

<b>REQUEST FOR QUOTATIONS</b> <i>(THIS IS NOT AN ORDER)</i>		THIS RFQ <input checked="" type="checkbox"/> IS <input type="checkbox"/> IS NOT A SMALL BUSINESS SET-ASIDE			PAGE OF PAGES 1   45	
1. REQUEST NO. W912CZ-04-T-0127	2. DATE ISSUED 20-Sep-2004	3. REQUISITION/PURCHASE REQUEST NO. WC1SH5 4223-F049	4. CERT. FOR NAT. DEF. UNDER BDSA REG. 2 AND/OR DMS REG. 1		RATING	
5a. ISSUED BY REGIONAL CONTRACTING OFFICE - ALASKA ATTN: SFCA-PRA-C PO BOX 35510 FORT WAINWRIGHT AK 99703-0510			6. DELIVER BY <i>(Date)</i> <b>SEE SCHEDULE</b>			
5b. FOR INFORMATION CALL: <i>(Name and Telephone no.) (No collect calls)</i> ANGELHEART S. JORDAN 907-353-7300			7. DELIVERY <input checked="" type="checkbox"/> FOB <input type="checkbox"/> OTHER DESTINATION <i>(See Schedule)</i>			
8. TO: NAME AND ADDRESS, INCLUDING ZIP CODE			9. DESTINATION <i>(Consignee and address, including ZIP Code)</i> DIREC OF COMMUNITY ACTIVITIES (DCA) WORLEY, SARA GS-09 ARMY COMMUNITY SERVICE ATTN:APVR-WCA-AC BLDG 3722 RM 120 FT. WAINWRIGHT AK 99703-6640 TEL: 353-7908 FAX: 353-4326			
10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE IN BLOCK 5a ON OR BEFORE CLOSE OF BUSINESS: <i>(Date)</i> 27-Sep-2004						
<b>IMPORTANT:</b> This is a request for information, and quotations furnished are not offers. If you are unable to quote, please so indicate on this form and return it to the address in Block 5a. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or services. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotations must be completed by the quoter.						
11. SCHEDULE <i>(Include applicable Federal, State, and local taxes)</i>						
ITEM NO. (a)	SUPPLIES/ SERVICES (b)		QUANTITY (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
<b>SEE SCHEDULE</b>						
12. DISCOUNT FOR PROMPT PAYMENT		a. 10 CALENDAR DAYS %	b. 20 CALENDAR DAYS %	c. 30 CALENDAR DAYS %	d. CALENDAR DAYS No.   %	
<b>NOTE: Additional provisions and representations <input type="checkbox"/> are <input type="checkbox"/> are not attached.</b>						
13. NAME AND ADDRESS OF QUOTER <i>(Street, City, County, State, and ZIP Code)</i>			14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION		15. DATE OF QUOTATION	
			16. NAME AND TITLE OF SIGNER <i>(Type or print)</i>		TELEPHONE NO. <i>(Include area code)</i>	

## Section B - Supplies or Services and Prices

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Relocation/Lending Closet Administration FFP Services - See Statement of Work. Period of Performance: 30 September 2004 through 29 September 2005. POC: Sara Worley, 353-7908. PURCHASE REQUEST NUMBER: WC1SH5 4223-F049	1	Years		
NET AMT					

FOB: Destination

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002 OPTION	Relocation/Lending Closet Administration FFP Services - See Statement of Work. Period of Performance: 30 September 2005 through 29 September 2006. PURCHASE REQUEST NUMBER: WC1SH5 4223-F049	1	Years		
NET AMT					

FOB: Destination

STATEMENT OF WORK

**STATEMENT OF WORK**  
**Army Community Service Relocation Readiness Program**  
**Relocation/Lending Closet Specialist**

**C.1.0 GENERAL:** The Army Community Service Relocation Readiness Program is a congressionally mandated program that provides a range of relocation services, information, and assistance to military personnel and their families who are undergoing a permanent change of station (PCS) move. The Relocation Readiness Lending Closet is available to provide basic housekeeping items for temporary loan to incoming and outgoing families. Contractor shall provide all necessary labor, supervision, transportation, supplies and equipment to operate the

Relocation Readiness Lending Closet at Fort Wainwright, except for those items specifically identified herein as items to be provided by the Government.

