

**SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS OR RESPONDENTS - AMENDMENT # 0004****L.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)**

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of the solicitation may be accessed electronically at the following address:

<http://farsite.hill.af.mil/vffar1.htm>

52.204-6	Data Universal Numbering Systems (DUNS) Number	APR 2008
52.212-1	Instructions to Offerors—Commercial Items	JUN 2008
52.215-1	Instructions to Offerors--Competitive Acquisition	JAN 2004
	Time-and-Materials/Labor-Hour Proposal Requirements—	FEB 2007
52.216-31	Commercial Item Acquisition.	
52.222-46	Evaluation Of Compensation For Professional Employees	FEB 1993
252.227-7017	Identification and Assertion of Use, Release, or Disclosure Restrictions	JUN 1995

**L.2 The following contract provisions and/or clauses pertinent to this section are hereby incorporated by full text:****52.215-20 Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data (Oct 1997)**

(a) *Exceptions from cost or pricing data.* (1) In lieu of submitting cost or pricing data, offerors may submit a written request for exception by submitting the information described in the following subparagraphs. The Contracting Officer may require additional supporting information, but only to the extent necessary to determine whether an exception should be granted, and whether the price is fair and reasonable.

(i) *Identification of the law or regulation establishing the price offered.* If the price is controlled under law by periodic rulings, reviews, or similar actions of a governmental body, attach a copy of the controlling document, unless it was previously submitted to the contracting office.

(ii) *Commercial item exception.* For a commercial item exception, the offeror shall submit, at a minimum, information on prices at which the same item or similar items have previously been sold in the commercial market that is adequate for evaluating the reasonableness of the price for this acquisition. Such information may include--

(A) For catalog items, a copy of or identification of the catalog and its date, or the appropriate pages for the offered items, or a statement that the catalog is on file in the buying office to which the proposal is being submitted. Provide a copy or describe current discount policies and price lists (published or unpublished), e.g., wholesale, original equipment manufacturer, or reseller. Also explain the basis of each offered price and its relationship to the established catalog price, including how the proposed price relates to the price of recent sales in quantities similar to the proposed quantities;

(B) For market-priced items, the source and date or period of the market quotation or other basis for market price, the base amount, and applicable discounts. In addition, describe the nature of the market;

(C) For items included on an active Federal Supply Service Multiple Award Schedule contract, proof that an exception has been granted for the schedule item.

(2) The offeror grants the Contracting Officer or an authorized representative the right to examine, at any time before award, books, records, documents, or other directly pertinent records to verify any request for an exception under this provision, and the reasonableness of price. For items priced using catalog or market prices, or law or regulation, access does not extend to cost or profit information or other data relevant solely to the offeror's determination of the prices to be offered in the catalog or marketplace.

(b) *Requirements for cost or pricing data.* If the offeror is not granted an exception from the requirement to submit cost or pricing data, the following applies:

(1) The offeror shall prepare and submit cost or pricing data and supporting attachments in accordance with Table 15-2 of FAR 15.408.

(2) As soon as practicable after agreement on price, but before contract award (except for unpriced actions such as letter contracts), the offeror shall submit a Certificate of Current Cost or Pricing Data, as prescribed by FAR 15.406-2.

**52.216-1 Type of Contract (APR 1984)**

The anticipated award is a hybrid contract comprised of mostly Firm-Fixed Priced CLINs with some Time and Material CLINs.

**1452.233-2 SERVICE OF PROTEST (JUL 1996)**

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

Department of Interior/NBC Acquisition Services Directorate Herndon  
ATTN: Sharon E. Hallinan  
381 Elden Street, Suite 4000  
Herndon, VA 20170  
[Sharon.hallinan@aqd.nbc.gov](mailto:Sharon.hallinan@aqd.nbc.gov)

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(c) A copy of the protest served on the Contracting Officer shall be simultaneously furnished by the protester to the Department of the Interior Branch of Acquisitions and Intellectual Property Division of General Law, Office of the Solicitor, 1849 C Street, NW, MS 6456, Washington, D.C. 20240-1050.

**L.3 Estimated Contract Award Date**

The estimated date of contract award is 1 June 2009. This information is provided to assist the offeror in pricing their proposal. The Government is not obligated to award the contract on this date.

The Government intends to evaluate proposals and award a contract without discussions. Therefore, the offeror's initial proposal should contain the offeror's best terms from a cost/price, technical, and management standpoint.

The Government shall use the incorporated data to define and contractually establish the offeror's best commercial practices for the performance of this contract. The Government reserves the right to conduct a discussion should the CO determine that discussions are necessary and in the best interest of the Government.

**L.4 Inquires**

Offeror is instructed to contact only the solicitation Issuing Office for information about any aspect of the solicitation. Prospective offerors are cautioned against contacting Government technical personnel in regard to this solicitation prior to award. If such contact occurs and is found to be prejudicial to competing offerors, the offeror making such contact may be excluded from award consideration.

**L.5 Incurring Costs**

The Contracting Officer is the only person who can legally obligate the Government for the expenditure of public funds. Costs shall not be incurred by recipients of this solicitation in anticipation of receiving direct reimbursement from the Government. It is understood that the submitted proposal will become part of the official file on this matter without obligation to the Government.

**L.6 Errors and Omissions**

Offeror may determine or believe that the solicitation requirements or instructions contain errors, omissions, or are otherwise unsound. In such cases, offerors shall immediately notify the CO in writing of such errors, omissions, or other issues. Offeror shall provide details and supporting rationale.

**L.7 Disposition of Unsuccessful Proposals**

In accordance with FAR Subpart 4.8, "Government Contract Files", the Government will retain the original copy of all unsuccessful submissions and proposals. Unless the offeror requests otherwise, the Government will destroy extra copies of such unsuccessful submissions and proposals.

**L.8 Proposal Preparation Costs**

The Government will not reimburse the offeror for any costs incurred for the preparation and submission of a proposal in response to this solicitation.

**L.9 Proprietary Data Caveat**

Offerors submitting proprietary data shall mark such data in accordance with the requirements of FAR Clause 52.215-1(e), "Restriction on Disclosure and Use of Data", which is incorporated by reference. Offerors shall identify and mark specific pages containing proprietary data with the following caveat:

"USE OR DISCLOSURE OF DATA CONTAINED ON THIS SHEET IS SUBJECT TO THE RESTRICTION ON THE TITLE PAGE OF THIS PROPOSAL OR QUOTATION"

**L.10 Agreement to Mandatory Requirements**

All the requirements specified in the solicitation are mandatory, except those labeled as optional (Optional CLINs). Government may exercise these optional requirements in the future. By submitting a proposal, offeror is representing that they shall perform all of the non-optional requirements specified in the solicitation and are able to satisfy all optional requirements if awarded this contract.

**L.11 Organization Conflict of Interest**

Offeror shall provide a response to the requirement regarding Organization Conflict of Interest in Section H. The response shall include whether an OCI currently exists, as well as whether the offeror has a plan in place for identifying, avoiding and mitigating the risks for current and future OCIs that may arise as a result of the work under this contract.

**L.12 Assumptions, Conditions, or Exceptions**

The offeror shall state assumptions, conditions, and exceptions (if any) that the offeror relied upon as a basis for their proposal. For each exception, the offeror shall identify the requirement, term, or condition;

cite the applicable solicitation paragraph and page number; state the reason for the exception; and provide any other information concerning the exception.

