

Support Base Services (SBS)

ORDERING GUIDE

**Mission & Installation Contracting Command
Fort Sam Houston, Texas**

October 23, 2012

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CHAPTER 1

GENERAL INFORMATION

I. OVERVIEW

The objective of Support Base Services (SBS) is to obtain garrison augmentation support services for non-inherently governmental functions that exceed organic capabilities in supporting the Army Forces Generation (ARFORGEN) in the Continental U.S. and Hawaii. SBS is a follow-on contract to CONUS Support Base Services (CSBS) and structured as a multiple award task order contract (MATOC) derived through competition among small businesses. The contract is structured for maximum flexibility in providing for an expedited ordering process in order to satisfy customer needs. The total ceiling value of this five-year program is \$983 million. SBS establishes contract support that will minimize the number of mobilized Reserve Component (RC) units and Soldiers providing those non-inherently governmental functions addressed in the 12 task areas identified in the SBS Performance Work Statement (PWS).

II. PURPOSE

This Ordering Guide establishes procedures for using the SBS MATOC. It explains contract terms, conditions, requirements, ceiling, ordering period, types of task orders, ordering procedures, options, competition thresholds, and the basis for award of task orders, funding, quality assurance and metrics.

III. APPLICABILITY

This Ordering Guide is applicable to all organizations delegated authority to award and administer task orders against the SBS MATOC.

IV. SCOPE

The SBS MATOC will provide support services for customers in the following task areas.

| | |
|--------------------|---|
| 1. Plans | 7. Material Management and Supply |
| 2. Training | 8. Services |
| 3. Mobilization | 9. Movements |
| 4. Security | 10. Equipment Readiness and Maintenance |
| 5. Human Resources | 11. Billeting and Facilities |
| 6. Finance | 12. Information Management |

Task Area 1: Plans – Plan and schedule all required mobilization/demobilization and deployment/redeployment processing. Update garrison mobilization and deployment planning, and execution documents.

Task Area 2: Training – Augment garrisons with trained personnel to conduct mobilization/deployment training. Services may include preparing training schedules, coordinating all training resources, conducting weapons training and maintaining unit and individual training records.

Task Area 3: Mobilization – Manage the mobilization, deployment, redeployment and demobilization cycle. Monitor the validation and readiness status of all units, including the throughput of mobilizing/demobilizing Soldiers and units. Coordinate meetings for air, rail and bus movements on and off post, and facilitate unit deployment.

Task Area 4: Security – Provide a full range of Information Security and Industrial Security for the safeguarding of classified information, Personnel Security Clearance Management support and supporting Security Education, Training and Awareness programs (this task area does not include police or security guard duties).

Task Area 5: Human Resources – Provide Soldier Readiness Processing which includes in and out processing, reassignment, transition, and records management for mobilizing/demobilizing units and individual Soldiers. Manage personnel accountability by preparing and processing assignment, change of station orders and leave requests. Provide TRICARE briefings and support the processes for sourcing volunteer RC Soldiers for unit/individual mission vacancies.

Task Area 6: Finance – Provide Army civilian pay and military pay customer service, cashier service, debt management services, separations processing services and other finance services. Verify required finance documentation and correct errors and resolve omissions. Verify unit pay input, entitlements and W-2 information. Provide financial advice and briefings.

Task Area 7: Material Management and Supply – Assist with supply management for all classes of supply (except Class VIII) supporting mobilization/deployment. Receive, record, and distribute equipment and parts to mobilizing units. Manage property records and requisitions, and provide Property Book Officer support services.

Task Area 8: Services – Provide subsistence, laundry, and supply and warehouse services. Coordinate the provisioning of Subsistence (Class I) to training ranges and other field training sites. Ensure all items required for the units to complete training are available and issued at the designated times.

Task Area 9: Movements – Coordinate on-post transportation requirements. Support freight and Soldier movements by air, rail, sea, and ground modes of transportation. Provide cargo loading and unloading services including, but not limited to rail, aircraft, and an intra-post transportation network and freight terminal operations to ship, receive, document, account and process all inbound and onward freight shipments to include assisting Soldiers in receipt, processing, and preparation of freight for shipment.

Task Area 10: Equipment Readiness and Maintenance – Operate repair facilities with trained personnel to perform: mobile maintenance; vehicle recovery; welding; small arms repair; light wheel, heavy wheel, and track vehicle maintenance; construction equipment

repair; electric repair; electronic repair; alternator repair; refrigeration; and Nuclear Biological and Chemical defense equipment repair services.

Task Area 11: Billeting and Facilities – Provide Garrison billeting and facilities services. Manage and maintain the facilities assigned to support mobilization, deployment, demobilization and installation field training to include Soldier quarters, dining facilities and common use buildings. Provide life support, custodial, grounds maintenance services and life cycle equipment replacements.

Task Area 12: Information Management – Plan, integrate, install, operate, maintain and provide supervision for multi-function/multi-use information processing systems, peripherals, and associated devices for workstations requiring Local Area Network connectivity and domain access. Provide Information Assurance through Public Key Infrastructure support, Risk management/Accreditation/Certification services and network security services.

V. ORDERING PERIOD AND PERIOD OF PERFORMANCE FOR TASK ORDERS

The SBS MATOC provides for a five year ordering period (base period plus four one-year option periods). Performance under task orders or associated options may extend beyond the ordering period below. However, a task order may not have a period of performance that extends beyond 10 years from the date of award of the basic contract (1 October 2012). The SBS MATOC's provide for a base ordering period and four one-year option periods included as follows:

| | |
|--------------------------------|---------------------------------------|
| Base period: | 1 October 2012 thru 30 September 2013 |
| 1 st Option period: | 1 October 2013 thru 30 September 2014 |
| 2 nd Option period: | 1 October 2014 thru 30 September 2015 |
| 3 rd Option period: | 1 October 2015 thru 30 September 2016 |
| 4 th Option period: | 1 October 2016 thru 30 September 2017 |

VI. PROGRAM CEILING

The SBS MATOC has a collective ceiling of \$983 million that shall be measured against all task orders awarded over the entire ordering period. Once the ceiling is reached, no new task orders, modifications or options shall be awarded or exercised thereafter. Only existing orders and options already in effect shall continue in performance.

VIII. AUTHORITY TO PLACE TASK ORDERS

A. All contracting organizations under the command of the Mission and Installation Contracting Command (MICC) are hereby delegated authority to award and administer task orders under this contract. MICC contracting organization must coordinate task order requests with the MICC – Fort Sam Houston points of contact and obtain approvals prior to execution.

B. All Department of Defense contracting offices and other federal agencies supporting the ARFORGEN process within the scope of this MATOC may be delegated the authority to

place orders against the SBS MATOC. Request for delegations are reviewed and/or approved by the SBS Program Contracting Officer PCO.

Request for delegations will be approved by the SBS KO located at MICC - Fort Sam Houston, Texas. Requests for delegation (Attachment A) shall include:

1. Requesting organization: List name of organization, location, points of contact, phone and email address.
2. Scope of task order: Provide a brief description of the required services.
3. Period of performance for the task order.
4. Unique requirements: List (if any).
5. Estimated task order amount.
6. Statement of Agreement: All contracting officers seeking to place orders against the SBS MATOC shall agree to comply with the terms and conditions of the contract and this Ordering Guide.

Questions regarding organizations authorized to place orders against these contracts shall be directed to the SBS MATOC Program Contracting Officer located at the MICC – Fort Sam Houston. Email address is: usarmy.jbsa.acc-micc.mbx.mco-sbs@mail.mil

IX. FEE FOR USE

There is no fee for the use of the contract by any activity or agency delegated authority to solicit, award and administer task orders under this contract. This does not prohibit the negotiation of service fees by ordering offices as reimbursement for their services when this contract is used as a means of satisfying their client’s requirements.

X. PRIME CONTRACTORS

The SBS prime contractors are as follows:

| | |
|------------------|--|
| W9124J-12-D-0003 | Tatitlek Training Services, Inc. |
| W9124J-12-D-0004 | Advancia Corp. |
| W9124J-12-D-0005 | Davis-Paige Management Systems LLC |
| W9124J-12-D-0006 | GAP Solutions, Inc |
| W9124J-12-D-0007 | ALOG Corp. |
| W9124J-12-D-0008 | Huckstep Holdings Corp. DBA: TechWise |
| W9124J-12-D-0009 | Logistics & Environmental Solutions Corp |

CHAPTER 2

ROLES AND RESPONSIBILITIES

I. PROGRAM CONTRACTING OFFICER (PCO):

The PCO, located within the MICC--Fort Sam Houston, is responsible for the administration of the SBS MATOC, along with the following responsibilities:

- Serving as point of contact for SBS MATOC customers.
- Providing information regarding the services available under the contracts.
- Providing the administrative procedures for placing orders, contract administration and issuing contract modification to the master contracts.
- Establishing and maintaining central contract files and databases, as appropriate.
- Reviewing and approving requests for Delegation of Contract Authority.
- Providing advice and guidance to Ordering Offices as appropriate.
- Tracking and reporting contract level metrics.
- Monitoring the SBS MATOC "ceiling".

