

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS OR RESPONDENTS.**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 a solicitation provision may be accessed electronically at this/these address(es):

<http://www.arnet.gov/far/>
<http://www.farsite.hill.af.mil/>

L.1 The following contract clauses pertinent to this section are hereby incorporated by reference:

52.204-6	Data Universal Numbering Systems (DUNS) Number	APR 2008
52.214-34	Submission Of Offers In The English Language	APR 1991
52.214-35	Submission Of Offers In U.S. Currency	APR 1991
52.215-1	Instructions to Offerors--Competitive Acquisition	JAN 2004
52.215-20	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data	OCT 1997
52.222-46	Evaluation Of Compensation For Professional Employees	FEB 1993
52.232-28	Invitation to Propose Performance-Based Payments	MAR 2000
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:

52.216-1 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

(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 ~~31 December 2008~~ 1 May 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.

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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

Offerors are 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 of this procurement. If such contact occurs and is found to be prejudicial to competing offerors, the offeror making such contact may be excluded from award consideration.

FOR SUBMISSION OF QUESTIONS CONCERNING THIS RFP and STATEMENT OF WORK:

The cutoff date for receipt of all questions regarding this RFP are to be submitted via e-mail **NOT LATER THAN 15 September 2008, Noon, Eastern Time** to William.Galvin@aqd.nbc.gov. All e-mail inquiries shall have "Questions – RFP # 1406-04-08-RP-20652" included in the subject line.

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SOURCE LIST:

If you would like to be incorporated on a potential offerors list to be considered for subcontracting and partnering opportunities, please submit the below information in its entirety **NOT LATER THAN 29 August 26 September 2008, Noon, Eastern Time** to William.Galvin@aqd.nbc.gov. All e-mail inquiries shall have "Source List – RFP # 1406-04-08-RP-20652" included in the subject line.

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This information will be incorporated as an amendment to the solicitation and will be available to all potential offerors. It is not required to be listed on the source list to be considered for award. This is optional and solely intended to be an avenue to facilitate potential subcontracting and partnering opportunities.

Source list submission information requirements:

Business Name and size, Point of contact (name, e-mail address, phone number, etc.)

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

Offerors 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. Offerors 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, offerors are 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

Offerors 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 pre-proposal conference. The Government highly recommends that offerors 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

Date	8 September 2008
Time	1:30 pm Eastern Time
Registration Time	1:00 pm Eastern Time
Location	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 offerors 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, 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

To	Ms. Sharon E. Hallinan – Contracting Officer Mr. William Galvin-Contract Specialist
Email Address	sharon.hallinan@aqd.nbc.gov william.galvin@aqd.nbc.gov
Email Subject Line	Attendance of Military OneSource Pre-Proposal Conference, Solicitation #1406-04-08-RP-20652
Other Specifications	The offeror shall list the attendees' names, position titles, and organization. Please state whether participation will be in person or via teleconference.
Notification Deadline	4 September 2008, 3:00 pm Eastern Time

13.1.2 Pre-Proposal Conference Questions and Answers

Offerors may ask questions at the pre-proposal 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. Offerors asking questions at the pre-proposal conference must identify themselves by name, position, and organization. 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 prospective offerors questions. Therefore, the Government encourages offerors to submit written questions, prior to the conference, via email regarding any concerns, clarifications, or corrections.

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

Pre-Proposal Conference Questions Email Format

To	Ms. Sharon E. Hallinan – Contracting Officer Mr. William Galvin-Contract Specialist
Email	sharon.hallinan@aqd.nbc.gov william.galvin@aqd.nbc.gov

Email Subject Line	Questions for Military OneSource Pre-Proposal Conference, Solicitation #1406-04-08-RP-20652
Due Date	3 September 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 email after the pre-proposal conference. Resources permitting, the Government will record and transcribe pre-proposal conference questions and answers.

L.14 Executive Summary Presentations

14.1 Executive Summary Presentation Session

- (a) Only those offerors the CO determined to be in the competitive range, if one is established, may be invited to brief an Executive Summary of their proposals. This presentation shall serve to augment the ratings for the criteria contained in the technical proposal. The CO will establish the competitive range in accordance with the Federal Acquisition Regulation (FAR) 15.306.
- (b) The Executive Summary presentations will be scheduled at the sole discretion of the CO.
- (c) The Government intends to schedule Executive Summary presentations as soon as possible after the proposals are evaluated.
- (d) The CO will notify each invited offeror of the date and time for their Executive Summary presentation. The Government will provide instructions to the Offerors in the Executive Summary Presentation invitation as to the content of the presentation and the number of personnel allowed to attend the session.
- (e) All offerors shall submit one (1) softcopy and ten (10) hardcopies of their Executive Summary briefing by the date and time to be determined by the Government.
- (f) Key personnel named in the proposal shall brief their areas of responsibilities.
- (g) This is the Executive Summary presentation time schedule, which has three parts and totals 135 minutes. Briefers should plan accordingly as the Government will enforce the time limitations.

