.5.3	6	Workshop presentation PPTs; Sign-in sheets; Virtual training recordings	Monthly
3008	Deliver quarterly aggregate customer performance reports provided by both core and required partners. Performance reports should include Center-related traffic (demographics, services accessed, referrals. In addition, deliver quarterly Center performance report of comprehensive and affiliates provided by DOES. C.5.13. C.5.15.1 C.5.15.3	4	Electronic copy Aggregate report showing system-wide performance as well as performance at each one-stop partner	Quarterly
3009	Monitor AJC MOU and IFA to ensure compliance and alignment with what is outlined in the agreement. C.5.7.1 C.5.7.2 C.5.7.3 C.5.7.4 C.5.14	4	Electronic copy	Monthly
3010	Provide the WIC with a final report assessing the overall performance of the AJCs and partners for the program year. C.5.15.2 C.5.15.3 C.5.10.1 C.5.15	1	Electronic	Annually
3011	Provide resumes for candidates C.6.1.3	3	Electronic	As needed

C.7.5 Option Year Four

Item	Item Deliverable	Quantity	Format/Method of Delivery	Due Date
4001	Participate in weekly one-on-one meetings with Associate Director of DC WIC. C.5. 16.5	Weekly	In-person or virtual meetings	As scheduled
4002	Adhere to DC WIC and DC government HR requirements. C.5.16.1 C.5.16.2 C.5.16.3	Daily	In-person and virtual	Upon signature of contract
4003	Collaborate with one-stop partners, including the WIC and applicable District agencies during bi-monthly check-ins to review performance, troubleshoot referral issues, and make system-wide improvements in real-time. C.5.1.1 C.5.1.2 C.5.2.1 C.5.2.2 C.5.9.1 C.5.9.2 C.5.9.4 C.5.9.4 C.5.10 C.5.15	12	In-person or virtual meetings in coordination with WIC staff lead.	Bi-monthly
4004	Manage the coordinated referral tracking system to monitor one-stop referrals and subsequent programmatic enrollments as well as enrollments received through one-stop partner agencies. Provide monthly referral reports that demonstrate customer areas of interest or needs based on tracking customer traffic. C.5.11 C.5.13	12	Electronic reports via email to the Contract Administrator.	Monthly
4005	Maintain ongoing relationships with community-based organizations through a relationship management platform. Ensure CBOs are connected to the workforce system by, ensuring their services appear in the Community Catalog of the Unite US DC platform, support and create approved education and training	12	Electronic relationship management platform that WIC can access.	Monthly

	WIC-led Community of Practice events based on economic conditions that may warrant briefings and training. C.5.4.2 C.5.4.3 C.5.4.4 C.5.4.5			
4006	Assist with delivering the WIC-led annual DC Workforce Summit and participate in other workforce-related activities. C.5.5.1 C.5.5.2 C.5.5.3 C.5.5.4	1	Planning meetings and on-site support	Annually
4007	Provide technical assistance as needed for workforce professionals on issues that arise based on changing economic conditions C.5.3	6	Workshop presentation PPTs; Sign-in sheets; Virtual training recordings	Monthly
4008	Deliver quarterly aggregate customer performance reports provided by both core and required partners. Performance reports should include Center-related traffic (demographics, services accessed, referrals. In addition, deliver quarterly Center performance report of comprehensive and affiliates provided by DOES. C.5.13. C.5.15.1 C.5.15.3	4	Electronic copy Aggregate report showing system-wide performance as well as performance at each one-stop partner	Quarterly
4009	Monitor AJC MOU and IFA to ensure compliance and alignment with what is outlined in the agreement. C.5.7.1 C.5.7.2 C.5.7.3 C.5.7.4 C.5.14	4	Electronic copy	Monthly
4011	Provide the WIC with a final report assessing the overall performance of the AJCs and partners for the program year. C.5.15.2 C.5.15.3 C.5.10.1 C.5.15	1	Electronic	Annually

4012	Provide resumes for candidates C.6.1.3	3	Electronic	As needed
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C.8. Insurance Requirements