**C.1.0.a DEFINITION:**

ACS	Army Community Service
AR	Army Regulation
COR	Contracting Officer's Representative
DoD	Department of Defense
GFP	Government Furnished Property
IAW	In Accordance With
MARKS	Modern Army Record-keeping System
PCS	Permanent Change of Station
SITES	Standard Information Topic Exchange System
SOP	Standard Operating Procedure
TE	Technical Exhibit

**C.1.1. SCOPE OF WORK:**

C.1.1.1. The Contractor shall administer the Army Community Service Relocation Readiness Program/Lending Closet Program. The Contractor shall promptly answer inquiries from military personnel and family members concerning local military community and civilian community resources, to include outbound information on other installations and trip plans. The Contractor shall maintain a resource file of military community information provided by the Government and civilian community information gathered by the Contractor from the Fairbanks community. The Contractor shall keep the information neatly filed and readily accessible, and organized in a manner to facilitate prompt retrieval of information. The Contractor shall assemble pre-printed materials for welcome packets, sponsorship packets, and shall print out Standard Information Topic Exchange Service (SITES) packets. Sample packets are available for viewing at [dmdc.osd.mil/sites](http://dmdc.osd.mil/sites) and at the Fort Wainwright Army Community Service Relocation Readiness Office, Building 3401. Contractor shall provide monthly relocation program statistics, create program flyers and information sheets, provide monthly counts of Lending Closet check out and return actions, Newcomer's Orientation attendees' sign in sheets and attendance figures, and numbers of requests for welcome packets, sponsorship packets and provide administrative support to the Relocation Readiness Program Manager. The Contractor shall provide logistical support, as outlined below, to Chiller Thriller and the Newcomer's Orientation program by: assembling, delivering, and setting up program equipment and supplies. The Contractor shall attend the following events for the Relocation Readiness Program Manager at the Newcomer's Orientation, Day One Brief, Levy Brief, ETS Brief and Smooth Move Training when the Relocation Program Manager is not available. Contractor's participation in these events will be limited to providing information.

C.1.1.2. Services are to be provided in support of the Fort Wainwright military community. The main site for job performance will be at Army Community Service, Building 3401, Fort Wainwright, Alaska.

**C.1.2. PERSONNEL:** Contractor shall provide personnel for work on this contract who have the following minimum qualifications:

C.1.2.1. At least 1 year administrative work experience in a professional setting. This includes typing, knowledge of filing systems, property accountability, completion of reports, data collection and correspondences, or any combination that demonstrates the ability to work effectively in an office setting.

C.1.2.2. An ability to communicate effectively in the English language both in writing and orally.

C.1.2.3. Knowledge of the military system, military family lifestyles, and especially the mobile lifestyle.

C.1.2.4. Knowledge of community resources available for cultural and lifestyle assistance.

C.1.2.5. Experience (12 months or more) in computer operating systems such as Microsoft Windows XP and Windows 2000 and computer applications such as Microsoft Office to include Word, Excel, Power Point and Microsoft Outlook to perform basic word processing and telecommunications (e-mail and Internet access).

**C.1.3. QUALITY CONTROL:** Contractor shall establish a quality control program to ensure that the requirements of the contract are accomplished as specified. Initial plan shall be presented to the Contracting Officer's Representative (COR) within 30 days of contract award for COR information and approval. Subsequent modification shall be made as required or to respond to concerns of the COR. Quality controls will include the following as a minimum:

C.1.3.1. Use of the Army Community Service, Relocation Readiness Program SOP regarding the administration of the Lending Closet.

C.1.3.2. A means to ensure client confidentiality.

C.1.3.3. An SOP regarding the maintaining and updating of an accurate resource information file of local military community and civilian community information.