The offeror is advised that taking any exceptions to the PWS, solicitation requirements, terms, or conditions of the solicitation may have an adverse effect on the evaluation rating. The Government reserves the right to not accept any exceptions to this solicitation. If the offeror does not state any assumptions, conditions, or exceptions, the Government assumes that the offeror agrees to comply with the requirement, term, or condition.

**L.13 Pre-Proposal Conference**

The Government will hold a second pre-proposal conference. The Government highly recommends that offeror attend the pre-proposal conference; however, attendance is not a prerequisite for submitting a proposal. The purpose of the pre-proposal conference is to provide offerors information and clarification concerning the Government's objectives. At the Government's option, the Government will respond to solicitation questions either verbally at the conference or in writing following the conference.

**Pre-Proposal Conference Date, Time, and Location**

<b>Date</b>	15 December 2008
<b>Time</b>	1:30 pm Eastern Time
<b>Registration Time</b>	1:00 pm Eastern Time
<b>Location</b>	USGS National Center 12201 Sunrise Valley Drive Reston, VA 20192

**13.1 Pre-Proposal Conference Procedures**

**13.1.1 Pre-Proposal Conference Attendance**

The Government will notify offeror in the event of any time or date changes. Offerors planning to attend the pre-proposal conference shall notify the CO and CS via email using the following email format.

Please note that teleconference capabilities will be available for those who are interested in participating, but unable to attend. The logon and call in information will be provided to those who specifically request it with their intent to participate notification.

**Pre-Proposal Conference Attendance Email Format**

<b>To</b>	Ms. Sharon E. Hallinan – Contracting Officer Mr. William Galvin-Contract Specialist
<b>Email Address</b>	<a href="mailto:sharon.hallinan@aqd.nbc.gov">sharon.hallinan@aqd.nbc.gov</a> <a href="mailto:william.galvin@aqd.nbc.gov">william.galvin@aqd.nbc.gov</a>
<b>Email Subject Line</b>	Attendance of Military OneSource Pre-Proposal Conference, Solicitation #1406-04-08-RP-20652
<b>Other Specifications</b>	The offeror shall list the attendees' names, position titles, and organization. Please state whether participation will be in person or via teleconference.
<b>Notification Deadline</b>	Wednesday, December 10, 2008 at 3:00 pm Eastern Time

**13.1.2 Pre-Proposal Conference Questions and Answers**

Offerors may ask questions at the pre-proposal conference, and provide their question in writing (via email) to the government within 3 days after the conference. Alternatively, offerors may submit questions electronically via email prior to the conference. The Government will not accept any questions submitted by any other means, such as voice mail or facsimile. The Government will not attribute questions to the authors if authors submit questions by email prior to the conference.

The success of the conference depends, in part, on the Government’s lead-time to consider offeror questions. Therefore, the Government encourages offeror to submit written questions, prior to the conference, via email regarding any concerns, clarifications, or corrections.

Offeror shall use the following email format to submit pre-proposal conference questions.

**Pre-Proposal Conference Questions Email Format**

<b>To</b>	Ms. Sharon E. Hallinan – Contracting Officer Mr. William Galvin-Contract Specialist
<b>Email</b>	<a href="mailto:sharon.hallinan@aqd.nbc.gov">sharon.hallinan@aqd.nbc.gov</a> <a href="mailto:william.galvin@aqd.nbc.gov">william.galvin@aqd.nbc.gov</a>
<b>Email Subject Line</b>	Questions for Military OneSource Pre-Proposal Conference, Solicitation #1406-04-08-RP-20652
<b>Due Date</b>	Tuesday, December 9, 2008; 2:00 pm Eastern Time

To the maximum extent possible, the Government will provide offerors the pre-proposal questions emailed to the Government and the Government’s response to those questions, either at the conference or by posting on the AQDs webpage via FedBizOpps after the Pre-Proposal Conference.

**L.14 Past Performance References**

The Government requires at least three but no more than five confidential past performance references. The offeror shall provide the past performance questionnaires to previous clients or customers and request them to complete them. The offeror is responsible for providing questionnaires to their reference customers or client Program Managers. Additionally, it is the offeror’s responsibility to follow up with references to ensure timely submission of questionnaires. The Government requires offeror’s references to return their completed questionnaire directly to the Government. The Government will not accept reference questionnaires directly from an offeror. The Government requires that references mail their completed Past Performance Questionnaire to the Government no later than 31 January 2009 by Noon. As the Government will only evaluate recent and relevant past performance, the offeror should select past performance references considering their relevance to this Performance Work Statement (PWS), other solicitation requirements, and the offeror’s technical and management volumes.

Offeror shall follow the instructions procedures for completing and returning the past performance questionnaire as provided in Attachment 2 A & 2B – Past Performance Questionnaires. Offeror shall not request or solicit the completed questionnaire (or copy) or information contained therein from any past performance reference—this information is to remain confidential. Offeror shall provide the references pre-addressed envelopes to return questionnaires directly to the CO. The reference customers or client Program Managers shall mail the completed past performance questionnaires to the Government using the offeror-provided envelope to the CO at the following address.

The Government expects the offeror to provide recent and relevant past performance project information, to explain the relevance and applicability of these projects, and to relate past project accomplishments to this solicitation’s objectives.

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**Past Performance Questionnaire Mailing Address**

Attn: Shelita Burks – Contract Specialist  
[Shelita.Burks@aqd.nbc.gov](mailto:Shelita.Burks@aqd.nbc.gov), Voice: 703-964-3691  
 Solicitation # 1406-04-08-RP-20652  
 Department of Interior, National Business Center  
 Acquisition Services Directorate  
 381 Elden Street, Suite 4000  
 Herndon, VA 20170-4817

The Government may give offeror an opportunity to clarify adverse past performance information obtained from past performance references; however, any exchange of information is for clarification purposes only and does not constitute discussions.

**L.15 Performance-Based Services Contracting**

Pursuant to Federal Acquisition Regulation (FAR) Subpart 37.6, and to the maximum extent practicable, the Government shall apply performance-based contracting (PBSC) techniques to all aspects of this contract.

**L.16 Introduction and General Instructions**

**Submitting the Proposal**

There are only two acceptable methods to deliver the proposal. Offeror shall mail or hand-deliver their proposals. Offeror shall submit proposals in a sealed package and shall clearly mark the outer portion of the sealed package with the address specified below.

**Proposal Package Submittal Address**

Attn: Ms. Sharon E. Hallinan – Contracting Officer  
 Solicitation #: 1406-04-08-RP-20652  
 Department of Interior, National Business Center  
 Acquisition Services Directorate  
 381 Elden Street, Suite 4000  
 Herndon, VA 20170-4817

Offeror is responsible for addressing and marking their packages correctly. An improperly marked or incorrectly addressed sealed proposal package may delay delivery and may result in a missed submission deadline.

Offeror shall submit proposals no later than the date and time specified in the below table. The Government reserves the right not to accept proposals received after the submission deadline.

