

## Part IV – Representations and Instructions

### **SECTION L: Instructions, Conditions, and Notices to Offerors or Respondents**

#### **L.1 Provisions Incorporated by Reference**

##### **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/>

(End of provision)

52.207-1 Notice of Standard Competition (MAY 2006)  
52.215-1, Alt I Instructions to Offerors – Competitive (OCT 1997)

#### **L.2 Provisions Incorporated by Full Text**

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

The Government contemplates award of a Firm-Fixed-Price contract resulting from this solicitation.

(End of provision)

##### **52.233-2 Service of Protest (SEPT 2006)**

a) Protests, as defined in section [31.101](#) 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:

US Department of the Interior  
NBC Acquisition Services Directorate – Herndon  
Attn: Mark Hicks  
381 Elden St, Suite 4000

Herndon, VA 20170

[Mark.Hicks@aqd.nbc.gov](mailto:Mark.Hicks@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.

(End of provision)

### **L.3 Inquiries**

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.

**All questions regarding this RFP must be in writing and are to be submitted via email to [Lydia.Nunez@aqd.nbc.gov](mailto:Lydia.Nunez@aqd.nbc.gov) no later than May 14, 2009, Noon, Eastern local time.** All email inquiries must have "RFP 0409RP21199" included in the subject line. Please be advised that the Government reserves the right to transmit those questions and answers of a common interest to all prospective Offerors. Questions and answers related to this RFP will be made available at <http://www.aqd.nbc.gov/solicitations> under RFP number 0409RP21199.

### **L.4 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 Statement of Objectives, 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.5 Past Performance References**

The Offeror shall list those contracts in the order that it would prefer the Government to review them from the most preferred to the least. The Government will evaluate a maximum of three returned surveys. The Government will follow the order of the Offeror's list of contracts to determine which surveys to use. For example, if the Government receives surveys responses from the first, third, fifth and sixth contracts in the list, then the Government would use the responses from the first, third, and fifth contracts to evaluate the Offeror and disregard the response from the sixth contract. The Offeror should forward a copy of the Past Performance Questionnaire (Part III Sec J, Attachment 1), to the program managers for each of its contracts and request that they fill out the questionnaire and email it to the NBC Acquisition Services Directorate at [Lydia.Nunez@aqd.nbc.gov](mailto:Lydia.Nunez@aqd.nbc.gov) or fax it to 703-964-8480 Attn: Lydia Nunez. All questionnaires must be received by the proposal due date.

*Note: It is the responsibility of the Offeror to ensure that customer contacts submit the requested information to the Government in a timely manner.*

The Offeror should ensure that the individuals named as references for the past performance projects can be reached at the telephone numbers specified. If the work for a customer reference is currently in progress, the Offeror should have performed or completed enough work so that the reference can offer an opinion or evaluation of the Offeror's work.

## **L.6 Proposal Instructions – General**

The Government will rely exclusively on the information provided by the Offerors when evaluating their proposals for the Food Aid Information System (FAIS), with the exception of past performance. Offers that simply restate the requirements in the supporting documentation or state that their proposal complies with the requirements of the RFP, without providing necessary explanation or other data, will not be highly rated. The Contracting Officer may find proposals unacceptable and reject them without further consideration if they fail to provide all required information in the format requested. Proposals that are not well organized or contain grammatical errors may be assigned lower ratings because poor quality proposals make it more difficult for evaluators to understand the proposed solutions, methodologies, and management concepts.

Offerors should organize their proposals into the following volumes and sections:

### Volume I

1. Contract Information
2. FAIS Implementation Capability
3. Program Management
4. Transition Support to FAIS
5. Review FAIS Documentation
6. Corporate Experience and Related Past Performance
7. Performance Work Statement

### Volume II

1. Price

Offerors shall submit five hard-copy proposals in two volumes. They shall also provide two CDs with the proposals in Microsoft Word format and two CDs that contain the proposed costs in Microsoft Excel spreadsheet format. Offerors shall deliver proposals to:

NBC-Acquisition Services Directorate  
381 Elden St, Suite 4000  
Herndon, VA 20170  
Attn: Ms. Lydia Nuñez

Proposals are due no later than 11:00am Eastern local time on June 2, 2009.

Section L.7 provides additional guidelines on preparing the first seven sections of Volume I. Section L.8 provides instructions for submitting past performance information and Section 4 provides the instructions for preparing the price proposal.

## **L.7 Proposal Instructions – Volume I**

The instructions in Section L.7.1 establish the minimum requirements for the format and content of the Technical Solution and Program Management sections of the proposal.

Sections L.7.2, L.7.3, L.7.4, L.7.5, L.7.6, L.7.7, and L.7.8 provide more specific information on each of the proposal sections. Offerors are reminded that the Government is permitting the Offerors great flexibility in how they choose to address the FAIS capability. However, the Government expects a thorough, detailed, and clear description of their approach within the submitted proposal. The information included in these sections identify important topics that the Government expects at a minimum that the Offeror describe.

### **L.7.1 Format and Content**

L.7.1.1 Sections 2, 3, 4, 5, and 6 of Offeror's Technical Proposals shall not exceed 30 pages in length.