**C.1.4. QUALITY ASSURANCE:** The Government will evaluate the Contractor's performance under this contract using **Technical Exhibit (TE) 6**. TE-6 is provided for informational purposes only, and may be changed by the Government at any time.

**C.1.5. PHYSICAL SECURITY:** Contractor shall establish and implement methods to ensure the physical security of all U.S. Government property and facilities. Methods established shall be in accordance with locally directed physical security and internal control procedures (see attached Standing Operating Procedures (SOP) at **TE 05**). Access to facilities shall be limited to those for whom the local commander has authorized access.

a. The Contractor shall be responsible for keys issued to him/her and shall pay for installation of locks if keys are lost or compromised.

b. The Contractor shall also be responsible for securing the building according to the ACS policy and procedures when he/she is the last person to leave the building for the day.

**C.1.5.1. CONFIDENTIALITY:** Contractor shall not reveal personal information of clients; to include social security numbers, telephone numbers, and other personal information except as provided under this contract or required by law.

**C.1.6. HOURS OF OPERATION:** The Contractor will provide services for the Relocation Readiness Program between the hours of 0800 to 1230 and 1330 to 1700, Monday through Friday, unless an alternative schedule is approved in advance by the COR or if the ACS hours of operation are changed. However, because the nature of the service requires flexibility in work scheduling for evening and weekend program functions, special events, and briefing and training activities, the Contractor will also be required to provide services described in paragraph C.1.1.1 at ACS special events, outside standard Lending Closet hours. ACS special events may include “Chiller Thriller”, “ACS Birthday Celebration”, “ACS Open House”, “Soldier Appreciation Day”, Sponsorship briefings, Levy briefings, Pre-separation briefings, and in-processing briefings.

C.1.6.1. Authorized Lapse in Service Without Reduction in Price – The Contractor may fail to provide services for a total of 120 hours during the period of the contract without reduction in the contract price, if each lapse in services is approved by the Contracting Officer or COR. The Contractor must request approval of all absences, other than those due to illness, at least 24 hours in advance.

C.1.6.2. Federal Holidays: No services will be required on Federal holidays. The Contractor shall not be required to provide any services on the following holidays: New Year’s Day, Martin Luther Kind’s Day, President’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day, and Christmas Day. No services will be required on Good Friday, as well.

C.1.6.3. If the Contractor is the spouse of an active duty military, he/she may terminate this contract upon a 30 day written notice to the COR under the following circumstances:

a. If the Contractor’s active duty military spouse receives permanent change of station orders to depart from Fort Wainwright.

b. If the Contractor’s active duty military spouse is released from active duty military service and departs from Fort Wainwright.

**C.1.7. CONSERVATION OF UTILITIES:** The Contractor shall observe and follow all pertinent U.S. Army and DoD directives regarding the conservation of utilities and energy.

**C.1.8. ENVIRONMENT CONTROLS:** Contractor shall comply with all local, federal and state regulations concerning protection of the environment.

**C.1.9. SAFETY:** Contractor shall comply with state, federal and local safety requirements and make all reasonable efforts to protect all persons from harm and U.S. Government property from damage.

**C.1.10. CONTRACTING OFFICER'S REPRESENTATIVE:** The Contracting Officer may designate, in writing, an individual to act as Contracting Officer's Representative, or COR. The COR shall not be authorized to issue Change Orders, Supplemental Agreements, or direct any contract performance requiring contractual modifications or adjustments. Only the Contracting Officer shall make changes in the scope of work by properly execute modifications. The COR may not obligate the Government to pay the Contractor any additional sums.

**C.1.11. CONDUCT:** Contractor personnel shall not be under the influence of alcohol or illegal drugs while performing services under this contract, and shall maintain a neat well-groomed appearance at all times. Contractor personnel shall conduct all business and discussions in a professional manner and maintain decorum and language conducive to the conduct of business in a Government setting. Dress is expected to be business attire. Any dress less than this will be authorized by the receiving officer (Army Community Service Officer) for special occasions only.