**Proposal Submission Deadline**

PROPOSAL Volume	CLOSING DATE AND TIME
Volume I – Mission Capabilities Volume II – Past Performance Volume III – Subcontracting Plan Volume IV – Cost/Price Volume V – Administrative Information	All volumes are due by noon, EST, Wednesday, 04 February 2009

**SUBMISSION REQUIREMENTS**

Your offer **MUST** include the following information, preferably on the cover letter. The same information should be submitted for your sub-contractors:

- A. Tax Identification Number (**TIN**)
- B. Dun & Bradstreet Number (**DUNS**)
- C. North American Industrial Classification System (**NAICS**)
- D. Contact Name
- E. Contact E-mail Address
- F. Contact Phone Number
- G. Contact Fax Number
- H. Complete Business Mailing Address

Please ensure that your firm is CCR certified (<http://www.ccr.gov>).

**L.17 GENERAL INSTRUCTIONS:**

The offeror shall demonstrate the capability and willingness to satisfactorily perform the effort described in the Performance Work Statement (PWS), located in Section C of this RFP, to be determined to have submitted an acceptable proposal. Capabilities may be established within either the offeror's corporate structure or through contractor teaming arrangements.

**1.0 Content:** No cost or price information may be included in any other proposal volume except Volume IV.

1.1 An offeror's proposal must be presented in a logical, practical, clear and concise manner. It must contain all pertinent information in sufficient detail to provide a clear understanding of the offeror's approach. It is the responsibility of the offeror to present enough information to allow the various work efforts, support, and management approaches, as well as cost/price, to be meaningfully evaluated without discussions. The offeror must include any data necessary to illustrate the adequacy of the various assumptions, approaches, and solutions to problems. The offeror is advised that quality of information is more important than quantity. Offeror is encouraged to use quantitative terms wherever possible and avoid the use of qualitative and subjective terms to the maximum extent practicable. Proposal volumes must be internally consistent or the proposal will be considered unrealistic and may be considered unacceptable.

1.2 All proposals shall clearly illustrate that the offeror has a thorough understanding of the requirements, associated risks, and is able, and competent to devote the resources necessary to meet the requirements, and has valid and practical solutions for all requirements. Statements that the prospective offeror understands, can, or will comply with the specifications, and statements paraphrasing the requirements or parts thereof are considered inadequate and unsatisfactory. Reiteration of the requirement or standard reference material is discouraged. The technical proposal must clearly demonstrate that the offeror has a thorough understanding of the technical services required for the complete accomplishment of the tasks detailed in the PWS. Statements that the offeror understands or will meet the requirements of the PWS or parts thereof will be considered inadequate.

1.3 Offeror shall not make any changes to the solicitation. Any objections to the terms and conditions of the solicitation should be addressed to the CO prior to submission of the proposal. Objections may be submitted in Volume V (Administrative Information) of the proposal; however, objections submitted in conjunction with the proposal may result in the offer being non-compliant.

1.4 Any data previously submitted in response to another solicitation should be assumed to be unavailable during this proposal evaluation and source selection process. Proposal data shall not be incorporated into the proposal by referring to another proposal or other source.

1.5 Elaborate brochures, embedded videos or other presentations beyond those sufficient to present a complete and effective proposal, are neither necessary nor desired.

1.6 If a discrepancy exists between the original hardcopy of the proposal and the softcopy, the original hardcopy will take precedence.

1.7 The Government reserves the right to request additional information after receipt of offeror's proposal. The Government also reserves the right to eliminate any offeror who rates marginal or below at the factor level.

1.8 The proposal shall be valid for not less than 180 calendar days from the proposed due date.

1.9 Independent Price Determination: While there are no restrictions on individual offerors participating on multiple teams, FAR 52.203-2 "Certificate of Independent Price Determination" is applicable. If the offeror or any subcontractor is participating in more than one offeror team proposing under this solicitation, the management plan must set forth the procedures by which compliance with FAR 52.203-2 will be maintained.

1.10 Anyone working on the Military OneSource Program must be a U.S. Citizen. [IAW Executive Order 12989 and 13465, signed June 6 2008, "Economy and Efficiency in Government procurement through Compliance with Certain Immigration and Nationality Act Provisions and the Use of an Electronic Employment Eligibility Verification System". Reference Section H.14.](#)

1.11 The Contracting Officer (CO) for this acquisition is:

Department of Interior/NBC Acquisition Services Directorate Herndon  
ATTN: Sharon E. Hallinan  
381 Elden Street, Suite 4000  
Herndon, VA 20170  
[Sharon.hallinan@aqd.nbc.gov](mailto:Sharon.hallinan@aqd.nbc.gov)  
(703) 964-3698

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1.12 All offerors which submit a fully responsive proposal to this RFP will be required to host a government site visit of one of the offeror's currently operating EAP call centers within CONUS. Offerors must provide a list of their current, operational EAP call centers (within the US) most similar to this requirement as potential locations to allow a government site visit. This list shall include the address, point of contact for scheduling a site visit, and a brief description of the call center services provided at each location. The Government will select the location for the site visit from the offeror's list.

## 2.0 Format:

2.1 The written proposal shall use no smaller than industry standard word processor 12-point, New Times Roman font, and will not utilize multiple columns on a sheet. If both sides of sheets of paper are used, each sheet will be counted as two pages. Volumes shall be printed on 8 1/2 x 11-inch paper. Tables or figures may be printed on fold out sheets (each fold out sheet will count as 2 pages), which shall not exceed 11 x 17 inches. All graphs presented in the technical proposal must contain a grid, which allows values to be read directly from the graph to the same accuracy that a 10 x 10 to the 1/2 inch grid provides. No smaller than 10 point proportional fonts shall be acceptable for tables and graphs. Graphic resolution must be consistent with the purpose of the data presented. CD versions of the proposal shall be submitted in Microsoft Office 2003. Cost/price proposals shall be submitted in Microsoft Excel with formulas included.

2.2 Cover pages, title pages, table of contents, cross reference tables, dividers, index tabs, etc. will not be counted as part of the page count so long as they are inserted solely for the purpose of reading ease and locating sections of the proposal. Pages marked: "This page intentionally left blank" will not be counted.

2.3 All printed pages shall contain the phrase: "SOURCE SELECTION INFORMATION" (printed or stamped) in addition to the FAR 3.104 proprietary data notice. All volumes shall be submitted in standard size 3-ring binders that will facilitate the insertion of change pages and additional information provided during the source selection process.

2.4 Each volume should contain the following:

a. Cover and Title Page – The cover and title page which indicates the following:

- Title of proposal
- RFP number
- Proposal volume
- Book numbers
- Serial number/copy number
- Offeror's name

b. Table of Contents – The table of contents must provide sufficient detail to enable easy location of important elements.

c. Cross-Reference Matrix – The intent of the cross-reference matrix is to assure that all requirements are addressed and easily accessible to the evaluators. The cross-reference matrix must provide a single integrated index for the entire proposal. This matrix format should cross-reference the proposal volumes, books, and paragraphs to specific RFP requirements, and CLINs. The cross-reference matrix will not be counted towards the recommended page limitations. The format of the cross-reference matrix should be identical for all volumes.

d. Hardcopy and Softcopy Format

d.1 Hardcopy

The offeror's hardcopy version of the proposals shall be 8.5 x 11 inches, not including foldouts. Text shall be single-spaced. Except for the reproduced sections of the solicitation document, the font shall be New Times Roman, the font size shall be no less than 12 point; print pages shall have at least 1-inch margins on the top and bottom and 3/4 inch side margins. For tables, charts, graphs and figures, any readable font is acceptable, but the font size shall be no smaller than 10 point.

d.2 Foldout Pages

The offeror may use legible tables, charts, graphs, and figures wherever practical to depict systems, implementation schedules, and plans. These displays shall be legible and easy to follow and shall not exceed 11 x 17 inches. Foldout pages shall fold entirely within the volume and each foldout shall count as two pages. The offeror may only use foldout pages for large tables, charts, graphs, diagrams, and schematics, not for pages of text.

d.3 Softcopy

The offeror shall deliver proposal softcopies on CD-ROMs, and softcopies shall comprise all data submitted in the hard copy (e.g. all proposal volumes and the auxiliary supporting cost and price data Microsoft Excel spreadsheets). Softcopies shall be in Microsoft Office 2003 compatible format only. Proposal text and tables shall be in Microsoft Word. The offeror shall provide each proposal volume and the auxiliary cost and price data Excel spreadsheets on separate CD-ROMs. The Government will not accept, consider, or evaluate any data provided using PDF or similar format. Offeror shall ensure that data contained on CD-ROMs are virus-free. Offeror shall label each CD-ROM with the volume title, solicitation number, company name, and date.