II. TASK ORDER OMBUDSMAN

The Task Order Ombudsman is a senior Command official within the MICC headquarters who is independent of the Contracting Officer. See Section H.4, Multiple Award Task Order Contract and Delivery Order Contract OMBUDSMAN, of any SBS contract. The Ombudsman is delegated authority to:

- Review concerns and complaints from contractors for task orders <\$10 Million.
- Ensure contractors are afforded a fair opportunity to be considered for awards.
- Render responses to concerns and complaints from contractors.
- Require the Task Order Contracting Officer to take corrective action, which may result in re-competition of the task order, if fair opportunity was not provided to all contractors

IAW FAR 16.505(b)(6) and 16.504(a)(4)(v), disputes related to matters affecting task order award may be filed with the MICC Ombudsman.

III. TASK ORDER CONTRACTING OFFICERS

The TOCO shall be responsible for the following:

- Serving as the local contracting focal point for coordination and awarding task orders for their customers.
- Ensuring the task order requirements are within the SBS MATOC scope (if in doubt contact your primary legal counsel or the SBS PCO).
- Conducting market research before awarding a task order in excess of the simplified acquisition threshold (10 U.S.C. 2377(c)). This should include consideration of the use of HR Solutions for stand-alone task areas.
- Obtaining approval for the estimated task order amount, inclusive of Options, from the SBS PCO.
- Ensuring the Service Contract Approval Request (SCAR) is part of the requirement package, and ensuring that the SCAR covers the entire period of performance.
- Ensuring that Contractor Manpower Reporting (CMR) requirement is a part of the request for task order response requirements package and that the requirement is included in the PWS of the resultant task order.
- Ensuring that the requirement to monitor the contractor's reporting of the required information obtained for the CMR is included in the Contracting Officer's Representative (COR) appointment letter.
- Complying with the fair opportunity for consideration requirement and competing all task orders among SBS contractors [FAR 16.505(b)(1)].
- Ensuring that Quality Assurance Surveillance Plans (QASP) and appropriate metrics are provided by the requiring activity prior to issuing an Request for Task Order Proposal RTOP.
- Preparing a Contractor Performance Assessment Report (CPAR), as required.
- Preparing a contract administration plan.
- Ensuring that closeout procedures (FAR 4.804 & 4.805) are completed and shall include a release of claims from the contractor. The TOCO is required to provide an order completion statement to the PCO verifying that all terms of the contract have been met and there are no remaining open items.
- Submitting an Ordering Office Report to MICC – Fort Sam Houston at four specific times: 1) at time of task order award; 2) when modifications change the task order value; 3) when an option is exercised; and 4) when a task order is completed.
(Attachment D)

- Maintain Task Order file in Paperless Contract Files (PCF). Access to PCF file shall be granted to SBS Program Contracting Officer upon request.
- Maintain COR information in the Virtual Contracting Enterprise's COR Module.

IV. TASK ORDER CONTRACTING OFFICER'S REPRESENTATIVE

The Task Order Contracting Officer (TOCO) shall appoint a properly trained COR prior to award for each task order. See Army Contracting Command Pamphlet 70-1, Contract Operations Interim Army Contracting Command – Contracting Officer's Representative Policy Guide. The appointment letter will typically include:

- A Description of the requirements.
- Day-to-day surveillance of contractor performance.
- Preparation of task order performance report.
- Ensure reporting under the Contractor Manpower Reporting system is loaded on the prescribed web sites in accordance with the terms of the basic contract and task order.
- Authorize travel.
- Review invoices in comparison to actual performance accomplished.
- Interface with contractor personnel.
- Submit CPAR input annually.
- Instructions to maintain COR qualifications.

The TOCO should consider the nomination submitted by the requiring activity that identifies a Government employee who is technically qualified and trained to become a COR. The COR nomination letter should outline the authority sought from the TOCO and should indicate the time allocated to perform the COR duties.

Task order COR delegations should require that the contractor's performance is properly documented and that required reports are provided to the contracting activity for contract administration, monitoring and official contract file. The CORs shall use the measures and standards set forth in the Performance Requirement Summary and QASP to assess contractor performance, thereby ensuring the quality of services required by the task order is met.

CORs shall self-nominate in the Virtual Contracting Enterprise's COR Module.

V. SBS PRIME CONTRACTORS

These contractors are all highly technically qualified and have satisfied the full competition and past performance requirements of the SBS MATOC award process. All contractors were classified as small business concerns when the master contract was awarded. The contractors are responsible for the following:

- Submitting Quarterly Reports to the SBS PCO, Fort Sam Houston, covering task orders and contract status as specified in the master contracts' PWS.
- Ensuring that performance and deliverables meet the requirements set forth in the master contracts and individual task orders. Perform work and provide the services in accordance with the terms and conditions of the task order and prescribed levels of quality control.
- Segregating cost data by task order and within each task order pursuant to the terms of the task order.
- Submitting a response in accordance with the request from the ordering office.
- Notifying the Government TOCO in writing stating —no response, if they do not plan to submit a response.
- Collecting and reporting data for the CMR requirement.
- Collecting and reporting workload data as required by individual task orders.

CHAPTER 3

THE REQUIREMENTS PROCESS

I. ACQUISITION PLANNING

Support Base Services contracts include an approved acquisition strategy and acquisition plan. As such, these documents are not required at the task order level. However, an informal acquisition strategy is recommended to capture the acquisition approach that shall be employed for the task order and to document relevant information (e.g., Service Contract Approval, use of Government Property, etc). Contract Type D&Fs and Consolidation D&Fs, etc. are required at the task order level.

II. COMPETITION IN CONTRACTING ACT (CICA) BUNDLING

There is a potential for CICA bundling issues to arise when requirements are specifically defined at the task order level. The TOCO should pay close attention as requirements are defined and to carefully consider a CICA bundling risk.

CHAPTER 4

PLACING ORDERS

I. PERFORMANCE-BASED WORK STATEMENT

The first step in the SBS process must begin with the customer's preparation of a performance-based requirements package. The TOCO must ensure that the task is within the general scope of the SBS contract (e.g., task areas, contract maximums, ordering limits). TOCOs are encouraged to work with their customers early with their preparation of required documents. Requiring activities should be strongly encouraged by the TOCO to include language in the PWS that requires the collection and reporting of workload data.

The PWS shall be performance-based unless approved by the designated authority as specified in DFARS 237.170-2. A performance-based PWS shall, identify the customer's entire needs and address those needs with statements describing the required services in terms of output. The requirements shall not be presented in such a manner that limits fair opportunity to compete for the task order and shall not impose requirements that are not specifically required to ensure successful satisfaction of the task order requirements. The requirements shall be stated in clear, concise, easily understood and measurable terms.

Detailed procedures shall not be included that dictate how the work is to be accomplished; rather, the requirements shall allow the Contractor the latitude to work in a manner suited for innovation and creativity.

At a minimum, the PWS shall address the work to be performed, location of the work, period of performance, delivery schedule, applicable standards, acceptable criteria, and any special requirements (i.e., security clearances, travel, reports, unique or professional qualifications, special knowledge, etc). See FAR 37.6 for additional requirements for Performance-Based Contracting.

Additionally, performance based metrics shall be used to the greatest extent possible to ensure that the required performance quality levels are achieved. Metrics at the Task Order level shall be clear, unambiguous and linked to incentives and penalties. (For a detailed breakdown of task order level metrics see Section 7 of the PWS of any SBS contract.)

II. FUNDING

Funding shall be authorized and provided at the task order level and shall be the type deemed appropriate for the services to be acquired. No unfunded task orders are authorized. Specifics regarding funding streams (e.g., full funding or partial/incremental funding) shall be provided with each task order.

III. TASK ORDER TYPES

A. The SBS MATOC provides for the following types of task orders: Firm-Fixed-Price (FFP), FP with award-fee, FP with incentive-fee, Cost-Plus-Fixed-Fee (CPFF), Cost-Plus-

Award-Fee (CPAF) and Cost-Plus-Incentive-Fee (CPIF), or hybrids thereof. The preferred task order award is FFP and should always be used when possible. A Determination and Findings (D&F) will be prepared by the TOCO IAW FAR 16.401 and approved IAW MICC Desk Book, justifying the use of all incentive - and award-fee task orders under the SBS MATOC prior to executing the base period.

B. Most task orders will be solicited, negotiated, and awarded as bilateral orders. In emergency situations or when a bilateral task order cannot otherwise be issued in a timely manner, the Government reserves the right to issue unilateral task orders on an undefinitized basis. Any such undefinitized unilateral task order shall be definitized as quickly as possible in accordance with Defense Federal Acquisition Regulation Supplement (DFARS) 252.217-7027 (Contract Definitization) utilizing a —not to exceed ceiling amount provided by the Contractor in the task order.