**C.1.12. ORIENTATION:** The ACS Relocation Readiness Program Manager will provide the Contractor with an orientation to the staff and program available in the ACS Building 3401. This orientation will provide information on goals and missions of the various programs to their focus in terms of ACS accreditation standards and the classes and services offered by the various programs, to include staff members' names and work schedules, as well as "housekeeping" information on bathrooms, lunch break area, room reservation policies, parking and emergency procedures (fire, vandalism, building/telephone repairs, etc.)

**C.2. GOVERNMENT FURNISHED PROPERTY (GFP) SERVICES:** The Government will provide to the Contractor, for use in connection with this contract, the following property:

C.2.1. Building – sufficient space to accomplish required work, plus additional space as needed and as facilities allow. Space for the Lending Closet is located in ACS Building 3401, Room 122.

C.2.1.1. Access to a Class A telephone, to be shared with other personnel.

C.2.1.2. Heat, light, and other utilities.

C.2.1.3. A computer with printer and Ethernet access for Contractor utilization, as well as sharing of other office equipment and supplies as needed and available.

C.2.1.4. Standard U.S. Army and Government Forms and Regulations as required.

C.2.1.5. Office furniture and Lending Closet equipment, to include desk/work station, chair, computer, stepladder, and filing cabinet.

C.2.1.6. Printing of special forms as needed and approved for use by the Printing and Publications Office.

C.2.1.7. Lending Closet Inventory: Lending Closet inventory includes items available for issue as well as new items stored as “available stock” to replace issue items.

C.2.2. The Government property made available under this contract shall be for use only in the performance of the contract.

C.2.3. No later than five (5) working days after award of the contract, the Contractor and the Relocation Readiness Program Manager shall conduct a joint inventory of all Government furnished property and Army Community Service assets. The Government will provide facilities, equipment, and supplies of a general nature for the operation of the Lending Closet. Inventory of property will be prescribed by relevant regulation. A complete inventory of all property furnished or purchased by the Government will be taken by Contractor, witnessed by Contracting Officer or his/her representative, and reconciled with the installation property books. The Contractor will be liable for all shortages resulting from Contractor negligence, fraud, theft, or other intentional misconduct.

### **C.3. CONTRACTOR FURNISHED PROPERTY:**

C.3.1. Transportation – Contractor shall use its own transportation to travel in the Fort Wainwright/Fairbanks, AK area in performance of duties listed in this Statement of Work.

C.3.2. The Contractor may arrange for installation of telephone services at its own expense in order to avoid sharing a telephone with Government office workers.

#### **C.4.1. SPECIFIC TASKS:** The Contractor will perform the following:

C.4.1.1. Provide Relocation/Lending Closet Administration Services at Army Community Service, Fort Wainwright, Alaska and hereafter referred to as Contractor.

C.4.1.2. Contractor shall operate the Army Community Service Relocation Readiness Program Lending Closet to provide basic housekeeping items for temporary loan to incoming and outgoing families and in other cases approved in advance by the Relocation Readiness Program Manager or the Army Community Service Director per Army Regulation 608-1, Army Community Service Program.

C.4.1.2.1. Contractor shall advise clients of available items, retrieve requested items from the issue inventory, and obtain the client’s signature on the issuance form (TE-2).

C.4.1.2.2. At the request of the clients, Contractor shall assist the client to load/unload issued items into/from the client's vehicle. Such items may weight up to 50 pounds.

C.4.1.3. Contractor shall prepare all correspondence dealing with the Lending Closet to include the following (see examples at TE-3). The Contractor shall mail or e-mail notices to soldiers of over due items within seven to ten days of the date the item was due to be returned and the notices shall state that a response is required within two (2) days (the "suspense date"). If the overdue item has not been received from soldiers by suspense dates, the Contractor shall mail or e-mail notices to soldiers' chain of command regarding overdue items within an additional two (2) days, unless the items are sooner returned. If the items have not been returned within 10 days of notifying the soldiers' chain of command; the Contractor shall fill out a DD Form 139 Pay Adjustments Authorization, within two (2) additional days, and delivery it to local Finance and Accounting office or as directed by the COR. Contractor shall annotate the clearance papers of out-processing soldiers if they have no outstanding Lending Closet equipment liabilities. If the out-processing soldier still has items checked out, the Contractor shall politely inform the soldier that the clearance papers will not be annotated until the property is returned or a pay adjustment is authorized.

