

**SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS – AMENDMENT # 0005**

Deleted: 3

This Solicitation is issued under the provisions of FAR Part 12 (“Acquisition of Commercial Items”) and FAR Part 15 (“Contracting by Negotiation”) and various other FAR Parts as applicable.

This is a solicitation for commercial items prepared in accordance with the format in FAR Subpart 12.6, as supplemented with additional information included in this notice. The North American Industry Classification Code (NAICS Code) is 624190 (Other Individual and Family Services), business size standard of \$7.0 Million in annual receipts.

If you are interested in this acquisition, you may participate by submitting your response in accordance with the instructions included herein.

**CCR Registration**

All Offerors must be registered with the Central Contractor Registration ([www.ccr.gov](http://www.ccr.gov)). Offerors who have already completed their Representations & Certifications through the ORCA website (<https://orca.bpn.gov/>) do not need to provide hard copies of representations and certifications with their proposal as required in Section K of this Solicitation.

**Contracting Officer and Contact Information for Inquiries**

The contracting officer for this requirement is Sharon Hallinan. All questions regarding this Solicitation must be submitted via e-mail to William Galvin at [William.Galvin@aqd.nbc.gov](mailto:William.Galvin@aqd.nbc.gov)

**Evaluation Overview**

The Government will make one award to the Offeror whose proposal represents the “best value” to the Government. In determining which proposal represents the “best value”, a “tradeoff process” (reference FAR 15.101-1) as stipulated in Section M will be used.

**SECTION B – SUPPLIES OR SERVICES AND PRICES**

**B.1 Consideration and Payment**

B.1.1 The anticipated award is a hybrid contract comprised of mostly firm-fixed priced CLINs with some time and material CLINs. At the conclusion of Option Period I, and each option period thereafter, the government will request the contractor to reclassify the time and materials CLINs to a firm-fixed price.

B.1.2 Offerors are to respond to the Instructions as articulated in Section L of this Solicitation. The offeror shall propose pricing for the base period and each of the option periods. The offeror shall price this effort in accordance with the CLIN structure in Section J Attachment 1.

B.1.2.1 Definitions: CLIN 0001 Tiers 1-8. The ~~eight~~-tier system outlined in CLIN 0001 is designed to allow the Government and the contractor to establish a base level operation aligning expected call volume with contractor staffing, and to move between tiers to accommodate increased call volume or funding reductions. The offerors shall provide a firm fixed price for each tier, and shall invoice the firm fixed price for the tier corresponding to the actual call volume experienced each month.

Deleted: 6  
Deleted: six

B.1.2.2 Definitions: CLIN 0012 Ad Hoc Optional Labor. This CLIN is designed to accommodate military contingencies, disasters, and surge requirements which cannot be fully anticipated at the time of award. The optional labor hours, in units of 10,000 labor hours, shall be activated as often as necessary, but not to exceed the total quantity as noted in the quantity column. Any inactivated units in any performance period may be carried forth to any subsequent exercised option period.

B.1.2.3 Definitions: CLIN 0010 and CLIN 0011 Performance Incentive Options. The Performance Incentive Optional CLINs will be exercised and funded upon COTR and Contracting Officer approval once the terms and conditions of the Quality Assurance Surveillance Plan (CLIN 0010) and Use of Military Spouses (CLIN 0011) have successfully been met.

**B.2 Labor Hour Rates**

The minimum personnel qualifications for the labor categories are described in Section M and within the performance work statement and Section J Attachment 13.

**B.3 Other Direct Costs**

The Contracting Officer shall determine the allowability of ODCs in accordance with subpart 31.2 of the Federal Acquisition Regulation (FAR). The offeror shall present a detailed list of all ODC items, item pricing, and a basis of estimate for each price. The offeror shall list all other direct costs needed to perform services described in the performance work statement.

**B.4 Travel**

All travel that is not in direct support of providing counseling services for families must be approved in advance and in writing by the Contracting Officer Technical Representative (COTR) prior to travel. Once approved by the COTR, the contractor shall be reimbursed for the actual costs of transportation, lodging, meals, and incidental expenses during the authorized travel.

**B.5 Overtime**

In the event overtime is determined to be necessary by the Government, it shall be negotiated and approved in advance and in writing by the Contracting Officer.

**B.6 Holidays**

The contractor shall establish a standard holiday schedule that exactly coincides with the Government's schedule. Holidays and other non-work days peculiar to or dynamically declared by the Government shall be considered as holidays for contractor personnel and are not billable unless work is actually requested by the Government and performed on these days. The following is a list of Government holidays:

New Year's Day  
Martin Luther King Day  
President's Day  
Memorial Day

Independence Day  
Labor Day  
Columbus Day  
Veterans Day

Thanksgiving Day  
Christmas Day  
Inauguration Day (every 4 years)