#### d.4 Softcopy Cost and Price Data

The offeror shall also submit with the proposal a CD-ROM softcopy with all the cost/price data used to organize, derive, and calculate all cost and price tables. The Excel spreadsheets shall be fully functional. The Excel spreadsheets shall contain all calculation functionality to reproduce all the cost and price tables, including totals, subtotals, all mathematical, tabulating, formulas, data, lookup, links, and other functions. The offeror shall produce all cost/price tables and displays using Microsoft Excel Pivot Table<sup>1</sup> functions, and the offeror shall include on the CD-ROM softcopy the Excel spreadsheets and the related Excel Pivot Database Tables producing the tables and displays. The Government shall consider softcopy versions of cost/price data not using Excel, Excel functionality, and Pivot Tables to be deficient.

#### d.5 Priority of Hardcopy over Softcopy

In the event hardcopy and softcopy content conflict, the hardcopy version will take precedence over softcopy version.

#### e. Volume Binding, Labeling and Indexing

Each hardcopy proposal volume shall be in its own three-ring loose-leaf binder, which shall permit the pages to lie flat when opened. The offeror shall provide a separate three-ring loose-leaf binder containing all of the CD-ROMs (softcopies) for the proposal volumes and the auxiliary supporting cost and price Excel spreadsheets.

### 3.0 Proposal Mailing/Delivery:

Submission of telegraphic or facsimile offers is *not* authorized for this solicitation. The outside shipping container shall be marked with the RFP # 1406-04-08-RP-20652. Proposals shall be mailed/delivered as follows:

Department of Interior/NBC Acquisition Services Directorate  
 ATTN: Sharon E. Hallinan  
 381 Elden Street, Suite 4000  
 Herndon, VA 20170  
[Sharon.hallinan@aqd.nbc.gov](mailto:Sharon.hallinan@aqd.nbc.gov)  
 (703)964-3698

**L. 18 PROPOSAL VOLUMES:** In addition to a completed and signed Standard Form 33, the proposal must consist of Volumes I through V, as described below. The titles and contents of the volumes and books shall be as defined below.

#### No pricing information shall be included in any volume other than the Cost/Price Volume

##### 1.0 Number of Copies

The offeror shall submit one softcopy and nine hardcopies of proposal Volumes I through V. Volume IV shall contain the auxiliary supporting cost and price data Microsoft Excel spreadsheets. The Government considers all proposals as "For Official Use Only" and to contain "Source Selection Information in accordance with FAR 2.101 and FAR 3.104."

##### 2.0 Proposal Volume Page Limits

The following table specifies page limits for each volume.

#### Proposal Volume Page Limits

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<sup>1</sup> A pivot table is a tool that allows reorganizing and summarizing selected columns and rows of data in a spreadsheet or database table to obtain desired tables of reports. A pivot table does not actually change the spreadsheet or database itself. In database jargon, to pivot is to turn the data to view it from different perspectives. Microsoft includes this tool in Excel.

Volume	Description	Total Pages	comments
Volume I	Mission Capabilities	150	Page counts do not include, <u>résumés, letters of commitment</u> , cover sheets, table of contents, tab dividers, or glossaries. All required plans will count toward the page limit, <u>except for the Professional Compensation Plan</u> .
Volume II	Past Performance	30	Page counts do not include, <u>cover sheets, table of contents, tab dividers, or glossaries</u>
Volume III	Subcontracting Plan	30	Page counts do not include, cover sheets, table of contents, tab dividers, or glossaries
Volume IV	Cost/Price	No page limits	Project Summaries are included in the page count. Page counts do not include the cover sheets, table of contents, tab dividers, or glossaries
Volume V	Administrative Information	No page limits	

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Offeror shall number pages sequentially by volume or plan. Offeror shall number pages printed on both sides, if both sides contain information.

The Government shall treat page limitations as maximums. If exceeded, the CO will remove the excess pages prior to the evaluation. The Government will not read or evaluate removed pages.

**L. 19 SPECIFIC PROPOSAL INSTRUCTIONS**

The offeror must submit a written narrative to demonstrate their understanding, experience, and capability to execute and manage all aspects of call center operations and website requirements as a commercial EAP provider, as well as their capability to achieve the PWS objectives and requirements and address the unique military aspects of this solicitation. The offeror shall discuss their unique and innovative methods, processes, and/or solutions that are beneficial to the Government.

Offerors must clearly describe their ability to meet all minimum requirements in the PWS to be considered for award.

**Factor 1: Mission Execution Capabilities:**

**Subfactor 1: Call Center/Website Operations**

**a. Call Center** - The offeror shall describe its call center operational concept as it pertains to the Military OneSource program, including telecommunication capabilities and technological infrastructure in support of stateside and international calls 24X7, back-up call center capability, and availability of real-time interpreter/translators in a variety of languages. The offeror shall describe its plans to increase accessibility, including minimization of dropped/abandoned calls and messages. The offeror shall illustrate, in schematic and text formats, the backbone to the primary and back-up call center(s) to include the process flow for implementing back-up centers support when necessary to handle call volume fluctuations or the emergency closure of its primary call center. The offeror’s proposal shall include both a schematic and a text description of the call flow and work flow from initial call answered, consultation, referral processes, research requests, to follow-up with client, and how satisfaction with the service is determined. The offeror shall describe its system (technical infrastructure) for searching available data and information sources to provide Clients information and referrals on the wide array of topics available through Military OneSource. The offeror shall describe the protocols and procedures for hand-offs to health insurance providers and community resources. The offeror shall describe its processes and procedures for duty to warn situations. The offeror shall describe its telecommunications and

systems capability to manage spikes in telephone calls while maintaining service levels defined in the QASP (Attachment 7).

The offeror's proposal shall illustrate its telecommunications infrastructure's capacity for supporting approximately 6M service members and their dependents, providing real-time monitoring of telephone metrics, reporting capability, Telecommunications Devices for the Deaf/TeleTypewriter (TDD/TTY) technology, skill-based routing, ability to trace calls in case of an emergency and compliance with Section 508 of the Workforce Investment Act of 1998 for both voice and data services.

**b. Website** – The offeror shall describe its ability to design a dynamic, state of the art, easily updated website interface that complies with Section 508 of the Workforce Investment Act of 1998 and is available in both English and Spanish. The description shall include how the offeror plans to ensure that the Military OneSource website is accessible without the use of passwords, while also allowing Clients the ability to register and personalize their Military OneSource site. The proposal shall include a description of the offeror's ability to provide downloadable content on the myriad issues covered by the Military OneSource program as well as locators, calculators, and self-assessment tools. The proposal shall describe the offeror's ability to deliver moderated topical chats on a scheduled basis.