C.4.1.4. Contractor shall maintain an ongoing Lending Closet inventory that identifies what items have been issued from the Lending Closet and what items are currently in stock in the Lending Closet (see sample inventory printout at TE-4).

C.4.1.5. Contractor shall maintain the Lending Closet issue items in a sanitary, neat, and well-organized manner conducive to customer service traffic and will replace issue inventory as needed from available stock.

C.4.1.6. Contractor shall restock inventory from supplies provided by the Government, which may require use of a stepladder to retrieve and store supplies in tall shelving units.

C.4.1.7. Contractor shall vacuum carpeted areas or sweep floors in the Relocation Readiness Lending Closet, office, and check out area, whenever dirt, dust and debris are visible on the carpeting, but not more frequently than once per day, or less frequently than once per week. Contractor shall sweep/vacuum and/or mop the tile/carpeted floor in the Lending Closet once a week. All surfaces and items stocked in the Lending Closet will be kept clean, dust free, and in "like new" condition.

C.4.1.8. Contractor shall remove all empty boxes and trash in the Relocation Readiness Lending Closet, office, and check out area and dispose of trash in the nearest dumpster outside of Building 3401 daily.

C.4.1.9. Contractor shall issue all items in "like new", clean condition with known condition being documented on issuance form (see sample at TE-2). Contractor shall check the items for the same condition and cleanliness when items are returned.

C.4.1.10. Clients are required to return items in clean condition, but in situations when items are discovered to be soiled after they have been returned, the Contractor shall thoroughly clean these items using cleaning supplies and facilities provided in the Army Community Service kitchen.

C.4.1.11. In situations where the client is returning a broken item or has lost an item, the Contractor will instruct the client that the broken or lost item must be replaced with a brand new, similar item.

C.4.1.12. If a client disputes the Contractor's directions, e.g., to replace an item, the Contractor will refer the client to the Relocation Program Manager for resolution.

C.4.1.13. Once a month, the Contractor shall provide the Relocation Readiness Program Manager a "need to purchase" list of Lending Closet items to meet customer demands. For example: The Lending Closet has in stock a total of 4 ironing boards. These ironing boards are continually issued with no remaining available to meet additional customers' needs, then, the Contractor will add "ironing boards" on the "need to purchase" list that will be submitted to the Relocation Readiness Program Manager that month. The Relocation Readiness Program Manager will purchase the Lending Closet Supplies and the Contractor shall transport these items to ACS to re-stock the Army Community Service Lending Closet, Building 3401.

C.4.1.14. Contractor shall assemble and collate pre-printed Fort Wainwright welcome packet information and shall have a supply of at least 200 (100 for Newcomer's Orientation Programs plus 100 for walk-in/telephone/e-mail customer requests) assembled welcome packets available at all times for program support and ongoing customer requests. Contractor will submit printing requests to Fort Wainwright printing plant in order to maintain an adequate quantity of pre-printed materials to assemble and have on hand in the Lending Closet a total of 200 (100 Newcomers' Orientation Program packets and 50 welcome packets) assembled at all times. Contractor shall use their own vehicle to drop off printing requests and pick up completed printing orders. Bulk printing orders may be assembled in boxed weighing an average of 50 pounds per box and Contractor shall lift, carry, and delivery these boxes from the Fort Wainwright printing plant to the Army Community Service, Building 3401.