PRESENTATION SCHEDULE	MAXIMUM ALLOWED TIME
Executive Summary Briefing	60 minutes
Break	30 minutes
Questions and Answer Session	45 minutes

- (h) The Executive Summary presentation will become part of the official source selection record and hardcopies may be incorporated in full, or in part, to any resulting contract. Incorporation will not alter any contract award terms or conditions.
- (i) The Government will maintain any of its written notes regarding the Executive Summary presentations as part of the solicitation record.
- (j) The Government reserves the right to record the Executive Summary presentations for evaluation or other purposes.

14.2 Break Session

All attendees are permitted a 30-minute break following the Executive Summary presentation. Before the attendees break, the Government will provide the offeror written questions that the offeror shall answer during the Question and Answer Session.

14.3 Question and Answer Session

The offeror shall present their responses to the Government's written questions at the start of the 45 minute Question and Answer Session.

During the Question and Answer Session, the Government may request the offeror to clarify certain points pertaining to their Executive Summary Briefing.

Any Government communications during the Question and Answer Session will not constitute discussions as defined in FAR 15.601 and FAR 15.610. These communications are solely intended to obtain a meaningful understanding of the offeror's capabilities.

14.4 Executive Summary Briefing Format and Requirements

- (a) The Executive Summary briefing shall use no more than 30 slides.
- (b) The Executive Summary briefing shall be in Microsoft Office 2003 PowerPoint format. The offeror shall not rely on any multimedia capabilities including plug-ins and add-ins. The Government is not responsible for presentation material that does not function.
- (c) The softcopy, hardcopy, and the projected PowerPoint briefing must be legible and easily readable.
- (d) All hardcopy Executive Summary briefing slides shall be prepared in landscape orientation on 8 1/2 x 11 inch paper.
- (e) The Government will provide an overhead projector, projector screen, and a Dell laptop computer for the offeror to use for the Executive Summary briefing presentation. The Government provided laptop will have the Microsoft Windows XP Operating System. To ensure compatibility with projection equipment, contractors are encouraged to use the Government's provided laptop in their Executive Summary Presentation.

L.15 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 offerors' 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 20 October 3 November 10 December 2008 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. Offerors shall follow the instructions procedures for completing and returning the past performance questionnaire as provided in Attachment 2 – Past Performance Questionnaire. Offerors 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. Offerors 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.

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Past Performance Questionnaire Mailing Address

Attn: Shelita Burks – Contract Specialist
Shelita.Burks@agd.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 offerors 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.16 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.17 Introduction and General Instructions

Submitting the Proposal

There are only two acceptable methods to deliver the proposal. Offerors shall mail or hand-deliver their proposals. Offerors 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

Offerors are 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.

Offerors 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 – Technical	20 October 10 December 2008;
Volume II – Management	10:00 am Noon ET
Volume III - Subcontracting	
Volume IV – Past Performance	
Volume V – Price	
Volume VI – Administrative Information	

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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>).

L18 GENERAL INSTRUCTIONS: Offeror shall demonstrate the capability and willingness to satisfactorily perform the effort described in the Basic 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. It should be noted CLIN 0001 Transition In, CLIN 0003A Website Development, and CLIN 0008 facility lease **will not** be included in the price evaluation.

1.0 Content: No cost or price information may be included in the technical proposal.

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 the evaluators with 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. In presenting material in this proposal, 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. Clarity and completeness of the proposal are of the utmost importance. The proposal must be written in a practical, clear and concise manner. Proposal volumes must be internally consistent or the proposal will be considered unrealistic and may be considered unacceptable.

1.2 All proposals shall clearly and convincingly illustrate that the offeror has a thorough understanding of the requirements and associated risks, and is able, willing, 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. Mere reiteration of the requirement or standard reference material is discouraged. The technical proposal may not be classified. 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. Mere 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. Also, objections may be submitted in Volume VI (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 that sufficient to present a complete and effective proposal, are neither necessary nor desired.