The offeror shall provide an IT Integration Plan that describes integrated systems and other innovative technical solutions to communicate with Service members and their families.

**c. Case Management** – The offeror shall describe its case management system's ability to assure Client confidentiality while providing counselors easy access to information and eliminating the need for Clients to repeat basic information on subsequent calls; information and referral capabilities, including systems for assuring duty to warn/reportable events are reported on time; and systems for assuring the correct handling of emergency, urgent, and routine issues. The offeror shall describe its technology for scheduling follow up calls and other services. The offeror's case management system must assure security both at the system level and at the individual level. In addition, offeror must demonstrate its systems for assuring compliance with all relevant sections of the Privacy Act, including the provision of access control in concert with data protection software and procedures. The offeror must describe the databases used for information and referrals, including numbers of providers, data available for each provider, system for updating information, etc. The offeror shall describe its systems capability and capacity for assuring that Face-to-Face, Problem-Solving counseling needs are met including spikes; and its ability to easily and quickly provide both monthly and ad hoc report data. The offerors shall describe the technology and infrastructure for assuring that information received from all sources, including the Face-to-Face counselors/contractors, is posted in the case management system. Offeror shall indicate whether its case management capability is Open Data Base Connectivity (ODBC) compliant. Offeror shall maintain Military OneSource client information on the Military OneSource 1-800/Website Operations Case Management System.

**d. Reporting** – The offeror shall describe their approach to provide records and reports that document Client satisfaction and utilization levels, and the types of problems for which services members and their families are seeking assistance.

**e. Disaster Recovery** – The offeror shall describe their call center disaster recovery/redundancy procedures, and their approach to adjust staffing levels to assist with military contingencies in the event of a natural disaster, national emergency, or catastrophic event. .

**f. General Education/Materials** – The offeror shall describe its ability to provide educational/informational materials to support the broad array of topics covered through Military OneSource.

**Subfactor 2: Non Medical Counseling**

The offeror shall describe its approach to develop, credential, and support a large network of appropriately credentialed service providers/counselors, including its ability to ensure credentialing at the state and local levels for all network providers and the method by which the offeror will monitor credentialing to ensure all federal, state, and local requirements are met and maintained. The offeror shall define its processes and procedures for training the network of providers to assure sufficient knowledge of clients and their specific needs/requirements. The offeror shall describe its processes and procedures for gathering feedback to control quality of providers in its network.

The offeror shall describe the use of contractor resources such as licensed mental health professionals, substance abuse professionals (SAPs), Certified Employee Assistance Professionals (CEAPs), accredited financial counselors, and other relevant credentials. The offeror shall describe their approach to conduct initial and ongoing training for call center staff to familiarize them with military customs, traditions, environment, benefits, and military programs.

To address case metrics in the QASP, the offeror shall explain how they will determine “clinical quality”. To address user satisfaction metrics in the QASP, the offeror shall explain how they will determine if a client’s case is “appropriate for survey”.

**a. Situational/Problem Solving Counseling.** The Offeror shall provide Counselors that meet the criteria of having earned at least a master’s degree in a mental health related field from an accredited graduate program; and are licensed to provide independent practice in their field. The non-medical problem solving counselors shall meet the standards of professional and ethical conduct prescribed by the particular discipline or licensing board. The offeror shall demonstrate that Counselors have current counseling competence through at least periodic, direct service counseling experience during the two years preceding hire.

The Offeror shall provide access to a National Network of trained, experienced, and credentialed providers with master’s level degrees or higher in counseling or other social service related fields. The Offeror’s National Network shall assure access to face-to-face counseling for Clients.

**b. Financial Management Counseling.** The Offeror shall demonstrate that Financial Management Counselors maintain a national certification with the National Foundation for Credit Counseling. Offeror shall follow government guidelines regarding employment and conflict of interest. Offeror’s Counselors shall have strong skills in written and verbal communication, assessment, advocacy and crisis response.

Offeror shall provide licensed, certified financial counselors to assist Clients with personal financial readiness, money management, and budget counseling.

**c. Education/Career/Employment.** The Offeror shall describe their approach to establish a call center dedicated to education, career and employment counseling services for military spouses world-wide. The offeror shall discuss their verification process to ensure the Spouse Education and Employment Services is affiliated with an education/training institution accredited by the US Department of Education.

**d. Health and Wellness.** The Offeror shall describe their approach to Health and Wellness coaching to assist service members and their families in improving their health, inclusive of lifestyle health assessment, personal goal setting and coaching, and non-monetary incentives to assist Service members and families attain and maintain their health and wellness goals.

**Subfactor 3: Site Visit**

The offeror's work environment shall demonstrate its methods and procedures used in the consultant's daily activities and/or established practices, consultant access to resources, the offeror's support and technical infrastructure, and other aspects of effectively operating a call center.

**Factor 2: Mission Support Capabilities****Subfactor 1: Military OneSource Mandated Programs Support Centers**

**a. Wounded Warrior** - The offeror's proposal shall describe its technical and management approach to achieve the objectives and meet or exceed the requirements of the PWS.

**b. Spouse Career** - The offeror's proposal shall describe its technical and management approach to achieve the objectives and meet or exceed the requirements of the PWS. The offeror shall discuss their capability to provide counselors with the proper credentials, experience, knowledge, and/or national licensure and certification requirements, to provide educational and career counseling. The offeror shall describe their ability to effectively align the needs of the military spouses as well the capability to understand and address the needs of the military spouses.

**c. Joint Family Support Assistance Program** - The offeror's proposal shall describe its technical and management approach to achieve the objectives and meet or exceed the requirements of the PWS. The offeror shall describe their ability to assign program managers to cover all states and territories. The offeror shall describe their process for assessing the training needs for emerging issues as well as their approach to develop these training sessions.

**d. Military OneSource Center** – The offeror's proposal shall describe its technical and management approach to achieve the objectives and meet or exceed the requirements of the PWS.

**Subfactor 2: Program Oversight**

**a. Program and Relationship Management** – The offeror shall submit a Management Plan detailing the management structure, procedures and agreements establishing how the contract will be managed over the five-year period (including options). The offeror's Management Plan shall provide information regarding any major subcontractors providing significant services. The plan must clearly demonstrate a methodology to effectively and efficiently respond to the Government's requirements over the contract's period of performance.

The offeror's proposal shall include a Professional Compensation Plan in accordance with FAR 52.222-46 as referenced in Section M. The cost/price associated with the Professional Compensation Plan shall be submitted with the cost/price volume. The offeror shall include its approach to recruiting, hiring, managing, training, and retaining professional staff with pertinent and validated educational credentials and experience. The offeror's proposal shall provide the qualifications for all positions supporting Military OneSource program. The offeror will describe its training program for staff supporting Military OneSource program to include the methodology for assuring staff are military savvy and understand military terminology and the issues facing service men and women and their dependents. The offeror shall describe their approach to hire and utilize military spouses, wounded warriors, and veterans to perform the requirements of the PWS.