IV. FAIR OPPORTUNITY

A. **General:** In accordance with FAR 16.505(b), Ordering, the Contracting Officer must provide each SBS Contractor a fair opportunity to be considered for each task order exceeding \$3,000, except as provided for at FAR 16.505(b)(2). Pursuant to DFARS 216.505-70, Orders Under Multiple Award Contracts, each order exceeding \$150,000 shall be placed on a competitive basis in accordance with paragraph DFARS 216.505-70(c), unless this requirement is waived on the basis of a justification that is prepared and approved in accordance with FAR 8.405-6 and includes a written determination that—

- (1) A statute expressly authorizes or requires that the purchase be made from a specified source; or,
- (2) One of the circumstances described at FAR 16.505(b)(2)(i) through (iv) applies to the order. Follow the procedures at PGI 216.505-70 if FAR 16.505(b)(2)(ii) or (iii) is deemed to apply.

The competition requirements in FAR Part 6 and the policies in FAR Subpart 15.3 **DO NOT APPLY** to the ordering process.

The Task Order Contracting Officer shall:

- Provide a fair notice of the intent to make the purchase, including a description of the work the Contractor shall perform and the basis upon which the selection decision will be made to all SBS Contractors (to satisfy this requirement, the Ordering Office is allowed to provide an email to all SBS Contractors notifying them of the requirement and requesting a response if the Contractor is interested in submitting a response or quote);
- Afford all SBS Contractors responding to the notice a fair opportunity to submit an offer and have that offer fairly considered;
- Consider price and cost under each order as one of the factors in the selection decision;

- Keep Contractor submission requirements to a minimum;
- Use streamlined procedures, including oral presentations; and
- Consider past performance on earlier task orders under the master contracts, if available. Past performance considerations may include the Contractor's performance regarding quality, timeliness, and cost control.

B. Limited Offer Receipt: If at any time the fair opportunity process does not result in at least two responses at the task order level, the TOCO will meet with the customer to carefully discuss and review the requirements for clarity, ambiguity, and possible favoritism as applicable. Further, the TOCO will review the instructions, guidance, and/or directions to the contractors to ensure accuracy. If after a thorough review of the requirement, circumstances and facts reveal a trend that restricts or bars competition, the RTOP will be amended, cancelled and/or re-solicited. As a further constraint to ensure fair opportunity, the SBS PCO may consider revoking the privileges of any ordering office whose requirements consistently impede competition.

C. Monitoring: Fair Opportunity will also be monitored at the program level by reviewing the Quarterly Reports submitted by all SBS contractors as well as the reports submitted by the TOCO at the time of task order award. The contractors will be asked to provide information in each report regarding how many responses they submitted during the quarter and if none, why they chose not to respond to a requirement. If the review reveals that there is a problem or a potential problem, the procedure above will be repeated with each customer and future requirements from those customers will be scrutinized with appropriate action taken which may warrant a higher level of review above the Procuring Contracting Officer/Task Order Contracting Officer from the Director or the Senior Contracting Official (SCO). The Government may also meet individually with contractors who are not actively submitting responses to gain a better understanding of their reasons for not competing at task order level.

V. ORDERING PROCEDURES

When ordering services over \$150,000, the TOCO shall follow the policies and procedures in the DFARS 216.505-70, Orders under Multiple Award Contracts. The DFARS 216.505-70 procedures take precedence over all other ordering procedures.

The TOCO should keep submission requirements to a minimum. Oral task order responses may be considered. Ordering Offices should strive to minimize the Contractor's response costs associated with responding to requests for specific task orders. Streamlined evaluation approaches are encouraged. Information from responders should be tailored to the evaluation criteria and should be sufficient to conduct the evaluation.

VI. REQUEST FOR TASK ORDER PROPOSAL (RTOP)

The TOCO may solicit responses to requirements from SBS Prime Contractors. The nature of the requirements and detail of response required may serve as guides to

determine which medium is most appropriate. For example, urgent requirements that can be clearly articulated may be solicited orally. A RTOP (see sample at Attachment C), request for quote or other communication tool should be prepared and issued for each task order requirement conveyed in writing. The RTOP and supporting documents should clearly define:

- the requirement (see Section I, Performance-Based Work Statement above);
- the task area(s);
- the anticipated task order type;
- instructions for completing of submissions in response to the request and order placement procedures that will be employed;
- additional clauses/provisions unique to the task order;
- period of performance and CLIN structure instructions;
- the order placement procedures defining the method in which the task order award will be made; and
- the basis of award that will be used to select a Contractor, as well as criteria that will form the award decision.

The preferred contract type for task orders is FFP. In the event that it is not possible to accurately estimate the extent or the duration of the work to be performed with any reasonable degree of confidence, a determination shall be made by the TOCO to use a task order type more appropriate for the situation. TOCOs are encouraged to review the limitations for use of other than fixed price contract types and to ensure adequate surveillance and contract administration is available to support the contract type selected. When selecting the task order type, consider the contract administration requirements and ensure the contract administration team is capable of executing required administration requirements.

VII. BEST VALUE BASIS

TOCOs may exercise broad discretion in developing the most appropriate order placement procedures. Formal evaluation plans or scoring of quotes or offers are **NOT** appropriate for orders competed under the SBS contracts. TOCOs should consider the nature of the requirement, the value of the requirement, the duration of the requirement, the extent of existing information (e.g., past performance information, existing quality control plans, etc), and the extent of information requested when determining the order placement approach, submission requirements and response time.

Using the lowest price technically acceptable (LPTA) process is appropriate when best value is expected to result from the selection of the technically acceptable response with the lowest evaluated price. The LPTA process will allow the user to evaluate the task order responses faster. The basis for award will be made on the lowest evaluated price meeting the acceptability standards for the technical factor.

When best value tradeoff approaches are contemplated, the TOCO shall consider what is being traded off. For example, for requirements that are routine in nature, but require considerable management emphasis to ensure effective and efficient operation under time

and fiscal constraints, the Government shall consider a tradeoff between price and management approach.

In general, FAR Part 15 does not apply to the SBS ordering process. However, refer to FAR 16.505 regarding post-award notices (FAR 15.503) and debriefing of awardees (FAR 15.506) for task orders exceeding \$5 million dollars.

VIII. PAST PERFORMANCE

Past performance should not be an evaluation factor for a requirement under SBS because the past performance of all SBS contractors was evaluated at the ID/IQ level and found to be acceptable and presents a low to moderate risk of failure. AFARS 5116.505-90(d) which in part reads - "Requests for contractor submission of past performance information with response submission under Multiple Awards Task Order Contracts shall be eliminated." IAW DFARS 216.505-70(d)(5), the contracting officer should consider past performance on earlier orders under the contract, including quality, timeliness, and cost control.

IX. RELEVANT TECHNICAL EXPERTISE

TOCOs may choose to request information from responders regarding relevant technical expertise. This may include the extent and relevance of current and previous expertise performing services similar in size, scope and complexity to the requirements identified in the RTOP. The extent and relevance of awards, certifications, qualifications, and appraisals demonstrating (1) quality and consistency in delivery of products and services and (2) consistent, documented, and repeatable processes in support of services listed under SBS tasks areas.

X. TEAMING ARRANGEMENTS AND CHANGES IN TEAM MEMBERS/SUBCONTRACTORS

A. A part of the ID/IQ contract is the composition of the team members (subcontractors) proposed. The contractor may not add permanent team members without prior approval from the PCO at the ID/IQ contract level.

B. Contractors are permitted to add team members on a one-time basis as required to meet the unique requirements of task orders. These actions are viewed as single events.

XI. ORDERING LIMITATIONS

A. The minimum task order amount for required supplies and services covered by these contracts should not be an amount less than \$10,000. The Government is not obligated to purchase, nor is the Contractor obligated to furnish, supplies or services for less than this amount per the contract clause FAR 52.216-19, Order Limitations.

B. The entire program maximum for all contracts is \$983 million that is monitored by the SBS PCO via quarterly contractor reports and Ordering Office Reports (Attachment D). These reports will be utilized to ensure the SBS program ceiling is managed and

maintained below the \$983 million ordering limit. As this ceiling is approached, the ability to place new orders will be limited by the SBS PCO.

XII. TASK ORDER PRICING

Each task order will be priced individually per requirement. There is not a Price Matrix included in the SBS contracts. The task order cost/price response shall be evaluated for each task order requirement based on evaluation criteria established in the RTOP.

XIII. TASK ORDER SELECTION AND DOCUMENTATION

A. The evaluation team designated by the TOCO will evaluate the responses submitted in accordance with the evaluation criteria set forth in the RTOP and determine the Contractor awardee in accordance with the specified evaluation criteria. The evaluation process should be bias free. The TOCO should ensure all evaluators have no conflicts of interest or preconceived outcomes. Documentation should have clear ties back to the evaluation criteria provided in the RTOP.

B. Technical support to assist in the evaluation procedure must be provided by the local Garrison/customer. Technical evaluators must be capable of providing knowledge and expertise required to accurately determine adequacy of the responses. Technical evaluations shall be conducted on each task order response to the terms of the RTOP. Evaluation of price should typically be based upon competition. In-depth price analysis or cost evaluation is not typically required. To support a fair and reasonable price/cost finding, the price analysis should include feedback from the technical evaluators that the skills mix and level of effort proposed appropriately represent the Contractor's proposed approach and is adequate to successfully satisfy the task order requirements. The TOCO should evaluate the proposed price (and should include such in the evaluation criteria) to ensure it is balanced and is presented in accordance with pricing instructions.