1.6 If a discrepancy exists between the original paper copy of the proposal and the electronic copy, the original paper copy will take precedence.

1.7 The Government reserves the right to request additional information after receipt of offeror's response to the RFP. The Government also reserves the right to eliminate any offeror who is rated marginal or below at the area 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 offeror's 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.

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

1.12 If you have questions regarding this requirement, please submit your inquiries immediately via email but no later than Noon, Eastern time, ~~26~~¹⁵ September 2008 to William.Galvin@aqd.nbc.gov. All e-mail inquiries shall have "Questions – RFP # 1406-04-08-RP-20652" included in the subject line. Questions submitted by a method other than electronic mail shall not be accepted and shall not be answered.

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Any questions received after the previously specified cut-off date and time will not be accepted or answered. Questions with the Government's responses will be posted as an amendment to the solicitation on FEDBIZOPPS. Please be advised that the Government reserves the right to transmit those questions and answers of a common interest to all prospective offerors.

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 Table¹ functions, and the offeror shall include on the CD-ROM softcopy the Excel spreadsheets and the related Excel Pivot

¹ 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.

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
 703-964-3698

L19 PROPOSAL VOLUMES: In addition to a completed and signed Standard Form 33, the proposal must consist of Volumes I through VI, 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 six hardcopies of proposal Volumes I through VI. Volume V 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

VOLUME	DESCRIPTION	TOTAL PAGES	COMMENTS
Volume I	Technical	75-100	Page counts do not include, cover sheets, table of contents, tab dividers, or glossaries
Volume II	Management	75-100	Page counts do not include, résumés, cover sheets, table of contents, tab dividers, or glossaries
Volume III	Subcontracting	50	Page counts do not include, cover sheets, table of contents, tab dividers, or glossaries
Volume IV	Past Performance	30	Project Summaries are included in the page count.

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VOLUME	DESCRIPTION	TOTAL PAGES	COMMENTS
			Page counts do not include the cover sheets, table of contents, tab dividers, or glossaries
Volume V	Cost/Price	No page limits	
Volume VI	Administrative Information	No page limits	

Offerors shall number pages sequentially by volume or plan. Offerors 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.

L20 SPECIFIC PROPOSAL INSTRUCTIONS

1.0 Volume I--Area A: Technical: The offeror shall respond to the Performance Work Statement (PWS) in Section C of this Solicitation.

Factor 1: Approach to Call Center Operations:

Subfactor a: Call center operational concept: 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, business applications, call center disaster recovery/redundancy procedures, 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 centers 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 offerors shall describe the technology and infrastructure for assuring that information received from all sources, including the Face-to-Face counselors or Face-to-Face contractors, is posted within three (3) business days after receipt such that the 1-800/Website Contractor has the most up to date information available in the case management system.

Subfactor b: Information and Referral: 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 its technical infrastructure for controlling access/modification to databases.

Factor 2: Approach to Face-to-Face, Problem-Solving Counseling -- Case Management Feedback capability. The offeror shall describe its technical infrastructure to develop, credential, and support a network of service providers, as well as its ability to gather and provide to the 1-800/Website Contractor feedback from the providers about any cases the providers are working within three (3) business days after the final session for a Military OneSource client.

Factor 3: Systems

Subfactor a: Telecommunications: The offeror's proposal shall illustrate its telecommunications infrastructure's capacity for supporting 4M 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. The offeror shall describe its telecommunications and systems capability to manage spikes in telephone calls while maintaining service levels defined in the 1-800/Website QASP (Attachment 7) to assure high quality service delivery.

Subfactor b: 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. 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.

2.0 Volume II--Area B: Management

2.1 Management Plan. 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 Management Plan shall describe its process for responding to Government requests for Rough Order of Magnitudes (ROMs). The offeror shall set forth a full description of its capabilities to meet all the requirements of the RFP and the following factors and subfactors:

Factor 1: Approach to Managing 1-800/Website Operations:

Subfactor a: Approach to Meeting 1-800 Call Center Requirements: The offeror shall describe its approach in the management of and methodology for implementing call centers offering the variety of services available through Military OneSource. Offeror shall describe its approach to implementing and managing the Military OneSource Program. 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. 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 its ability to provide educational/informational materials to support the broad array of topics covered through Military OneSource. The offeror shall describe the protocols and procedures for hand-offs to health insurance providers and community resources ensuring the Clients do not have to repeat their story or issues when the third party agency is engaged in the conversation. The offeror shall discuss its processes and procedures for managing incoming phone calls and providing telephone counseling/consultation, education, and information, while minimizing Military OneSource Client consultations with multiple counselors/consultants. The offeror shall describe its processes and procedures for duty to warn situations. The offeror's proposal shall illustrate its experience in servicing clients worldwide and its ability to assure back up call center staff are trained and available should there be a need. The offeror shall describe its ability to meet performance metrics

as outlined in the QASP and ability and plans for managing peaks in service requests. The offeror shall discuss its procedures to minimize the number of dropped/abandoned calls and messages.