The offeror's proposal shall illustrate its approach to the establishment and maintenance of working relationships with other Quality of Life office contractors, to include but not limited to the Military Family Life Counselors, (MFLCs), Advocacy Assistance, Severely Injured Advocacy,

and Strategic Initiatives programs as well as other Government agencies including installation staff (e.g., Family Support Services). The offeror shall describe its approach to working cooperatively with other contractors providing similar services (e.g., Face-to-Face counseling). The offeror shall describe its approach to interfacing with the Military Family Life Program.

The offeror shall submit a written discussion to demonstrate knowledge and understanding of Military OneSource services and military culture. The offeror shall demonstrate the ability to team, communicate, and brief installation personnel regarding the Military OneSource program.

The offeror shall submit resumes and Letters of Commitment for Proposed Key Personnel defined as the Program Director, Military Branch Program Managers, and Subcontractor Managers. All resumes shall be signed by the individual and an authorized company representative certifying the accuracy of the information contained therein. Resumes shall not exceed 3 pages in length.

The offeror must submit a list of proposed key labor categories which shall be used during the performance of this contract, including those included in Section J Attachment 13. These labor categories may be categories representative of your organizational structure or categories proposed specifically for this requirement. Each labor category shall contain: (1) a Labor Category Title; (2) a summary description of the typical duties performed by personnel classified in the labor category; (3) identification of the minimum education requirements and types of qualifying degrees; (4) identification of the minimum number of years and types of relevant experience required.

**b. Quality Assurance** – The offeror’s proposal shall include a Quality Control Plan demonstrating how it will meet the requirements of the Government’s Quality Assurance Surveillance Plan to include the process for monitoring and reporting performance for all aspects of the Military OneSource program. The offeror’s plan shall include a process for monitoring, collecting data, reporting and processing improvements for all aspects of the Military OneSource program. Offerors must discuss their quality assurance plan for ensuring timeliness, completeness and overall quality of all deliverables and work products. The overall quality of the proposal itself will serve as a demonstration of the process the offeror describes.

**c. Advertising Plan** -The Offeror shall submit a comprehensive multimedia advertising campaign plan. The advertising plan shall demonstrate the offeror’s knowledge, understanding and experience of the military market, and their approach to address the PWS requirements.

**d. Transition: Transition In/Out** - the offeror’s proposal shall include a transition plan for each requirement in the PWS to include total staffing, labor categories, and level of effort. It shall include timelines for the transition and the identification of the risks associated with the transition. The offeror’s proposal shall include a plan for transitioning to the new vendor including the assumption of the facility lease, equipment, furnishings; the hiring, training and managing of Care Managers. The offeror shall provide a transition plan describing its capability and infrastructure to provide a seamless transition from the current vendor, including the plan for installing equipment with minimal interruption in service. The offeror shall describe its infrastructure and systems for assuring a seamless and smooth transition of the toll free numbers, URLs and data from the current vendor and its ability to support the increase in call volume resulting from servicing approximately 6.0 M Service members and their dependents.

**Factor 3: Past and Current Performance:**

Volume II must provide past performance.

1. The offeror shall exhibit recent (within the past three years) and relevant past performance on contracts similar in nature (as a full service, commercial EAP provider), size (dollar value), and complexity (geographically dispersed client population greater than 3 million), to the Military OneSource program. The Government will evaluate past performance for a quality rating and a relevancy rating based upon the

past performance of the offeror and any proposed major subcontractors. The Government may consider past performance on contracts not submitted by the offeror irrespective of customer or completion date.

2. The past performance volume shall identify and describe relevant past performance information in fulfilling Government and/or commercial contracts still in progress or completed within the past 3 years that have at least one (1) year of performance history. The offeror shall submit at least three examples of past performance for the prime offeror. In addition, the offeror shall submit at least two questionnaires for each proposed subcontractor. The offeror shall indicate whether it performed as a prime and/or major subcontractor and indicate its role for each questionnaire submitted. Irrespective of limitations, all contracts active within the past five years that have been terminated for default, received show cause or cure notices, had a defective pricing or fraud action initiated by the Government, or have had products accepted on a non-conforming basis must be reported.

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The evaluation of past performance information will take into account past performance information regarding predecessor companies, key personnel who have relevant experience, or subcontractors that will perform major or critical aspects of the requirement when such information is relevant to the instant acquisition. Furnish the following information for each contract listed:

- (i) Company/Division name
- (ii) Product/Service
- (iii) Contracting Agency/Customer
- (iv) Contract Number
- (v) Contract Dollar Value
- (vi) Period of Performance
- (vii) Verified, up-to-date name, address, FAX & telephone number of the contracting officer
- (viii) Comments regarding compliance with contract terms and conditions
- (ix) Comments regarding any known performance deemed unacceptable to the customer, or not in accordance with the contract terms and conditions.

3. Forward a copy of the Section J, Attachment 2 (2A or 2B as applicable), Questionnaire and Customer Survey to the cognizant Program Manager, PCO, and ACO of the Government agency or commercial entity for each contract or subcontract. Any questionnaires submitted by other than the cognizant Government Agency or commercial entity will not be considered. Advise the reporting Government Agency or commercial entity that:

- The completed questionnaire is to be considered source selection sensitive in accordance with FAR 3.104.
- The completed questionnaires are to be returned to the following address no later than Noon EST 31 January 2009. Offeror shall advise the responding Government agency or commercial entity of the applicable date.

Department of Interior/NBC Acquisition Services Directorate  
 ATTN: Shelita Burks  
 381 Elden Street, Suite 4000  
 Herndon, VA 20170  
[Shelita.Burks@aqd.nbc.gov](mailto:Shelita.Burks@aqd.nbc.gov)

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- In accordance with FAR 15.306, the offeror may be given the opportunity to discuss adverse past performance information obtained from this questionnaire if it has not previously responded. However, the names of individuals providing the information shall not be disclosed.

#### 4. Past Performance Discussion Preparation Instructions/Guidance

##### 4.1 Number of Past Projects, Characterization of Past Projects

The offeror may cite and discuss any number of past projects, customers, and efforts that are relevant to this request for proposal. The offerors shall include identifying and characterizing information for citations such as the project, customer, and key personnel if germane, contact information, and relevant subcontractor support. The offeror shall also describe how the reference citation evidences the offeror's abilities and resources to accomplish the work proposed in the offeror's technical and management volumes in response to the PWS.

##### 4.2 Use of Government and Commercial Clients

Past performance references may include contracts or work performed with Federal, State, local governments and commercial firms.

##### 4.3 Relevancy

The offeror shall provide past performance references based upon applicability to the offeror's proposed approach to meeting PWS requirements, including but not limited to nature, scope, or operational complexity as defined above in section 1. The offeror shall provide past performance references for contracts for the past three years having duration of at least one year.

##### 4.4 Issues / Problems

The offeror shall highlight any problems or issues, and any corrective activities, steps, or actions the offeror took to address the problems or issues to satisfy the customer. In addition, the offeror shall discuss pertinent lessons learned that may be of benefit to the offeror in the Government's past performance evaluation.

##### 4.5 Verification, Other Sources

The Government reserves the right to contact offeror's former clients, business associates, and Government agencies and/or to access available electronic databases to obtain additional offeror past performance information.

##### 4.6 Use of Subcontractor Past Performance

The offeror shall include past performance references for their proposed subcontractors. The offeror need not have had a previous relationship with the subcontractor, and the subcontractor's previous responsibilities may have been as a prime contractor or as a subcontractor. However, the references must be relevant.