C.4.1.15. Contractor shall assemble a total of 200 Newcomers packets each month for the attendees of the Fort Wainwright Newcomers Orientation Programs. An additional 100 welcome packets will be assembled for customer requests (walk-in requests, telephone requests, e-mail requests). The Relocation Readiness Program Manager will provide the Contractor with updated information to be included in the welcome packets to ensure that the most recent information is provided on an ongoing basis. Contractor shall use personal vehicle to deliver welcome packets, audiovisual equipment, and other program supplies as directed by the Relocation Readiness Program Manager to various Fort Wainwright locations where the Newcomers Orientation Programs are scheduled. Newcomer's Orientation is held on a minimum of two separate occasions each month. Each Newcomer's Orientation is attended by an average of 100 personnel; Contractor shall record the actual number of attendees. The Contractor shall transport and set up Government-provided equipment and supplies to include a sign that says, "Welcome to Newcomer's Orientation", Information Fair supplies; assorted easels and maps about Alaska,

pencils at each Newcomer's place setting, and sign in sheets at the registration table. Contractor shall coordinate set up, if necessary, and set up tables, chairs, audiovisual equipment, distribute welcome packets and other Newcomer's Orientation Program supplies prior to each Newcomer's Orientation Program. The Contractor shall contact all Information Fair table representatives by e-mail no later than three (3) days prior to each Newcomer's Orientation Program to inform them of the date and time of the program, number of attendees, and set up and break down times. At the completion of each Newcomer's Orientation Program, the Contractor shall pack up and return all equipment and supplies to Army Community Service. Average weight is approximately 50 pounds per item. In addition to the 200 packets prepared monthly for the Newcomer's Orientation programs, the Contractor shall prepare and maintain at least 100 additional welcome packets to drop in customers, military sponsors, and mailed out per telephonic and e-mail requests from incoming personnel.

C.4.1.16. At each scheduled Newcomer's Orientation Program (conducted semi-monthly), Contractor will accompany a Government-provided bus for Newcomers and provide Fort Wainwright and Fairbanks information to the attendees using a pre-written script provided by the Government. Contractor shall notify Transportation Motor Pool about the number of busses required for the Newcomer's Orientation community bus tours no later than three (3) working days prior to each tour.

C.4.1.17. Contractor shall print out customer requests for SITES (Standard Information Topic Exchange System) by accessing the worldwide SITES data base information. Requests for SITES printouts will be processed by the third working day following the initial customer request. SITES data base information is accessed via the Internet at <http://www.dmdc.osd.mil/sites/>.

C.4.1.18. Contractor shall reply in writing or by e-mail within three (3) working days regarding requests for pre-assembles welcome packet information and sponsorship packet information. Contractor shall prepare for mailing and deliver to the Fort Wainwright official mailroom, the welcome packet information that customers have requested to be mailed to them. Requested information will be mailed by the third working day following the initial customer request.

C.4.1.19. Contractor shall update and maintain an accurate resource file that contains an alphabetical index of all public, private, and voluntary agencies and organizations which provide services to the Fort Wainwright community, with a reference to more detailed information contained in each service provider's file. Each service provider's file shall include the following: legal name, common name, or an acronym, address/building number/room number, telephone number, fax number, e-mail address, name of agency or organization administrator. Also include intake point of contact, hours and days of service, services provided, eligibility requirements and intake procedures, cost of services, TRICARE network provider (yes or no), branch offices, and known barriers to accessibility and restrictions on facility use. Contractor shall update the files as new data becomes available, but no less frequently than once each calendar year.

C.4.1.19.1. Contractor shall use resource file information to update the Fort Wainwright SITES data on a monthly basis.

C.4.1.19.2. Contractor shall respond to customer inquiries (drop-in, telephonic, or e-mail) and disseminate accurate information using the resource file of information while working in the Lending Closet, the Relocation Readiness Office or at the ACS reception area. The Contractor shall respond as expeditiously as possible to meet customers' needs, but no later than three (3) working days after the inquiry.

C.4.1.20. According to timelines designated by the Relocation Readiness Program Manager, Contractor shall send the roster of Newcomer's attendees requesting childcare to Child and Youth Services to verify the reserved hourly childcare spaces for the scheduled Newcomer's Orientation Program attendees. The number of spaces to be reserved will be directed by the Relocation Readiness Program Manager. Contractor shall send the Newcomer's roster to CYS, FRG Coordinator, Brigade and Battalion Commander spouses, AFTB Coordinator, Alcohol Substance Abuse Program, Post Safety, ACS staff, AER Officer and Arctic Healthy Link. Contractor will inform the Inspector General when the Commanding General will be present at the Newcomer's Orientation.