Subfactor b: Information and Referral: The offeror shall describe its processes and procedures, metrics, timeframes, and feedback mechanisms for providing and updating information and referral on the myriad of topics available through Military OneSource. The offeror shall explain its processes and procedures for documenting translation services.

Subfactor c: Approach to Meeting Website Requirements: The offeror shall describe its ability to design a dynamic, state of the art, easily updated website that complies with Section 508 of the Workforce Investment Act of 1998 and that 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 of 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 explain its systems capability to handle spikes in usage while maintaining uptime parameters as specified in the 1-800/Website QASP and its capability to capture data that is easily reportable. Offeror's proposal shall describe its Information and System Security and disaster recovery procedures.

Factor 2: Approach to Providing Face-to-Face, Problem-Solving Counseling Services

Subfactor a: Running a large network of service providers: Offeror shall describe its approach in operating 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 large 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 its processes and procedures with regard to duty to warn incidents. The offeror's proposal shall include a plan for identifying, prioritizing and handling Emergency, Urgent, and Routine counseling requests. The offeror's proposal shall include a Professional Compensation Plan, the identification of key personnel positions and the credentials associated with those positions for the 1-800/Website and the Face-to-Face, Problem-Solving Counseling. The cost/price associated with the Professional Compensation Plan shall be submitted with the cost/price volume

Subfactor b: Response time: Offeror shall describe its processes and procedures for assuring that services are available within response times. Offeror shall describe how it will assure that all case data are received from providers and provided to the 1-800/Website contractor within (3) business days of the final face-to-face, problem-solving counseling session.

Subfactor c: Crisis Response: The offeror shall describe its corporate depth and capability to speedily react to crises (within 48 hours) with trained and professional staff, materials, information and referrals, etc. The offeror shall describe its management processes and procedures for supporting a crisis including telecommunications, case management, website, and staffing.

Factor 3: Interface with Government and Government Contractors: 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 offer shall include a description of its plan to recruit, hire, train, and manage Service Level Experts.

Factor 4: Quality Control Plan: 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.

Factor 5: Recruitment and retention: The Contractor shall describe procedures for recruiting, training, and retaining Military OneSource consultants.

Factor 6: Transition In/Out: The offeror's proposal shall include a transition plan for each requirement in the PWS, and must include total staffing, labor categories, and man hours, including timelines for the transition and the identification of the risks associated with the transition. The offeror's proposal shall include the offeror's plan for transitioning to the new vendor including the assumption of the facility lease, equipment, furnishings, and 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 ~~4.0~~ 5.78 M Service members and their dependents.

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3.0 Volume III- Area C Subcontracting

Offerors who propose teaming arrangements on an exclusive basis will be evaluated to determine whether such teaming agreements inhibit competition. 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.

Factor 1: Small Business Participation/Subcontracting Plan: The offeror shall provide a Small Business Participation Plan. Offeror shall describe its Small Business goals and how it plans to meet the small business subcontracting goals. The offeror shall provide a Small Business Subcontracting Plan, including a description of teaming arrangements, conforming to the requirements of FAR subpart 19.7, unless exempted pursuant to FAR 19.702(b)(1). Offerors shall provide targets, expressed as dollars and percentages of total contract value for each small business concern classification, and a total target for small business participation by the offeror.

Factor 2: Subcontract Management: The Offeror shall describe the processes for selecting, directing, coordinating, integrating, and controlling potential subcontracted efforts. Identify and discuss specific subcontractors where agreements exist and their utilization. If Exclusive Teaming Arrangements are executed, they shall be submitted as support data. Identify and describe the approach, processes, and criteria for selecting subcontractors. The offeror shall describe proposed lines of communication and lines of authority between the offeror and potential subcontractors. The offeror shall describe how management will monitor subcontractor performance and how problems with subcontractors will be resolved.