##### 4.7 No Past Performance

In the case where offerors do not have any relevant past performance and/or experience related to the scope of the work defined in the PWS, they shall provide an explanation in their Past Performance volume. In addition, offerors shall discuss past experience that is closest to the PWS and solicitation requirements instead.

##### 4.8 Project Summaries

The offeror shall provide summaries of past performance projects that are relevant. An individual project summary shall not exceed two pages. The offeror shall indicate whether it performed as a prime and/or major subcontractor and indicate its role for each summary submitted.

##### 4.8.1 Effectiveness of Program Management

Offerors' shall clearly address and describe their effectiveness of Program Management as represented by past performance data. Effectiveness of Program Management is the offeror's ability to properly manage the operations, including, but not limited to, ability to hire appropriate staff, implement reporting and measures, analysis of operations, etc.

#### 4.8.2 Quality of Service and Improvement

Offerors shall clearly address and describe their Quality of Service and Improvement as represented by the past performance data. In addition, the offeror shall describe means by which they were able to improve operations and minimize impact of changes on the end-users. Provide any information currently available (letters, metrics, customer surveys, independent surveys, etc.) which demonstrates customer satisfaction with overall job performance and quality of service for same or similar type contract. In addition, explain corrective actions taken in the past, if any, for substandard performance and any current performance problems.

#### 4.8.3 Cost Control

Offerors shall clearly address and describe their Cost Control as represented by the past performance data. The Cost Control is the offeror's success in its ability to control costs by using effective procedures and innovative approach.

#### 4.8.4 Responsiveness to Customers

Offerors shall clearly address and describe their Responsiveness to Customers as represented by past performance data. The Responsiveness to Customers is the offeror's success in the ability to respond to requests, both scheduled and ad-hoc, for services, data, analysis, and additional tasks in a timely and appropriate manner.

### **Factor 4 Subcontracting Plan**

1. Offerors who propose teaming arrangements on an exclusive basis will be evaluated to determine whether such teaming agreements inhibit competition. If a teaming arrangement is contemplated, provide complete information as to the arrangement, including any relevant and recent past performance information on previous teaming arrangements with same partner. If this is a first time joint effort, each party to the arrangement must provide a list of past and present relevant contracts.

In order for the Government to evaluate whether the proposed agreements inhibit competition, offerors are required to (1) provide a copy of all teaming arrangements, and (2) explain why the teaming arrangements do not inhibit competition. The documentation must include, but is not limited to: structure of the teaming arrangement, responsibilities, and liabilities; financial responsibility; managerial responsibility and accountability; and applicable legal documents. The burden of proving that any exclusive teaming arrangement proposed does not restrict competition shall rest with the offeror. Offerors are advised that should the Government determine that any such proposed, exclusive teaming arrangement inhibits competition, (1) such determination may render the offeror's proposal technically unacceptable in accordance with Section M, and (2) the Contracting Officer shall forward the matter to the appropriate authorities as prescribed by the Federal Acquisition Regulation Part 3.3.

2. Subcontractor Consent: Past performance information pertaining to a subcontractor cannot be disclosed to the prime offeror without the subcontractor's consent. Provide with the proposal a letter from all subcontractors that will perform major or critical aspects of the requirement, consenting to the release of their past performance information to the prime contractor.

**Subfactor 1: Contract Management** - The offeror shall submit a Small Business Participation/Subcontracting Plan, including teaming arrangements, conforming to the requirements of FAR subpart 19.7 unless exempted pursuant to FAR 19.702(b) (1). The offeror shall describe previous involvement of small business concerns as prime contractors or subcontractors in similar acquisitions, proven methods of involving small business concerns as subcontractors in similar acquisitions, and the effectiveness of the offerors methods to meet the goals and requirements of the plan. The offeror shall describe processes and procedures for distributing work to small business team members, including the management of working data and lessons learned feedback. The offeror's Subcontracting Management Plan shall include teaming arrangements and processes for selecting, directing, coordinating, integrating, controlling potential subcontracted efforts,

management/technical decision making, information sharing, problem resolution, and performance monitoring

**Subfactor 2: Small Business Participation /Subcontracting Plan-** The Offeror shall submit a Small Business Participation /Subcontracting Plan to demonstrate its small business goals. The offeror shall describe their commitment to and understanding of DoD's goals for small business concerns, particularly for Small Business, Ability One, Service Disabled Veteran Owned Small Businesses and Veteran Owned Small Businesses, and ability to meet or exceed these goals. These goals apply to the total dollars subcontracted. The minimum amount of subcontracted dollars required is 20%, reference section M.5. For large businesses, the offeror shall provide its subcontracting plan conforming to the requirement of FAR 19.7. The offeror shall describe how small business participation on this contract will contribute to its overall comprehensive subcontracting goals. Offerors shall describe specific efforts to ensure the resulting contract meets or exceeds proposed goals.

**Factor 5: Cost/Price**

- (a) An offeror's proposal is presumed to represent its best efforts to respond to the solicitation. Any inconsistency, whether real or apparent, between promised performance and cost should be explained in the proposal. For example, if the intended use of new and innovative production techniques is the basis for an abnormally low estimate, the nature of these techniques and their impact on cost should be explained.
- (b) Any significant inconsistency, if unexplained, raises a fundamental issue of the offeror's understanding of the nature and scope of the work required and of its financial ability to perform the contract, and may be grounds for rejection of the proposal. The burden of proof as to cost credibility rests with the offeror.
- (c) It is anticipated that adequate price competition exists for this solicitation. Therefore, in accordance with Federal Acquisition Regulation, certified cost or pricing data is not required to be submitted with the proposal. To ensure that proposed costs are consistent with the technical proposal, a cost realism analysis may be performed.
- (d) Cost/Price proposals will be used by the Government to evaluate and determine whether proposed costs are reasonable for the effort involved. For this reason, the data must be logically displayed and adequately supported in such a manner as to show a clear relationship to the appropriate CLIN or price element.
- (e) The Price proposal shall provide a comprehensive discussion of all proposed prices. The offeror shall structure the price discussion and the tabulation of all prices/costs.
- (f) The offeror shall submit all the necessary cost/price information for the performance of this contract and other pertinent costs to support the Government's cost realism analysis.
- (g) The offeror shall provide responses to solicitation requirements in the proposal at the tabs indicated.
- (h) Pricing used to formulate a resulting contract shall remain valid for the duration of the contract.
- (i) All CLINs shall be considered priced even if the CLIN is priced at zero dollars (\$0.00).
- (j) None of the table fields are to be left unpopulated. All of the fields in the CLIN tables shall be populated for each pricing element proposed.

(k) The Government may award a contract on the basis of initial offers received without discussions. Therefore each initial offer should contain the offeror’s best terms from a cost or price and technical standpoint. However, if considered necessary by the CO, discussions will be conducted with only those offerors within the competitive range, if one is established.

(l) The Government reserves the right to make an award to other than the lowest priced offeror or to the offeror with the highest technical rating if the Source Selection Authority (SSA) determines that to do so would result in the greatest value to the Government.

(m) The degree of importance allocated to cost will increase with the degree of equality of the proposals in relation to the other factors on which selection is to be based, or decrease when the cost is so significantly high as to diminish the value of the technical superiority to the Government.

(n) If, after receipt of proposals, the CO determines that adequate price competition does not exist in accordance with FAR 15.403-1(c), offerors may be requested to provide other than certified cost or pricing data.