L.7.1.2 Section 7 of Offeror's Technical Proposals (Performance Work Statement) shall not exceed 10 pages in length. The page limitation does not apply to the QASP or to the Deliverables and Acceptability Standards.

L.7.1.3 Resumes for all key personnel shall be provided. Resumes shall be limited to two pages and will not count against the page limit.

L.7.1.4 Offeror's price proposal shall not exceed 10 pages.

L.7.1.5 Page sizes for all sections of the proposal shall be 8.5 inch x 11 inch, with at least one inch margins on all sides and a minimum of 11 point font in New Times Roman for text. Tables may include smaller fonts (to a minimum of 10 point). Graphics and illustrations may include smaller fonts (to a minimum of 9 point) as long as they are clearly legible. Foldout pages will count as one page, but Offerors should use them only for project timelines and system diagrams. Product specifications and technical documents will be included in the page count.

L.7.1.6 The cover page of the proposal should include the Solicitation number, Offeror's name, key contact name, address, Dun & Bradstreet Number (DUNS), Tax Identification Number (TIN), North American Industrial Classification System (NAICS) Code, Product Service Code (PSC), email address, telephone number, and fax number. The cover page should also list the names and corresponding Dun & Bradstreet Number (DUNS) of any subcontractors involved. Each page of the proposal should include the Offeror's name at the top and the solicitation number at the bottom left and the page number at the bottom center. The cover page and the cover page addendum will not count against the page limit.

L.7.1.7 The Table of Contents, Table of Tables, and Table of figures will not count against the page limit.

L.7.1.8 Offerors should ensure that their technical proposals completely satisfy the objectives of the Statement of Objectives (SOO) and are in sufficient detail to allow the Government to validate the claim of compliance and to fully evaluate the proposals. Offerors must include a description of the product/services that are included in the Firm-Fixed-Price offer for SOO Objective 4 (CLIN 0004, Part I Sec B) and Objective 5 (CLIN 0005, Part I Sec B). Offerors shall propose deliverables and delivery dates to correspond with each CLIN (and subCLIN), based on the CLIN structure listed in Section B of this solicitation.

L.7.1.9 Offerors are encouraged to apply quality control reviews to their proposals to ensure they comply with the guidelines within this set of instructions and their submissions are clear, well-organized, and grammatically correct.

## **L.7.2 Contract Information**

The first section contains the information necessary to award the contract. Offerors will provide the following information:

- Cover Page (and addendum, if included)
- 52.204-8, Annual Representations and Certifications

## **L.7.3 FAIS Implementation Capability**

The second section shall include a complete description of the proposed implementation methodology, processes procedures, and tools the Offeror will use to successfully implement the proposed solution including the following:

L.7.3.1 Solution Design. The design and concept of the Offeror's proposed solution to meet the objectives in the Statement of Objectives (SOO) and the functionality in the Functional Design Document (FDD) and other documents referenced in the SOO including the following:

L.7.3.1.1 Satisfy the functionality documented in the SOO and supporting referenced documents (Budgeting and Planning, Proposal Management, Agreement Generation, Procurement, Payments and Receivables, Amendments, Claims, Compliance Evaluation, and Closeout.)

L.7.3.1.2 Eliminate current manual processes and data entry.

L.7.3.1.3 Support all food aid business processes.

L.7.3.1.4 Function in the FAS technology environment as documented in the SOO and other supporting documentation.

L.7.3.1.5 Provide scalability to support significant increases in data, users, reports, and queries.

L.7.3.1.6 Perform the required functionality within FAS, US Government, and industry accepted standards.

L.7.3.1.7 Function without errors and to continue functioning if it encounters faults.

L.7.3.2 Integration. The ability of the Offeror's solution to integrate with other information systems including the following:

L.7.3.2.1 Support electronic communications with other USDA and Government systems as specified in the SOO and supporting referenced documentation.

L.7.3.2.2 Integrate with required USDA and Government systems as specified in the SOO and supporting referenced documentation.

L.7.3.2.3 Fully integrate the major processes and their subprocesses as documented in the FAIS Functional Design Document and FAIS To-Be Process Document.

L.7.3.2.4 Integrate with future systems using open systems concepts.

L.7.3.3 Methodology. The methods, tools, and processes the Offeror will use to successfully implement the FAIS solution design including the reasoning behind the Offeror's selections including, but not limited to the following:

L.7.3.3.1 System development life-cycle process

L.7.3.3.2 Description of software development tools and processes

L.7.3.3.3 Testing processes and procedures

L.7.3.3.4 Training and documentation tools and processes

#### **L.7.4 Program Management**

The third section of the proposal should describe the Offeror's ability to effectively manage the all tasks described in the SOO including the following:

L.7.4.1 Management capability. The Offeror's proposed methodology and procedures to ensure it completes contracted tasks on time, within budget, and with high-quality results including the following:

L.7.4.1.1 Project management: The methods and tools the Offeror proposes to effectively manage the project and keep FAS informed of the project's status.

L.7.4.1.2 Problem resolution: The processes the Offeror proposes to quickly identify, communicate, and resolve problems.