A. GENERAL REQUIREMENTS. The Contractor at its sole expense shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Contractor shall have its insurance broker or insurance company submit a Certificate of Insurance to the CO giving evidence of the required coverage prior to commencing performance under this contract. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the CO. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia or in the jurisdiction where the work is to be performed and have an A.M. Best Company rating of A- / VII or higher. Should the Contractor decide to engage a subcontractor for segments of the work under this contract and wish to propose different insurance requirements than outlined below, then, prior to commencement of work by the subcontractor, the Contractor shall submit in writing the name and brief description of work to be performed by the subcontractor on the Subcontractors Insurance Requirement Template provided by the CA, to the Office of Risk Management (ORM). ORM will determine the insurance requirements applicable to the subcontractor and promptly deliver such requirements in writing to the Contractor and the CA. The Contractor must provide proof of the subcontractor's required insurance prior to commencement of work by the subcontractor. If the Contractor decides to engage a subcontractor without requesting from ORM specific insurance requirements for the subcontractor, such subcontractor shall have the same insurance requirements as the Contractor.

General liability, commercial auto, workers' compensation and property insurance policies (if applicable to this agreement) shall contain a waiver of subrogation provision in favor of the Government of the District of Columbia.

The Government of the District of Columbia shall be included in all policies required hereunder to be maintained by the Contractor and its subcontractors (except for workers' compensation and professional liability insurance) as an additional insureds for claims against The Government of the District of Columbia relating to this contract, with the understanding that any affirmative obligation imposed upon the insured Contractor or its subcontractors (including without limitation the liability to pay premiums) shall be the sole obligation of the Contractor or its subcontractors, and not the additional insured. The additional insured status under the Contractor's and its subcontractors' Commercial General Liability insurance policies shall be effected using the ISO Additional Insured Endorsement form CG 20 10 11 85 (or CG 20 10 07 04 and CG 20 37 07 04) or such other endorsement or combination of endorsements providing coverage at least as broad and approved by the CO in writing. All of the Contractor's and its subcontractors' liability policies (except for workers' compensation and professional liability insurance) shall be endorsed using ISO form CG 20 01 04 13 or its equivalent so as to indicate that such policies provide primary coverage (without any right of contribution by any other insurance, reinsurance or self-insurance, including any deductible or retention, maintained by an Additional Insured) for all claims against the additional insured arising out of the performance of this Statement of Work by the Contractor or its subcontractors, or anyone for

whom the Contractor or its subcontractors may be liable. These policies shall include a separation of insureds clause applicable to the additional insured.

If the Contractor and/or its subcontractors maintain broader coverage and/or higher limits than the minimums shown below, the District requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Contractor and subcontractors.

B. INSURANCE REQUIREMENTS

1. Commercial General Liability Insurance (“CGL”) - The Contractor shall provide evidence satisfactory to the CO with respect to the services performed that it carries a CGL policy, written on an occurrence (not claims-made) basis, on Insurance Services Office, Inc. (“ISO”) form CG 00 01 04 13 (or another occurrence-based form with coverage at least as broad and approved by the CO in writing), covering liability for all ongoing and completed operations of the Contractor, including ongoing and completed operations under all subcontracts, and covering claims for bodily injury, including without limitation sickness, disease or death of any persons, injury to or destruction of property, including loss of use resulting therefrom, personal and advertising injury, and including coverage for liability arising out of an Insured Contract (including the tort liability of another assumed in a contract) and acts of terrorism (whether caused by a foreign or domestic source). Such coverage shall have limits of liability of not less than \$1,000,000 each occurrence, a \$2,000,000 general aggregate (including a per location or per project aggregate limit endorsement, if applicable) limit, a \$1,000,000 personal and advertising injury limit, and a \$2,000,000 products-completed operations aggregate limit.

2. Automobile Liability Insurance - The Contractor shall provide evidence satisfactory to the CO of commercial (business) automobile liability insurance written on ISO form CA 00 01 10 13 (or another form with coverage at least as broad and approved by the CO in writing) including coverage for all owned, hired, borrowed and non-owned vehicles and equipment used by the Contractor, with minimum per accident limits equal to the greater of (i) the limits set forth in the Contractor’s commercial automobile liability policy or (ii) \$1,000,000 per occurrence combined single limit for bodily injury and property damage.