C. The TOCO should control all communications with Contractors. As stated above, a competitive range decision is not required prior to conducting communications, nor must the TOCO conduct communications with each Contractor. Upon determination of the apparent task order awardee, the TOCO may conduct negotiations to finalize task order terms, conditions and price/cost.

D. The Task Order Decision Document should be well documented and provide the reader with a clear picture as to how the TOCO arrived at the decision to select the Contractor for award.

E. The review and approval procedures are established in the MICC Desk Book. This Desk Book is published on the MICC Sharepoint.

F. The TOCO is required under FAR Part 16.505 to provide notifications to unsuccessful responders and an opportunity for postaward debriefings for all task orders exceeding \$5 million dollars. The debriefings may be provided orally, in writing or by any other method deemed appropriate to the TOCO.

G. The Contractor is not authorized to commence task order performance without a signed task order or written or oral direction by a TOCO. Notwithstanding any of the other provisions of the SBS contracts, a TOCO shall be the only individual authorized on behalf of the Government to:

1. Accept nonconforming work;
2. Waive any requirement of the task order; or,
3. Modify or waive any term or condition of the task order.

H. The official task order file shall be maintained and administered at each Ordering Office.

I. Upon release of the task order, a copy of that task order shall be forwarded to the PCO at usarmy.jbsa.acc-micc.mbx.mco-sbs@mail.mil along with a completed Ordering Office Report found at Attachment D.

CHAPTER 5

ADDITIONAL RTOP CONSIDERATIONS

I. GOVERNMENT PROPERTY

It is anticipated that for some tasks Government Furnished Equipment (GFE) will be specified in the individual task order (at the discretion of the Government) with specified delivery dates and in specified condition. Such equipment shall be returned to the Government upon the conclusion of the task order.

Government Furnished Information (GFI) relevant to the tasks to be performed under this contract will be provided to the Contractor for use during the performance of the task as specified in the task orders (at the discretion of the Government) with specified delivery dates. These documents shall be returned to the Government upon conclusion of the task order.

II. WORK ON A GOVERNMENT INSTALLATION

In performing work under this contract on a Government installation or in a Government building, the Contractor shall fully comply with local military installation, city, state and federal laws, regulations and/or ordinances pertinent to performance of the contractual services required under this contract. Specifically, the Contractor shall:

- conform to the specific safety requirements established by this contract;
- the Contractor and its employees shall observe all rules and regulations issued by the installation Commanding Officer pertaining to fire, safety, sanitation, severe weather, admission to the installation, conduct not directly addressed in this contract;
- take all reasonable steps and precautions to prevent accidents and preserve the life and health of Government and Contractor personnel connected in any way with performance under this contract; and,
- take such additional immediate precautions as the Contracting Officer, COR or Task Monitor may reasonably require for safety and accident prevention purposes.

III. CONTRACTOR STAFF TRAINING

A. The OPM and Comptroller General have issued guidance that permits agencies to train private citizens, including contractor personnel on a reimbursable basis when the conditions noted below are satisfied:

1. Contractors may be trained in rules, practices, procedures and/or systems that are unique to the employing agency and essential to the performance of the contractor's assigned duties, such as agency computer security procedures. Because they are selected for their expertise in a subject-area, contractors may only be trained in skills

they are *not* required to bring to the job. In short, the training must provide a benefit to the agency.

2. Contractors attendance must be incidental to the necessary and authorized training of Government employees; and

3. The agency must collect and deposit the **tuition fee** covering the contractor's attendance in the Treasury General Fund as miscellaneous receipts.

B. Similar guidance has been issued by the DoD. Specifically, DFAS Regulation 37-1, Chapter 13 (Training), paragraph 132301A states that for non-federal Government students (including those from private industry or business), training providers will charge the full pro rata cost of instruction and base support whether the student load is based upon a space-required or space-available basis (includes items of indirect cost).

C. Contracting Officers are encouraged to work closely with the requiring activity and its Resource Managers to ensure the Army obtains reimbursement for training contractors. OPM training policy only allows contractors to attend Army-provided training for rules, practices, procedures, or systems that are unique to the employing agency and essential for performing assigned duties. As a general rule, the policy states that contractor personnel should report with the skills required to perform the service for which the Army has contracted.

In order to ensure proper reimbursement for contractor-training, acquisition personnel are prohibited from using contract clauses (or language) stating that the Government will provide no-cost training to contractor personnel.

D. If Government specific training is required, RTOPs should include a narrative in the PWS as well as a detailed training list of Government furnished training that is essential to the performance of the contractor's assigned duties. Examples of this training may include: Ammo-62-OS Technical Transportation of Hazardous Materials Course; and the Installation Biochemical Test Coordinator (IBTC) Course. The PWS narrative should explain that Government-furnished training will be required, how class quotas are obtained, and the need for the contractor to reimburse the Government for the training tuition. The reimbursement of any associated travel costs may also be discussed. The training list should include class name, class length, location of class, tuition cost, and how often training is required (initial, annual, etc.). This allows contractors to more accurately estimate their training costs when proposing.

IV. SECURITY REQUIREMENTS

The preliminary DD Form 254, Contract Security Classification Specification, establishes security classification requirements for prospective contractors to use in preparing responses. It is provided to the TOCO for review and incorporation into the requirements package. The preliminary DD Form 254 includes the what, why, when, and where for a contractor that will need classified information or access to classified information. The requiring activity should staff any changes to the security requirement through the requiring activity Security Manager to the TOCO for incorporation into the solicitation.

Contractors shall conform to all security requirements as specified in each task order's DD Form 254 included in the task order. If a security clearance is required, interim coverage may be obtained from the Department of Defense. Surveillance of DD Form 254 requirements will be executed at the task order level.

At the time of award, all SBS contractors held a SECRET or TOP SECRET facility clearance.

V. CONTRACTOR MANPOWER REPORTING

The CMR requirement was implemented by the Assistant Secretary of the Army, Manpower and Reserve Affairs through memorandum dated March 8, 2005. The SBS MATOC includes the required provisions. However, all task orders and delivery orders, regardless of dollar amount, must include a separate Contract Line Item Number for CMR in order to obtain better visibility of the Contractor service workforce from Contractors supporting the Army. The CMR was designed to collect and report data regarding labor costs associated with the contract workforce and the organizations and missions that the contract workforce support. The CMR will ensure that the Army is getting full value from our contract workforce. Therefore, requiring activities shall add accounting for contract services to their requirement packages that are submitted to the TOCO.

VI. ORGANIZATIONAL CONFLICT OF INTEREST (OCI) AT TASK ORDER LEVEL

OCI at the Task Order Level is contained in Section H.9 of the SBS Contract.

Task Order Level Ordering offices are responsible for determining and issuing specific OCI restrictions for each requirement.

VII. OTHER DIRECT COSTS (ODC)

A provision for ODCs may be included at the task order level should conditions warrant. ODCs shall be authorized in accordance with FAR 31.202.

VIII. TRAVEL

An allowance for travel and overtime may be included at the task order level. The basis for allowable travel costs will comply with FAR 31.205-46.

IX. ADDITION OF CLAUSES AT TASK ORDER LEVEL

Clauses may be added at the task order level as long as they do not conflict with clauses included in the basic contract at ID/IQ level. For example, FAR Option Clauses 52.217-8, Option to Extend Services and, clause 52.217-9, Option to Extend the Term of the Contract may be included and tailored at the task order level as well as clauses related to government furnished property.

X. CONTINUATION OF ESSENTIAL CONTRACTOR SERVICES

Some services provided by the SBS MATOC will meet the definition of Essential Contractor Services as defined in DFARS clause 252.237-7023, Continuation of Essential Contractor Services. TOCOs should review this clause and DFARS provision 252.237-7024, Notice of Continuation of Essential Contractor Services, for applicability to their requirement.

DFARS provision 252.237-7024, Notice of Continuation of Essential Contractor Services, requires the Offeror to provide with its offer a written plan describing how it will continue to perform the essential contractor services during periods of crisis. The TOCO should consider this in developing the RTOP.

CHAPTER 6

TASK ORDER PROCESS FOR MICC CONTRACTING OFFICES

I. RTOP PREPARATION

A. The Customer identifies the requirement and obtains funding and applicable approvals to submit procurement package to the applicable Ordering Office.

B. The TOCO determines whether the Task Order requirement is within the SBS scope. If the scope is questionable, then the PCO shall be contacted. The Ordering Office conducts market research IAW FAR 10.001(a)(2)(v) to determine whether SBS is the appropriate vehicle to satisfy the customer's requirement.

C. The Ordering Office prepares an informal Acquisition Strategy for TOCO approval (optional, not Mandatory).

F. The Ordering Office requests and obtains approval for the estimated task order amount, inclusive of options, from the SBS PCO at: usarmy.ibsa.acc-micc.mbx.mco-sbs@mail.mil
Include in the email request the following information:

- TOCO name, phone #, and email
- Ordering Office
- Physical Location Services to be Performed
- Amount of task order, including options (ceiling amount requested)
- Estimated start date

G. The Ordering Office prepares RTOP to include PWS, QASP, Performance Requirements Summary (PRS), applicable Workload Data, due date for RTOP return, period of performance and CLIN structure, discussion of Task Order type selected for Task Order, evaluation factors and basis for Task Order award.