L.7.4.1.3 Risk management: The processes the Offeror proposes to identify, plan for, manage, and control program risks.

L.7.4.1.4 Change/Configuration Management – The processes and procedures that the Offeror proposes to screen, document, and control changes to the scope, functionality, and design of FAIS.

L.7.4.1.5 Quality management: The processes the Offeror proposes to ensure it delivers products that are error free and meet FAS' and its own standards.

L.7.4.1.6 Sub-contractor management: The processes and procedures that the Offer will use to integrate and manage its team partners and sub-contractors.

L.7.4.1.7 Closeout processes and procedures.

L.7.4.2 Key Personnel. The Offeror's project team including the following:

L.7.4.2.1 Management team: The qualifications and recent work history of all the individuals who will manage the project. Project manager shall be PMP-certified.

L.7.4.2.2 Key technical personnel: The qualifications and recent work history of all individuals who will oversee and perform technical functions.

L.7.4.2.3 Proposed minimum qualifications for all labor categories required to fully implement FAIS.

L.7.4.2.4 Team organization: The organization of the project team, including potential team partners and sub-contractors to effectively achieve the objectives of the SOO and implement FAIS.

L.7.4.2.5 Availability and retention: The plan to procure, train, and maintain appropriate staffing levels, and schedule the required technical and management personnel throughout all project phases to complete all tasks on schedule.

### **L.7.5 Support Transition to FAIS**

The fourth section of the proposal shall describe the Offeror's capability and plans to prepare all FAIS stakeholders for the changes to food aid operations, job function, and organizational structure and all tasks as described in Objective 3 of the SOO. The Offeror shall also provide a Transition Support milestone schedule for the planned tasks and activities.

### **L.7.6 Review FAIS Documentation**

The fifth section of the proposal shall describe the Offeror's capability and plans to conduct a review of the FAIS To-Be Process Documents, the Functional Design Documents, and other current documentation. The Offeror shall describe the proposed method to articulate its understanding of the requirements to FAS.

### **L.7.7 Corporate Experience and Related Past Performance**

This section describes how Offerors should prepare their past performance information.

The sixth section of Volume I of the proposal shall include the Offeror's corporate experience and past performance. Offerors shall describe their company's history, mission, vision, and values. Offerors shall also describe its core products and services, and its strengths. The Offeror shall also note any industry-standard certifications, awards, and other recognition received by the company or individual members of the project team. The Offeror should provide descriptions of a minimum of one and a maximum of seven recent contracts under which it or its subcontractor(s) performed work of similar size, scope, and complexity to FAIS within the last three years. At a minimum, the Offeror should have acted as the prime contractor on **one** of the reference contracts provided. Offerors should provide completed Past Performance Questionnaires for each contract listed in the **Offeror's proposal** (see section "L.5 Past Performance References" for instructions). In the event an Offeror does not have any relevant past performance actions, the Offeror will receive a white (neutral) rating for past performance as indicated in Section M of this solicitation.

The Offeror should provide the following information about each contract submitted for the Past Performance:

- Customer program manager including contact information (accurate telephone number and e-mail address)
- Customer Contracting Officer including contact information

- Type of contract
- Work period, begin and completion dates
- Project description including key deliverables
- Approximate value of the project
- Project results

The Offeror may also provide information on problems encountered on the identified past performance contracts and the Offeror's corrective actions.

The Government will use available information in the Past Performance Information Retrieval System (PPIRS). If an Offeror does not have any record in the PPIRS website, the Offeror will receive a white (neutral) rating for past performance. Past Performance from sources other than PPIRS and the Past Performance Questionnaires may be considered.

#### **L.7.8 Performance Work Statement**

The seventh section of the proposal shall contain a Performance Work Statement (PWS) that describes the Offeror's plan for accomplishing all Objectives of the SOO. At a minimum the PWS shall include the following for each objective:

- Task plan and schedule including milestones (The duration of each task shall be less than one year – except for annual O & M objective)
- Deliverable products and descriptions
- Deliverable Acceptability Standards (standards must be measurable)
- Staff and skill-level requirements
- Quality Assurance Surveillance Plan (including performance metrics)

#### **L.8 Proposal Instructions – Volume II**

The second volume of the Offeror's proposal shall include the Firm Fixed Price (FFP) signed offer for each deliverable and task that the Offeror described in the PWS to accomplish all Objectives of the SOO. The sum of the price of all deliverables and tasks equals the total proposed price for completing all Objectives of the SOO.

The Offeror shall price this effort in accordance with the CLIN structure found in Section B of this solicitation. The Offeror shall also provide anticipated labor hours by labor category, and identify anticipated Other Direct Costs (ODCs) for each event and task. Offerors should also include this information in Microsoft Excel format on the CDs.

All travel expenses (including local travel) must be factored and included into the Firm-Fixed-Price for each objective.

Please note: The Government intends to add a separate ODC CLIN to the resultant contract in the amount Not-to-Exceed (NTE) \$3,000.00 over the life of the contract. Any expenditure invoiced against this CLIN must be approved within 12 hours advance written notice to the COTR.