4.0 Volume IV–Area D: Past Performance

4.1 Volume IV must provide past performance. The offeror shall exhibit recent (within the past three years) and relevant past performance on contracts similar in nature, size, scope and complexity to the Military OneSource program. The Government will conduct a performance risk assessment based upon the past performance of the offeror and any proposed major subcontractors. In conducting the performance risk assessment, the offeror is cautioned that the Government may use data provided by the offeror and data obtained from other sources. The Government may consider past performance on contracts not submitted by the offeror irrespective of customer or completion date.

4.2 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 no more than five (5) examples of past performance where the offeror performed as a prime and/or major subcontractor and indicate its role. Of these five (5), the offeror shall submit no more than two (2) contracts on its major subcontractors. A major subcontractor is defined as one who furnishes a critical expertise or function under the scope of the contract, or is anticipated to perform twenty percent (20%) or more of any task/delivery order or contract. 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.

4.3 The offeror's past performance should demonstrate the ability to isolate past problems down to a root cause and to take systemic improvement actions to resolve the root cause of the problems. The offeror should describe its application of systemic improvement management practices, including identifying the root cause, corrective actions taken or being taken to resolve past performance problems, and sufficient monitoring to assure that the problems don't resurface.

4.4 Strong consideration will be given to an offeror's demonstrated on-going programs or programs completed within the last 3 years to control service quality, provide a service which meets customer requirements, and services provided on schedule and within the contracted cost/price. Information provided should be related to the same or similar programs in the same facilities, division(s), or cost center(s) that the offeror proposes to use in the performance of the effort. Relevancy discussions should include comparisons with respect to usage and complexity, key management and technical personnel, and teaming arrangements.

4.5 Forward a copy of the Section J, Attachment 2, 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 ~~2:00 pm EST on 20 October~~ ~~Noon EST 3 November~~ ~~10 December~~ 2008. Offeror shall advise the responding Government agency or commercial entity of the applicable date.

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

- 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.

4.6 Past Performance Discussion Preparation Instructions/Guidance

4.6.1 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.

4.6.2 Use of Government and Commercial Clients

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

4.6.3 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 size, scope, or operational complexity. The offeror shall provide past performance references for contracts or delivery/task orders for the past three years having duration of at least one year.

4.6.4 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.

4.6.5 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.

4.6.6 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.

4.6.7 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.

4.6.8 Project Summaries

The offeror shall provide summaries of past performance projects that are relevant. An individual project summary shall not exceed two pages.

4.6.8.1 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.

4.6.8.2 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.

4.6.8.3 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.

4.6.8.4 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.

5.0 Volume VI – Administrative Information

5.1 Executive Summary: The offeror shall provide an executive summary of the entire proposal. The offeror shall use the Executive Summary to identify and highlight significant features of the proposal. The Executive Summary must be consistent with the approach set forth in the offeror's proposal.

5.1.1 Introduction: The 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.

5.1.2 Organization Charts: 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.

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

5.2 The offeror shall execute and submit the Representations, Certifications and Other Statements of the Offeror/Quoters, Section K of the solicitation.

5.3 Provide the name, title, phone number and e-mail address of the company/division point of contact, who can obligate the company contractually. Also identify those individuals authorized to negotiate with the Government.

5.4 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).

5.5 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.

6.0 Volume V--Area E: 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. Additionally, if a corporate policy has been made to absorb a portion of the estimated cost, that should be stated in the proposal and the contract will include a clause which requires the offeror to absorb that portion of costs reflected in its cost proposal.

(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. However, 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 labor categories.

(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 certified cost or pricing data.

(o) The incumbent contractor currently leases Government desired space in Arlington, Virginia to perform this requirement. The incumbent contractor, if not selected for this award, will seek to sub-lease this space to the successful offeror.

6.1 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

6.1.1 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.

6.1.2 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 120 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.

6.1.3 Tab C: Assumptions, Conditions, or Exceptions

The offeror shall state assumptions, conditions, 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.

6.1.4 Tab D: Price / Cost Tables

6.1.4.1 Labor Rates

- (a) The offeror shall provide labor rates for the labor categories proposed for this contract.
- (b) The offeror shall identify the escalation rates by year (calendar, fiscal, and 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.

6.1.4.2 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.

6.1.4.3 Other Direct Costs Data

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

6.1.4.4 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.

6.1.4.5 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 Joint Travel Regulations (JTR).

6.1.4.6 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.

6.1.4.7 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.

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.

Offerors are responsible for the accuracy of the completed spreadsheets, and offerors are 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.