3. Workers’ Compensation Insurance - The Contractor shall provide evidence satisfactory to the CO of Workers’ Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the contract is performed.

Employer’s Liability Insurance - The Contractor shall provide evidence satisfactory to the CO of employer’s liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

All insurance required by paragraphs 1,2 and 3 shall include a waiver of subrogation endorsement for the benefit of Government of the District of Columbia.

4. Cyber Liability Insurance - The Contractor shall provide evidence satisfactory to the Contracting Officer of Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Contractor in this agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of

copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations. Limits may not be shared with other lines of coverage. A copy of the cyber liability policy must be submitted to the Office of Risk Management (ORM) for compliance review.

5. Employment Practices Liability - The Contractor shall provide evidence satisfactory to the Contracting Officer with respect to the operations performed to cover the defense of claims arising from employment related wrongful acts including but not limited to: Discrimination, Sexual Harassment, Wrongful Termination, Workplace Torts, "Bullying" in "any location" and "by any means," including the Internet, whether between employees of contractor or against third parties. Employment Practices Liability coverage must specifically state Third Party Liability coverage is included. Contractor will indemnify and defend the District of Columbia should it be named co-defendant or be subject to or party of any claim. Coverage shall also extend to Temporary Help Firms and Independent Contractors hired by Contractor. The policy shall provide limits of not less than \$1,000,000 for each wrongful act and \$2,000,000 annual aggregate for each wrongful act.

6. Professional Liability Insurance (Errors & Omissions) - The Contractor shall provide Professional Liability Insurance (Errors and Omissions) to cover liability resulting from any error or omission in the performance of professional services under this Contract. The policy shall provide limits of \$1,000,000 per claim or per occurrence for each wrongful act and \$2,000,000 annual aggregate. The Contractor warrants that any applicable retroactive date precedes the date the Contractor first performed any professional services for the Government of the District of Columbia and that continuous coverage will be maintained or an extended reporting period will be exercised for a period of at least ten years after the completion of the professional services. Limits may not be shared with other lines of coverage.

7. Commercial Umbrella or Excess Liability - The Contractor shall provide evidence satisfactory to the CO of commercial umbrella or excess liability insurance with minimum limits equal to the greater of (i) the limits set forth in the Contractor's umbrella or excess liability policy or (ii) \$5,000,000 per occurrence and \$5,000,000 in the annual aggregate, following the form and in excess of all liability policies. All liability coverages must be scheduled under the umbrella and/or excess policy. The insurance required under this paragraph shall be written in a form that annually reinstates all required limits. Coverage shall be primary to any insurance, self-insurance or reinsurance maintained by the District and the "other insurance" provision must be amended in accordance with this requirement and principles of vertical exhaustion.

C. PRIMARY AND NONCONTRIBUTORY INSURANCE

The insurance required herein shall be primary to and will not seek contribution from any other insurance, reinsurance or self-insurance including any deductible or retention, maintained by the Government of the District of Columbia.

D. DURATION. The Contractor shall carry all required insurance until all contract work is accepted

by the District of Columbia and shall carry listed coverages for ten years for construction projects following final acceptance of the work performed under this contract and two years for non-construction related contracts.

E. LIABILITY. These are the required minimum insurance requirements established by the District of Columbia. However, the required minimum insurance requirements provided above will not in any way limit the contractor's liability under this contract.

F. CONTRACTOR'S PROPERTY. Contractor and subcontractors are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, scaffolding and temporary structures, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of the District of Columbia.

G. MEASURE OF PAYMENT. The District shall not make any separate measure or payment for the cost of insurance and bonds. The Contractor shall include all of the costs of insurance and bonds in the contract price.