H. The Ordering Office submits RTOP and attachments for review IAW the MICC Desk Book.

I. The TOCO submits RTOP to SBS contract holders who are eligible to receive RTOP.

II. RTOP EVALUATION

A. The RTOP solicited Contractors submit response prior to RTOP due date.

B. The Ordering Office assembles Evaluation Team to evaluate Contractor responses to the RTOP after due date passes.

C. The Evaluation Team evaluates responses to the RTOP and documents evaluation in accordance with the streamlined evaluation criteria established in the RTOP.

D. The TOCO determines whether discussions are required, if so; notifies Responders regarding discussions, conducts discussions and requests revised responses, as required. The evaluation board evaluates and documents revised responses. If discussions are not conducted, the TOCO prepares Task Order Decision Document (TODD).

III. RTOP AWARD AND ADMINISTRATION

A. The TOCO prepares TODD and submits for review IAW the MICC Desk Book.

B. The TOCO awards Task Order in local PD2 system.

C. The TOCO provides notification of award decision to Task Order awardee as well as unsuccessful Task Order participants.

D. The TOCO conducts debriefings sessions to unsuccessful participants, if desired.

E. The TOCO administers Task Order files and submits a copy of award to SBS PCO at: usarmy.jbsa.acc-micc.mbx.mco-sbs@mail.mil

F. The TCO will maintain TO files in PCF.

G. Ordering office submits an Ordering Office Report (Attachment D) summarizing award to the SBS PCO at: usarmy.jbsa.acc-micc.mbx.mco-sbs@mail.mil

H. Ordering office submits an Ordering Office Report (Attachment D) to the SBS PCO as required IAW Chapter 2, Section III of this ordering guide.

ATTACHMENTS

| | |
|--------------|---|
| Attachment A | SBS Delegation of Contract Authority (DCA) Request Form |
| Attachment B | Prime Contractors (Names, email addresses) |
| Attachment C | Sample Request for Task Order Proposal (RTOP) Packet |
| Attachment D | Ordering Office Report |
| Attachment E | SBS Task Order Level Metrics |

Attachment A

SBS DELEGATION OF CONTRACT AUTHORITY (DCA) REQUEST FORM

Part I – Requestor Information:

Customer POC: _____

Phone: _____ **Fax:** _____ **Email:** _____

Alternate POC:

Phone: _____ **Fax:** _____ **Email:** _____

Organization and Mailing Address:

Delegated Contracting Official (DCO/KO) : _____

Phone: _____ **Fax:** _____ **Email:** _____

Organization and Mailing Address:

DCO/KO Warrant Authority Amount: _____
(Please attach photocopy of Warrant)

Part II – Type of Delegation Requested:

Single TO Multiple TO's

Requested DCA Total Amount (including any contracting option): _____

DCA Base Period - From: _____ **To:** _____
(NTE 1 year)

Special Conditions/Waivers Sought:

Part III – KO Duties and Responsibilities:

1. The Delegated Contracting Official (DCO) is subject to the task order ceiling set by the SBS PCO.
2. Task orders must be signed by the warranted United States Contracting Officer servicing the Requiring Activity’s Command, hereinafter designated as the DCO KO, and subject to the monetary limitations contained in their Contracting Officer Warrant. Task order funds obligated by DCO KO are limited to funds of the KO’s organization and Command.
3. The DCO KO shall appoint a qualified COR, and delegate certain administrative responsibilities to the COR to assist in the administration of the task order. However, the DCO KO must personally sign the task order (and modifications thereto) issued under the SBS vehicle. The DCO KO remains, at all times, accountable for ensuring compliance with the contract, applicable regulations and procedures, and the Ordering Guide.
4. To the extent applicable, the DCO KO will adopt the Office of Federal Procurement Policy’s (OFPP) guidance that emphasizes the use of performance-based requirements and quality standards in defining contract requirements, award decision, and quality-assurance.
5. The MICC Ombudsman shall be the primary point of contact for:
 - reviewing concerns and complaints from contractors regarding competition issues; Ensuring that contractors are afforded a fair opportunity to be considered;
 - rendering responses to concerns and complaints from contractors; and
 - may require the contracting officer to take corrective action.

If fair opportunity is not provided to all responders, the result may be task order re-competition.

6. A copy of all RTOP/Solicitations/Amendments and Task Order awards shall be forwarded via email to the SBS PCO/Admin Office at: usarmy.jbsa.acc-micc.mbx.mco-sbs@mail.mil The DCO KO files shall be made available to the SBS PCO for a contractual compliance review upon request or as required. Failure to comply with any or all the conditions set for this delegation may result in the termination of a DCO KO appointment.

Part IV – Certification:

By signing this DCA Request form, I certify that I am a fully warranted, Federal Contracting Officer, and that I have read and accept the above conditions of the SBS Delegation of Contract Authority.

Date: _____ **Signature:** _____

Typed Name: _____

**Attachment B
SBS PRIME CONTRACTORS
RTOP DISTRIBUTION LIST**

RTOPs should be sent to all email addresses.

| Contract Number | COMPANY | | E-mail Address |
|------------------------|---|------------------|--|
| W9124J-12-D-0003 | The Tatitlek Corporation | Tim Crawley | tcrawley@tatilek.com |
| | | Steve Cammack | scammack@tatitlek.com |
| | | | |
| W9124J-12-D-0004 | Advancia Corporation | Chris Garcia | sbs@advancia.com |
| | | | |
| W9124J-12-D-0005 | Davis-Paige Management Systems, LLC (DPMS) | Micheal Davis | mepdavis@dpmsllc.com |
| | | Ralph Wooten | rwooten@dpmsllc.com |
| | | | |
| W9124J-12-D-0006 | GAP Solutions Inc. (GAPSI) | Marty Rathmann | mrathmann@gapsi.com |
| | | Edsson Contreras | econtreras@gapsi.com |
| | | | |
| W9124J-12-D-0007 | ALOG Corporation | James Ware | jware@alogcorp.com |
| | | Paul Smith | psmith@alogcorp.com |
| | | | |
| W9124J-12-D-0008 | TechWise | | sbs@techwise.com |
| | | | dcounts@techwise.com |
| | | | |
| W9124J-12-D-0009 | Logistics & Environmental Solutions Corporation (LESCO) | Steve Davis | sdavis@lesco-logistics.com |
| | | Jim Wright | jwright@lesco-logistics.com |

ATTACHMENT C

**Sample Request for Task Order Proposal (RTOP)
Fort XYZ, USA**

(Tailor per the requirements of each task order)

PART 1: REQUEST FOR TASK ORDER PROPOSAL INFORMATION

RTOP Number: DoDAAC-12-RTOP-00XX

Date of Issue: XX Month 2012

Description of Services: XXXX Support Services

Location of Services: Ft. XXXXX, XX

Closing Date/Time: XX Month 2012– X:00 PM EDT

Incumbent: ABC Services, Incorporated

This is a Request for Task Order Proposal (RTOP) for services to be provided under the Support Base Services (SBS) Multiple Award Task Order Contract (MATOC). The XXXXXXXXXXXX has a requirement for XXXXXXXXXXXX Support Services. A review of the task requirements was conducted and it has been determined that the preponderance of work falls within {INSERT Task Area(s)}.

Task Order Responses will be evaluated utilizing the evaluation criteria set forth in Part 8, "Evaluation Criteria and Basis For Award." Task Order Responses must be in full compliance with **all** the instructions of this document. Task Order Responses, to include price, shall be valid for **ninety (90)** calendar days from the date specified for receipt of offers. Interested contract holders shall ensure they have reviewed all the documents associated with this RTOP and complied with **all** the prescribed requirements prior to submission. All items within the RTOP shall be fully completed and returned by the due date & time indicated above. If your company does not intend to respond, please submit a "No Response" reply. You may return this cover page with the following information as your "No Response" reply. These responses as well as all questions regarding this RTOP shall be directed via e-mail to XXXXX@mail.mil with cc: XXXXX@mail.mil. **The deadline for the submittal of all questions is {INSERT date}.**

No Response – Firm Name _____
Point of Contact _____
Date _____

Reason for not responding: *(Please indicate reason for not responding)*

RTOP index:

- Part 1: Request For Task Order Proposal Information
- Part 2: Contract Line Item Number (CLIN) Structure (Prices/Costs)
- Part 3: Period of Performance
- Part 4: Task Order Administration
- Part 5: Special Task Order Requirements
- Part 6: Additional Terms and Conditions and Contract Clauses
- Part 7: Instructions, Conditions and Notices to Responders
- Part 8: Evaluation Criteria/Basis for Award
- Part 9: List of Attachments
 - Attachment 1: Performance Work Statement (PWS) with Appendices
 - Appendix A: Contract Security Classification Specification (DD254)
 - Appendix B: Government-Furnished Equipment (GFE)
 - Appendix C Potential Equipment Type for Workload
 - Appendix D: Mission-Essential Contractor Services
 - Appendix E: Workload Data
 - Attachment 2: Performance Requirements Summary (PRS)
 - Attachment 3: Service Contract Act Wage Determination(s)
(www.dol.gov)
 - Attachment 4: Site Visit Information
 - Attachment 5: Questions and Answers