(o) The offeror shall include a plan to secure and build out space in the National Capital Region, with easy access to public transportation. This plan shall include square footage, the price per square foot, the price for utilities and other management services, and a total fixed monthly price for the leased space.

**Price Proposal Volume Organization**

Tab A	Table of Contents
Tab B	Standard Form 33
Tab C	Assumptions, Conditions, or Exceptions
Tab D	Price / Cost Tables

**Tab A:** Table of Contents

The offeror shall provide a table of contents. The table of contents shall specify the contents by page number, including cost/price tables, formats, and figures.

**Tab B:** Standard Form 33

The offeror shall place a completed SF 33 in Tab B. The offeror must complete Blocks 12 through 18 of the SF 33 (Solicitation, Offer and Award) and must be fully aware of the minimum offer effective period established.

(a) The “Offer effective period”, as used in this provision, means the number of calendar days within which the Government may accept the proposed offer and award a contract. The offer effective period begins on the date specified in this solicitation for receipt of offers.

(b) The Government requires an offer effective period of at least 180 days. The offeror may specify a period longer than the stated minimum effective period, but may not specify a period shorter than the stated minimum effective period. Any offer specifying less than the Government’s minimum effective period may be rejected.

The offeror's signature in Block 17 indicates that the offeror has read and agrees to comply with all the conditions and instructions of this solicitation.

**Tab C:** Assumptions, Conditions, or Exceptions

The offeror shall state assumptions, conditions, cost build-up detail, and exceptions (if any) that the offeror relied upon as a basis for the price proposal.

For each exception, the offeror shall identify the requirement, term, or condition; cite the applicable solicitation paragraph and page number; state the reason for the exception; and provide any other information concerning the exception.

The offeror is advised that taking any exceptions to the PWS, solicitation requirements, terms, or conditions of the solicitation may have an adverse effect on the evaluation rating. The Government reserves the right to not accept any exceptions to this solicitation. If the offeror does not state any assumptions, conditions, or exceptions, the Government assumes that the offeror agrees to comply with the requirement, term, or condition.

**Tab D: Price / Cost Tables**

**1. Labor Rates**

- (a) The offeror shall provide fixed labor rates, hourly and monthly, for the labor categories proposed for this contract, including all labor categories identified in Section J Attachment 13.
- (b) The offeror shall identify the escalation rates by year for each period of performance.
- (c) The offeror shall state the number of annual productive labor hours, including the basis for determination, e.g., the number of labor hours estimated for holidays, annual leave, and sick leave.

**2. Escalation Rates**

The offeror shall identify the escalation rates used. The offeror shall provide the rates used, for purchased equipment, travel, subcontract, labor, or any other proposed costs. The offeror shall describe the basis of the escalation rates and explain why they are considered reasonable.

**3. Other Direct Costs Data**

The offeror shall propose all categories and prices associated with materials, equipment, and software, supplies, as applicable and in accordance with the Other Direct Costs CLINs identified in this solicitation.

**4. Materials, Equipment, Software, Supplies**

The offeror shall itemize and provide a description of all proposed materials, equipment, and supplies for each period including quantities, unit prices, proposed vendors (if known), and the basis of estimate, e.g., quotes, prior purchases, and catalog price lists. No charge of any type shall be applied to Materials, Equipment, Software, and Supplies with the exception of the Material and Handling Charge.

**5. Travel**

The offeror shall provide travel costs for each period with a breakout by purpose, number of trips, origin and destination(s), duration, and travelers per trip. All travel shall be in accordance with the Federal Travel Regulations (FTR).

**6. Additional Charges**

The offeror must disclose and price all additional charges. Note: any charge structure to be used for this acquisition shall be developed in accordance with FAR and/or DFARS policy. The offeror shall clearly describe all charges; their purpose and use; and the basis of estimate for their application. The offeror shall itemize each charge, show its numerical value, and show cost calculations applying the charge. The offeror shall identify and discuss all materials handling charges or other charges they impose and pass through to the Government. Likewise, the offeror shall identify and discuss all charges they impose upon or add to subcontractor or vendor costs and pass through to the Government.

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**7. Special Instructions for Auxiliary Supporting Price Data**

In addition to the price tables and formats, the offeror shall provide all numerical price data in Microsoft Excel spreadsheet format. The Excel spreadsheets shall include all formulas, functions, data, links, including for example sums, subtotals, lookups, if-statements, and macros used to produce the proposal prices.

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The offeror shall structure price data using automated total and subtotal capabilities within Excel. The offeror shall also produce all price tables and displays using Pivot Tables in Microsoft Excel and include the sources databases for the tables and displays.

Offeror is responsible for the accuracy of the completed spreadsheets, and offeror is cautioned to check carefully all formulas and calculations.

The offeror shall include annotations, notes, or comments to ensure understanding and clarity of the spreadsheet calculations.

#### **Volume V: Administrative Information**

**a. Introduction:** The offeror's introduction shall include general background information outlining the offeror/s/team's organization. The offeror shall describe its corporate management structure as well as the structure of the proposed team and the relationship between these organizations. The Contractor and Government Entity (CAGE) code, DUNS number, address, telephone, email, and point of contact for the prime contractor and all major subcontractors shall be listed.

**b. Organization Charts:** The offeror shall provide organization charts to show lines of authority and responsibility. Discuss the interface between the CO, COTR and the Program Manager. Delineate the authority levels for review and approval of contractual correspondence and contract signature. Specific Points of Contact for administration of the basic contract shall be listed with phone number, mailing and email address.

**c. Capacity:** The offeror shall provide a full description of its existing capacity both individually and in conjunction with its subcontractor team to meet all requirements of the PWS. The description shall include personnel assets (personnel availability and expertise), facilities and equipment. In addition, the offeror shall describe its plan for employee recruitment, retention and training with emphasis on how the offeror will accommodate labor demands associated with the performance of large and/or multiple, concurrent projects.

**d.** The offeror shall execute and submit the Representations, Certifications and Other Statements of the Offeror, Section K of the solicitation. Offerors are required to submit a copy of the Solicitation Sections A-J (without attachments) with fill-ins (i.e. "To be completed at time of contract award" areas) completed to reflect supporting contents of the proposal. In addition, the offerors are required to submit a signed signature page of each amendment issued with this solicitation (if applicable), and a completed Representations, Certifications, and Other Statements of Offerors.

**e.** The offeror shall provide the name, title, phone number and e-mail address of the company/division point of contact, which can obligate the company contractually. The offeror shall identify those individuals authorized to negotiate with the Government.

**f.** The offeror shall provide the mailing address, telephone number, fax number, and facility codes for the offeror's cognizant Defense Contract Management Agency (DCMA) and Defense Contract Audit Office (DCAA).

**g. Exceptions and Deviations:** This volume must contain a certification that it contains all exceptions and deviations that the offeror takes from the provisions of the solicitation and its applicable documents. An exception is where an offeror states it will not comply with a requirement, usually involving contract terms and conditions. A deviation is where an offeror states it will not comply with a requirement, but proposes an alternative to meet the intent of the requirement, usually involving a specification. Provide a detailed description of each exception and deviation. Indicate your difficulty with the applicable requirement and the proposed solution. Specifically identify the portion of the RFP and the proposal section that is being affected. Exceptions and deviations may cause proposals to be considered unacceptable. Offeror is strongly advised to contact the CO, in writing, on any potential exceptions or deviations well in advance of proposal submission.