H. NOTIFICATION. The Contractor shall ensure that all policies provide that the CO shall be given thirty (30) days prior written notice in the event of coverage and / or limit changes or if the policy is canceled prior to the expiration date shown on the certificate. The Contractor shall provide the CO with ten (10) days prior written notice in the event of non-payment of premium. The Contractor will also provide the CO with an updated Certificate of Insurance should its insurance coverages renew during the contract.

I. CERTIFICATES OF INSURANCE. The Contractor shall submit certificates of insurance giving evidence of the required coverage as specified in this section prior to commencing work. Certificates of insurance must reference the corresponding contract number. Evidence of insurance shall be submitted to:

Sayed Reshtya, Contracting Officer
Office of Contracting and Procurement
Office of the State Superintendent of Education (OSSE)
Government of the District of Columbia
1050 First Street, NE 3rd Floor, Washington DC 20002

The CO may request and the Contractor shall promptly deliver updated certificates of insurance, endorsements indicating the required coverages, and/or certified copies of the insurance policies. If the insurance initially obtained by the Contractor expires prior to completion of the contract, renewal certificates of insurance and additional insured and other endorsements shall be furnished to the CO prior to the date of expiration of all such initial insurance. For all coverage required to be maintained after completion, an additional certificate of insurance evidencing such coverage shall be submitted to the CO on an annual basis as the coverage is renewed (or replaced).

J. DISCLOSURE OF INFORMATION. The Contractor agrees that the District may disclose the name and contact information of its insurers to any third party which presents a claim against the District for any damages or claims resulting from or arising out of work performed by the Contractor, its agents, employees, servants or subcontractors in the performance of this contract.

CARRIER RATINGS. All Contractor's and its subcontractors' insurance required in connection with this contract shall be written by insurance companies with an A.M. Best Insurance Guide rating of at least A- VII (or the equivalent by any other rating agency) and licensed in the District.

Attachment B – Price Schedule

FIRM NAME: _____

The District contemplates award of a Labor Hours contract in accordance with 27DCMR Chapter 24.

Doc831308– WIC/DME- Workforce Professional (WP)

B.1.1 Base Year - Date of the award through 12 months thereafter.

CLIN	Item Description/Type	Est-Qty	Unit	Hourly Rate	Amount
0001	Contractor's Workforce Professional (One-Stop Operator) shall perform all duties, requirements, and deliverables as defined in the Statement of Work. (Full Loaded Hourly Rate)	2080	HR		
Not-To-Exceed Total Amount \$xx					

B.1.2 OPTION YEAR ONE PRICE SCHEDULE: A period of 12 months

CLIN	Item Description/Type	Est-Qty	Unit	Hourly Rate	Amount
1001	Contractor's Workforce Professional (One-Stop Operator) shall perform all duties, requirements, and deliverables as defined in the Statement of Work. (Full Loaded Hourly Rate)	2080	HR		
Not-To-Exceed Total Amount \$xx					

B.1.3 OPTION YEAR TWO PRICE SCHEDULE: A period of 12 months

CLIN	Item Description/Type	Est-Qty	Unit	Hourly Rate	Amount
2003	Contractor's Workforce Professional (One-Stop Operator) shall perform all duties, requirements, and deliverables as defined in the Statement of Work. (Full Loaded Hourly Rate)	2080	HR		
Not-To-Exceed Total Amount \$xx					

B.1.4 OPTION YEAR THREE PRICE SCHEDULE: A period of 12 months

CLIN	Item Description/Type	Est-Qty	Unit	Hourly Rate	Amount
3001	Contractor's Workforce Professional (One-Stop Operator) shall perform all duties, requirements, and deliverables as defined in the Statement of Work. (Full Loaded Hourly Rate)	2080	HR		
Not-To-Exceed Total Amount \$xx					

B.1.5 OPTION YEAR FOUR PRICE SCHEDULE: A period of 12 months

CLIN	Item Description/Type	Est-Qty	Unit	Hourly Rate	Amount
4001	Contractor's Workforce Professional (One-Stop Operator) shall perform all duties, requirements, and deliverables as defined in the Statement of Work. (Full Loaded Hourly Rate)	2080	HR		
Not-To-Exceed Total Amount \$xx					