Task Order Type: The Government contemplates award of the following contract type:

- Firm Fixed Price
- Cost-Plus-Fixed Fee
- Cost-Plus-Award Fee
- Other Arrangement: _____

Responses may be delivered by mail, special delivery, in person, or electronically (e-mail only). (E-mail responses are preferred). Electronic submissions are subject to the following constraints:

- E-mail files may not be larger than 20 Mega Byte* (MB) (applicable to e-mail submission only). If the email will be larger than 20 Mega Byte, please send the information in multiple emails to not exceed the limit.
- Government security systems will delete e-mail enclosures or attachments with the following extensions; ensure that your response contains none of the following:

.ace *.ad* *.asp* *.bas* *.bat* *.b64* *.bhx* *.bin* *.ceo* *.ce0* *.chm* *.cmd* *.com*
.cpl *.crt* *.dbx* *.dll* *.dot* *.exe* *.eml* *.exe* *.hlp* *.hqx* *.hta* *.htm* *.inf* *.ins*
.isp *.js* *.lnk* *.mdb* *.mde* *.mp3* *.mim* *.mpe* *.mpg* *.msc* *.msi* *.msp* *.mst*
.nch *.ocx* *.pcd* *.pi* *.rar* *.reg* *.scr* *.sct* *.shb* *.shs* *.url* *.uu* *.uue* *.vbs* *.vb*
.vs *.wab* *.wma* *.wmi* *.wmv* *.wsb* *.wsc* *.wsf* *.wsh* *.xxe* *.zip*

* Verify this with your local NEC Office.

- Offerors are responsible for submitting responses to reach the Government office designated below by the time specified in this RTOP.
- Any response received after the date/time specified for receipt of offers is “late”, and will not be considered.

All Task Order Proposals shall be delivered to one of the following addresses by the deadline for the submittal of responses indicated above:

VIA Email

Jane.G.Doe.civ@mail.mil

VIA REGULAR MAIL:

CONTRACTING OFFICE- FORT XXXXX
XXXX-XX-XX
ATTN: MISSION DIVISION (MS. JANE DOE)
W91XXX-12-RTOP-00XX
XXXX DIVISION ROAD
FORT XXXXX, XX 12345-0000

PART 2: CLIN STRUCTURE (PRICES/COSTS)

(Tailor the format per the requirements of each task order. CLIN structure does not need to be this formal.)

| ITEM NO | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
|--|----------|-------|------------|--------|
| 0001 | 1 | Month | | |
| Phase In Period FFP | | | | |
| Contractor shall prepare to assume full responsibility for XYZ Support Service in support of Fort XXXXX, XX in strict compliance with all specifications, terms and conditions, and all other provisions contained herein. | | | | |
| | | | NET AMOUNT | |

| ITEM NO | MAX QUANTITY | UNIT | UNIT PRICE | MAX AMOUNT |
|---|--------------|-------|-------------|------------|
| 0002 | 11 | Month | | |
| S-3/5/7 Training FFP | | | | |
| Contractor shall provide Individual Readiness Training/Pre-MobTraining IAW PWS Section C.5.3. | | | | |
| | | | MAX NET AMT | |

| ITEM NO | MAX QUANTITY | UNIT | UNIT PRICE | MAX AMOUNT |
|---|--------------|------|-------------|-------------|
| 0003 | 1 | LO | \$20,000.00 | \$20,000.00 |
| Other Direct Costs COST | | | | |
| This CLIN will be used for incidental purchases of materials, supplies and leases. G&A and fee may be applied to this CLIN. The estimated cost provided is a plug figure and should not be changed. | | | | |
| | | | MAX COST | \$20,000.00 |

| ITEM NO | MAX QUANTITY | UNIT | UNIT PRICE | MAX AMOUNT |
|---------|--------------|---|------------|------------|
| 0004 | 1 | LO | \$5,000.00 | \$5,000.00 |
| | | Travel- Government Required Travel COST | | |
| | | Temporary duty (TDY) to include travel, lodging and meal reimbursable in accordance with FAR 31.205-46 Travel Costs, the DoD Joint Travel Regulation, and only as authorized by the Contracting Officer prior to execution. The estimated cost provided is a plug figure and should not be changed. | | |
| | | | MAX COST | \$5,000.00 |

| ITEM NO | MAX QUANTITY | UNIT | UNIT PRICE | MAX AMOUNT |
|---------|--------------|--------------------------------|-------------|------------|
| 0005 | 1 | Each | | |
| | | Contractor Manpower Report FFP | | |
| | | | MAX NET AMT | |

PART 3: PERIOD OF PERFORMANCE

Period of Performance is shown below: (Dates subject to change dependent upon award.)

| | |
|-------------------|-----------------------|
| Phase In | Start Date – End Date |
| Base Period | Start Date – End Date |
| Option Period One | Start Date – End Date |
| Option Period Two | Start Date – End Date |

PART 4: TASK ORDER ADMINISTRATION

1. No understanding, agreement, task order modification, change order, or other matter deviating from the terms of this task order between the contractor and a person other than the Task Order Contracting Officer (TOCO) shall be effective or binding upon the Government. All such actions shall be formalized by a proper contractual document executed by the TOCO.

2. INVOICES AND PAYMENTS. Payments at the task order level shall be made via Wide Area Work Flow (WAWF). See invoice instructions that are provided at Section G.5 of any SBS Contract and Special Task Order Requirements below.

3. TRAVEL. The reasonableness and allowability of travel costs shall be governed by Federal Acquisition Regulation (FAR) Part 31.205-46. Travel shall be authorized in advance by the TOCO. Travel shall be in accordance with the Joint Travel Regulation, Volume II for Civilians.

PART 5: SPECIAL TASK ORDER REQUIREMENTS

1. Task Order Contracting Officer's Representative:

- a. The TOCO will designate individuals to act as the COR under this task order. The COR will be designated by letter of appointment from the TOCO in the technical phase of the work, but will not be authorized to change any of the terms and conditions of the task order.
- b. The COR will act in a liaison capacity to coordinate activities between the Contractor and the Government as required in the performance of the work under this task order. The TOCO may also designate Property Administrators by letter with an information copy of such letter to the Contractor.
- c. No oral statements of any person whosoever will in any manner or degrees modify or otherwise affect the terms of this task order. The TOCO is the only person authorized to approve changes in any of the requirements under this task order, and notwithstanding any provisions contained elsewhere in this task order, the said authority remains solely with the TOCO.
- d. The COR will receive, review, approve, sign and submit the invoice in WAWF to initiate contractor payment. Additional information will be provided in the awarded Task Order.

2. WAWF ELECTRONIC INVOICING INSTRUCTION

- a. Invoices for payments rendered under this Contract shall be submitted electronically through Wide Area Work Flow (WAWF).
- b. Under this contractual document, the contractor is required to submit the following incorporated type of invoice utilizing WAWF.

Select the **2-in-1 Invoice** within WAWF as the invoice type.

WAWF DOCUMENT ROUTING INFORMATION

CAGE CODE: (*Filled in at the Task Order level*)
ISSUE BY DODAAC:
ADMIN BY DODAAC:
INSPECT BY DODAAC:
ACCEPT BY DODAAC:
SHIP TO DODAAC:
LOCAL PROCESSING OFFICE DODAAC:
PAYMENT OFFICE FISCAL STATION CODE:

E-MAIL POINTS OF CONTACT LISTING: (*Filled in at the Task Order level*)

| | | |
|-------------------------|---|------------|
| INSPECTOR: | [| @mail.mil] |
| ACCEPTOR: | [| @mail.mil] |
| RECEIVING OFFICE POC: | [| @mail.mil] |
| CONTRACT ADMINISTRATOR: | [| @mail.mil] |
| CONTRACTING OFFICER: | [| @mail.mil] |
| ADDITIONAL CONTACT: | [| @mail.mil] |

c. Customer Support Center: 1- 801.605.7095 Toll Free (CONUS Only) 1-866-618-5988
Fax: (801) 605-7453 - mailto: cscassig@ogden.disa.mil

PART 6: ADDITIONAL TERMS AND CONDITIONS AND CONTRACT CLAUSES

A. In addition to the clauses in the SBS MATOC, the following apply to this order:

FAR 9.5, Organizational and Consultant Conflicts of Interest

The Contracting Officer is currently examining whether or not potential Organizational Conflict of Interests (OCI) exists with performance of this task order which may impact prospective responders. However, all prospective responders are hereby advised to examine the Federal Acquisition Regulation § 9.505 and section H.9 of their ID/IQ basic contract and identify any potential OCI conflicts that may now exist to include Unequal Access to Information, Biased Ground Rules, and Impaired Objectivity; if any such concerns exist, an responder who is impacted shall submit an acceptable Mitigation Plan to the TOCO with its proposal. The TOCO will determine based on the facts and circumstances of each individual case whether impacted responder's Mitigation Plan is acceptable for this requirement prior to making an award.

If any responder has questions with regards to your affirmative responsibility to identify OCI concerns and/or mitigate each issue, each potential responder is encouraged to ask questions and seek clarifications before response due dates. The Government will be prevented from awarding a task order to any responder who has an actual OCI issue that cannot be mitigated to the satisfaction of the TOCO.

FAR 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards

FAR 52.217-8 – Option to Extend Services

.... within 30 days of expiration of base or expiration of current option period

FAR 52.217-9 – Option to Extend the Term of the Contract

.... within 60 days;

... at least 30 days;

... shall not exceed 36 months.

FAR 52.232-18, Availability of Funds

FAR 52.232-19, Availability of Funds for the Next Fiscal Year

....beyond the end date of each performance period

FAR 52.232-22, Limitation of Funds

(c) The Contractor shall notify the Contracting Officer in writing whenever it has reason to believe that the costs it expects to incur under this contract in the next 60 days, when added to all costs previously incurred, will exceed 75 percent of

- FAR 52.245-1, Government Property
- FAR 52.245-9, Use and Charges
- FAR 52.246-5, Inspection of Services-Cost Reimbursement
- DFARS 252.211-7007, Reporting of Government-Furnished Equipment in the DoD Item Unique Identification (IUID) Registry
- FAR 52.233-2, Service of Protest
- DFARS 252.209-7999, Representation by Corporations Regarding an Unpaid Delinquent Tax Liability or a Felony Conviction under any Federal Law
- FAR 52.237-1, Site Visit
- 252.237-7023 Continuation of Essential Contractor Services

(b) The Government has identified all or a portion of the contractor services performed under this contract as essential contractor services in support of mission-essential functions. These services are listed in **Appendix D: Mission-Essential Contractor Services, {INSERT DATE}**.

- 252.237-7024 Notice of Continuation of Essential Contractor Services

(b) The responder shall provide with its offer a written plan describing how it will continue to perform the essential contractor services listed in **Appendix D: Mission-Essential Contractor Services, {INSERT DATE}**, during periods of crisis.

- DFARS 252.232-7007, Limitation of Government's Obligation

(a) Contract line item(s) *_through *_are incrementally funded. For these item(s), the sum of \$*_of the total price is presently available for payment and allotted to this contract. An allotment schedule is set forth in paragraph (j) of this clause.

(b) For item(s) identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the Contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (j) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

(e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

(j) The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

| | | |
|--------------------------|----|---|
| On execution of contract | \$ | * |
| (month) (day), (year) | \$ | * |
| (month) (day), (year) | \$ | * |
| (month) (day), (year) | \$ | * |

(End of clause)

PART 7: INSTRUCTIONS, CONDITIONS AND NOTICES TO RESPONDERS

1. General Instructions.

1.1. Task Order selection procedures for the issuance of a task order in support of this requirement have been developed in accordance with FAR Part 16.505(b)(1). Fair opportunity shall be granted to all SBS contract holders. Task Order Responses shall be evaluated using the criteria prescribed in Part 8, "Evaluation Criteria And Basis For Award." Noncompliance with the request for Task Order Response requirements will raise questions regarding a responder's technical ability to perform the services and may be grounds to eliminate the response from further consideration for task order award.

1.2. The Response. The submission of the documentation specified below shall constitute the responder's acceptance of the terms and conditions of the RTOP, concurrence with the PWS, and the proposed task order type.

1.3. These instructions prescribe the format for the Task Order Response (TOR) and describe the approach for the development and presentation of TOR data. These instructions are designed to ensure the submission of necessary information to provide for the understanding and comprehensive evaluation of TORs.

1.4. In accordance with FAR Subpart 4.8 (Government Contract Files), the Government shall retain one copy of all unsuccessful TORs. Unless the responder requests otherwise, the Government shall destroy extra copies of such unsuccessful TORs.

1.5. If a responder believes that the requirements in these instructions contain an error, an ambiguity, omission, or are otherwise unsound, the responder shall immediately notify the TOCO in writing with supporting rationale. The responder is reminded that the Government reserves the right to award this effort based on the initial response, as received, without discussion.

1.6. Post-award Notices and Debriefings. Post-award notices and debriefings will be conducted in accordance with FAR 16.505(b)(4). The TOCO will notify unsuccessful responders in accordance with FAR 15.503(b)(1) as directed by FAR 16.505(b)(4)(i). Upon such notification, unsuccessful responders may request and receive a debriefing in accordance with FAR 15.506 as directed by FAR 16.505(b)(4)(ii). Responders desiring debriefing must make their request in accordance with the requirements of FAR 15.506 as applicable.

2. Task Order Response Preparation Instructions

2.1. Responder's Task Order Response shall consist of two (2) volumes. The volumes are: Volume I – {Factor name} and Volume II – Price.

2.2. Task Order Response Format

2.2.1. Exceptions. Responders are required to meet all RTOP requirements, such as terms and conditions and technical requirements. Failure to meet a requirement may result in an

offer being ineligible for award. If the responder finds it necessary to take exception to any of the requirements specified in this RTOP, clearly indicate in the applicable volume each exception with a complete explanation of why the exception was taken, what benefit accrues to the Government (if any), and its impact, if any, on the performance, schedule, price, and specific requirements of the RTOP. Each exception shall be specifically related to each paragraph and/or specific part of the RTOP to which the exception is taken. This information shall be provided in the format below.

Table 2.2.1

| Request for Task Order Response Exceptions RTOP Document | Page/ Paragraph | Requirement/ Portion | Rationale & Impact |
|---|---------------------------------------|---|--|
| Identify the document or attachment to which exception is taken | Applicable Page and Paragraph Numbers | Identify the requirement or portion to which exception is taken | Describe The rationale and impact of the exception |

2.2.2. The Task Order Response shall be organized into physically separated and detachable volumes. The Original of each volume shall be submitted in a 6-part classification folder, and the copies of both volumes shall be separately bound in a three-ring loose leaf binder which shall permit the volume to lie flat when open. A cover sheet shall be bound in each book, clearly marked as to volume number, title, copy number, the RTOP number and the responder's name. Tabbed dividers shall be utilized to identify and separate sections within the volumes. Dividers or blank pages will not be counted against the page limitations and shall be excluded from the page numbering sequence. All pages of each response shall be appropriately numbered, and identified with the RTOP number. All text shall be single spaced and printed black on white paper (black and white requirement does not apply to graphics, photos, etc.; Company stationary and logo's are acceptable). Printing shall be easily readable (12 point font or 11 point font proportional spacing). Cross-references should be utilized to preclude unnecessary duplication of data between sections.

Table 2.2.2

| VOLUME | TITLE | (If mailing or hand delivering) | | PAGE LIMITS |
|---------------|-------------------------|--|------------------|--------------------|
| | | NO. OF HARD COPIES | CD COPIES | |
| I | {Factor name} | Original + 3 | 1 | |
| | Subfactor 1 {Subfactor} | | | XX |
| | Subfactor 2 {Subfactor} | | | XX |
| | Subfactor 3 {Subfactor} | | | XX |
| II | Price | Original + 1 | 1 | No Page Limit |

2.2.3. Task Order Response Limitation. Task Order Responses shall not exceed the limits stated in the table at 2.2.2. If the page limits are exceeded, the pages in excess of the limit shall be removed and will not be considered for evaluations. The Government will not accept any changes to the contractor's Task Order Response after the closing date of the RTOP. If discussions become necessary, page limitations may be placed on responses to Evaluation Notices (EONs). The specified page limits for EON responses shall be identified in the letters forwarding the EONs to the responders.

2.2.4. Page Limit Includes: All appendices, charts, graphs, diagrams, tables, photographs, drawings, etc. unless specifically excluded in the RTOP instructions.

2.2.5. Page Limit does not include covers for volumes, tables of contents, glossary of abbreviations and acronyms, indices, title pages, cross reference indexes, and section dividers/tables if they are inserted solely to provide ease to the reader in locating parts/sections of the Task Order Response. They will be counted if they contain any other information, i.e., diagrams, extraneous data, etc. Pages marked "This page intentionally left blank" will not be counted.

2.2.6. What Counts As A Page? A page shall be an 8 ½ X 11" sheet of paper. When both sides of a sheet display printed material, it shall be counted as two pages. Letter size and spacing requirements for illustrations and tables can be at the discretion of the responder but shall be easily readable. Fold-outs of 8 ½ X 14" or 8 ½ X 17" shall be counted as 2 pages. Use at least 1 inch margins on the top and bottom and ¾ inch side margins. The contractor shall number each page in order to eliminate any confusion. In the event contractor creates an ambiguity in their numbering of pages, the Government may exercise its own discretion in counting pages.

2.2.7. If mailing or hand delivering the TOR, then in addition to submitting hard copies of the Task Order Responses, one digital copy shall be provided on CD-ROM disk for each volume. Each volume shall be prepared on a separate disk and the contents of the disk shall be unprotected. The digital version of the Price volume shall be prepared using MS Excel. All disks shall be readable using MS Office 2003 or MS Office 2007 products. File names shall include "Company Name – Initial" for the first submission. File name of later submissions (if necessary), shall be "Company Name – Revision X" with X indicating the number of the revision.

2.3. Task Order Response Content

2.3.1. Volume I - {FACTOR NAME}

2.3.1.1. General. The {FACTOR NAME} volume shall be clear, concise, and include sufficient detail for effective evaluation and for substantiating the validity of stated claims. Legibility, clarity and coherence are very important. The {FACTOR NAME} volume will be evaluated against the evaluation factors defined in Part 8, "Evaluation Criteria And Basis For Award." The {FACTOR NAME} volume shall not simply rephrase or restate the Government's requirements; the volume shall provide convincing rationale to address how the responder intends to meet the Government's requirements. Statements such as "the responder understands, can, or will comply with the PWS," (including referenced publications, technical

data, etc.); statements paraphrasing the PWS or parts thereof (including applicable publications, technical data, etc.); and phrases such as “standard procedures will be employed” or “well known techniques will be used,” etc., will be considered unacceptable and will negatively impact the responders rating. Responders shall assume that the Government has no prior knowledge of their facilities and experience, and will base its evaluation on the information presented in the responder's Task Order Response. Elaborate brochures or documentation, binding, detailed art work, or other embellishments are unnecessary and are not desired. **Volume I shall not include pricing information.**

2.3.1.2. Format. The {FACTOR NAME} volume shall be prepared in an orderly format and in sufficient detail to enable the Government to make a thorough evaluation of the contractor's technical competence and ability to comply with the task order requirements specified in the PWS. The {FACTOR NAME} volume shall be organized according to the following general outline:

- TAB A – {If an Executive Summary is to be included as part of the response, insert limitations, topics, and other requirements for submission.}
- TAB B – Exceptions/Assumptions (Identification and explanation of any exceptions or deviations. Additionally, identify any assumptions used in preparing the response)
- TAB C – {FACTOR NAME} Volume Content – The technical response shall include, at a minimum, the following information.

TAB C1 - Subfactor 1: {Subfactor name}. The Responder shall {insert submission requirements.}

TAB C2 - Subfactor 2: {Subfactor name}. The Responder shall {insert submission requirements.}

TAB C3 - Subfactor 3: {Subfactor name}. The Responder shall {insert submission requirements.}

2.3.2. Volume II – PRICE. Responders are required to submit a price response per the pricing schedule set forth in Part 2: Contract Line Item Number (CLIN) Structure (Prices/Costs). For the labor categories that are non-exempt under this TO please price use the wage determination (Attachment 3). The responder shall include totals for the base period, each option, and overall total.

Failure to follow the below Task Order Response preparation instructions may result in the responder's response being deemed unacceptable by the Government. The Price Volume shall be organized as follows and contain the identified information.

TAB A – EXCEPTIONS/ASSUMPTIONS. The contractor shall identify and explain any exceptions or deviations. Additionally, any assumptions used in the Task Order Response preparation shall be identified.

TAB B – SCHEDULE. The contractor shall acknowledge any amendments to the RTOP, if applicable, at the beginning of this section. The pricing schedule in Part 2 of the RTOP shall be submitted fully completed. For administrative purposes, some Contract Line Items (CLINs) have been pre-filled.

TAB C – CONTACT INFORMATION. The responder shall provide the name, title, telephone number, and email address of the company/division point of contact regarding decisions made with respect to your Task Order Response and who can obligate your company contractually. Also, identify those individuals authorized to negotiate with the Government.

PART 8: EVALUATION CRITERIA AND BASIS FOR AWARD

1. Basis for Task Order Award

1.1. The Government intends to issue one task order as a result of this request for Task Order Response. Responses received for less than the stated number of items listed in Part 2: Contract Line Item Number (CLIN) Structure (Prices/Costs), will be considered ineligible for award. The Government intends to evaluate responses and award a task order without discussions with Responders. Therefore, the Responder's initial Task Order Response should contain their best terms from a cost and technical standpoint. The Government reserves the right to reject a response upon initial submission and not consider it for task order award if any required data is absent or the data received conveys a misunderstanding of the requirement. If revised responses are requested, they will be evaluated against the same criteria as were the initial responses.

1.2. The response evaluation will not take into consideration any information contained in the Executive Summary submitted in response to Part 7, paragraph 2.3.1.2, Tab A in the evaluation of Factors 1 or 2.

1.3 The response evaluation and discussion procedures in Federal Acquisition Regulation (FAR) Part 15, Contracting by Negotiation, do not apply to this acquisition. Award decision will be conducted in accordance with FAR Part 16, and supplements thereto. The Government will not: establish a competitive range; conduct "discussions" with all responders within a competitive range; or necessarily request final proposal revisions from responders. After responses are received, the Government may request additional oral or written information from one or more responders, but not necessarily from all responders. The Government may conduct discussions with only the highest rated responder(s), and/or may conduct discussions with only the highest rated responder as necessary to finalize information/price/cost prior to making an award.

The Government will employ a Lowest Price Technically Acceptable (LPTA) evaluation method for this requirement. The Government will award a single task order to the responder whose response is technically acceptable and the lowest price. Responses that fail to address all the requirements set forth in the RTOP and PWS may be rejected.

The Government will evaluate the responder's technical response to determine whether it satisfies the requirements of the PWS and is executable as proposed. In order to be considered for award, there must be an "Acceptable" rating in every non-price subfactor and must demonstrate a clear understanding of the requirement in all areas, described below, in the RTOP and the response must demonstrate a practical/functional technical approach that meets the needs of the RTOP. A determination will be rendered as to whether the technical response is evaluated as Acceptable or Unacceptable as follows:

| Rating | Description |
|------------|--|
| Acceptable | Proposal clearly meets the minimum requirements of |

| | |
|--------------|--|
| | the solicitation. |
| Unacceptable | Proposal does not clearly meet the minimum requirements of the solicitation. |

The Government will evaluate the price proposed for each CLIN and the total estimated price proposed. The Government will evaluate the price for award purposes by adding the total price for all options to the total price for the base period, and comparing the total prices proposed for all of the responses found to be technically acceptable. Evaluation of options shall not obligate the Government to exercise the option(s). Price will not be evaluated on those responses found to be Technically Unacceptable. All responses that are found Technically Acceptable will then be evaluated under Factor 2, Price.

As part of the price evaluation, the Government will evaluate the Option to Extend Services under FAR Clause 52.217-8 by adding one-half of the responder's final option period price to the responder's total price. Thus, the responder's total price for the purpose of evaluation will include the base period, first option, second option, and one-half of the second option. Responders are required only to price the base and two options. Responders shall not submit a price for the potential one-half year extension of services period.

The Government will evaluate the price reasonableness using the techniques identified in FAR 15.404.

The Government will employ a Best Value Trade-Off evaluation method for this requirement. *Need to draft language specific to the requirement.*

1.4. Evaluation Criteria. Evaluation criteria consist of two (2) evaluation factors. The Task Order Responses will be evaluated under the following evaluation factors:

Factor 1: {FACTOR NAME}

1.4.1. Subfactor 1- {Subfactor name} - {Insert the evaluation criteria for this subfactor.}

1.4.2. Subfactor 2 - {Subfactor name} – {Insert the evaluation criteria for this subfactor.}

1.4.3. Subfactor 3 - {Subfactor name} – {Insert the evaluation criteria for this subfactor.}

Factor 2: PRICE

ATTACHMENT D
ORDERING OFFICE REPORT



SBS Ordering Office
Report.xls

ATTACHMENT E
SBS TASK ORDER LEVEL METRICS

| Required Service | Performance Objectives | Performance Threshold |
|--|--|---|
| Timely and complete submission of contract deliverables. | Number of contractor deliverables that are delivered as specified in the Performance Work Statement. | All deliverables will be complete, accurate and delivered on time. |
| Unit Readiness and Training | Number of mobilizing, deploying, redeploying and demobilizing individual/unit processing activities and training requirements that are scheduled, to include Central Issue Facility (CIF) draw/turn in, and Training Support Operations (TSO). | All individual/unit processing activities and training requirements are scheduled. Any discrepancies or omissions shall be corrected within one business day of identification. |
| Property Management | Quality: Number of property book files and hand receipt folders, to include request, issue, and transfer actions, that are properly maintained and accurate. | All property book records, files and hand receipts will be complete and accurate, ensuring positive control and 100 percent accountability of equipment. Any discrepancies or omissions on the records shall be corrected within 3 business days of identification. |
| Property Management | Timeliness: Number of records/actions that are completed in accordance with specified timeframes. | All records and hand receipts will be prepared and submitted on time. |
| Cost Reduction Innovations (Cost Type Task Orders) | Percentage of cost reduction or cost avoidance process innovations implemented each period of performance (POP). | Contractor implements cost reduction process improvements for each POP. Specific implemented cost reduction measures will be detailed to the COR/KO. Implementation of cost reduction measures will result in positive contractor performance documented in CPARS. Costs saving percentages are based on the estimated task order cost for each POP. |

| Required Service | Performance Objectives | Performance Threshold |
|------------------|------------------------|---|
| | | <p data-bbox="954 289 1393 430"> <u>Percent</u> <u>Ratings</u> 5%+*Exceptional 1%+Good <1%Neutral </p> <p data-bbox="954 466 1393 604"> *Percentages can be tailored for each task order, but must be more than a nominal amount for an Exceptional rating. </p> |