**C.5.1. RECORD KEEPING AND REPORTS:** Contractor shall update the ACS Management Report by the 5<sup>th</sup> working day of each month in accordance with Army Regulation 608-1, Army Community Service Program. Program files will be maintained IAW ARIMS (AR 25-400-2).

C.5.1.1. The Contractor shall compile a monthly count of : (a) Lending Closet issue and return actions; (b) Number of SITES usage per the DMDC web-site counter; (c) Number of customer requests for welcome packets, sponsor packets, and Newcomer's program packets; (d) Number of customer requests for SITES information; (e) Number of Sponsorship briefings and attendees, relocation program single and extended contacts; (f) Numbers of and attendance figures for Newcomer's programs, Levy briefings, in-processing briefs, sponsorship briefs, pre-separation briefs, and Army Community Service special events IAW Army Regulation 608-1, Army Community Service Program; (g) Statistical roll up of Newcomer Orientation Sponsorship Surveys and FedEx the surveys to Fort Richardson G1 within 72 hours after the Newcomer's Orientation.

**C.6. APPLICABLE DOCUMENTS:** The Contractor shall comply with applicable portions of the following regulations and policies:

AR 25-50 Preparing and Managing Correspondence

AR 608-1 Army Community Service Center and corresponding ACS accreditation standard

AR 25-400-2 Army Records Information Maintenance System (ARIMS)

End of SOW

TE-1 & TE-2

**TE -1**  
**ARMY COMMUNITY SERVICE**  
**LENDING CLOSET CONTRACT**  
**0730-1700 Monday-Fridays**  
**PH# 353-4333/7908/4227**  
 (This form is affected by the Privacy Act of 1974.)

- A copy of **PCS orders** and **military ID** required. Items may be borrowed for **30 days**. Soldier must telephone, e-mail or request in person for a **15 day** extension.
- Any further extensions must be request by soldier in person, with additional necessary paper work completed.
- **YOU MUST NOTIFY ACS WITHIN 24 HOURS OF CHECKOUT IF ANY ITEMS ARE DAMAGED OR MISSING! THE BORROWER WILL BE RESPONSIBLE FOR THE REPLACEMENT OF ANY ITEMS THAT ARE NOT REPORTED.**
- It is the Service Member’s responsibility to update all information to include phone numbers and units.
- We suggest washing all items before they are used.
- Loaned items must not be further lent or transferred to another individual.
- **LENDING CLOSET ITEMS ARE NOT FOR CAMPING!**

**Condition of items in the dish kit**  
**are:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**RETURN POLICY:**

**\*\*\*DIRTY ITEMS WILL NOT BE ACCEPTED\*\*\***

- Bring Lending Closet issue receipt when returning items.
- Items will not be accepted if they are dirty or otherwise not in good condition.
- The borrower is responsible for **replacing any lost or damaged items** with like item of equal quality.
- Loan items must be returned on or before the date specified, an extension requested. An extension may not be available for some items.
- In the event that loan items are not returned by the designated date the following actions will be taken:
  1. We will attempt to contact the service member by phone for two days.
  2. First Sergeant will be informed by phone or e-mail of delinquent items for follow-up with-in 2 working days.
  3. If soldier has not returned all items, a DD139 (Pay Adjustment Authorization) will be processed, for the replacement amount of the items out-standing from the Loan Closet to be deducted from the service member’s pay, on the 5<sup>th</sup> business day from the last notice. Service member’s First Sergeant and CSM will be notified.

**CERTIFICATION:**

Receipt is hereby acknowledged for those items listed (in quantities indicated) on reverse of this form. My signature, when affixed to this document, denotes my understanding of the conditions relating to the loan, use and return of these items.

\_\_\_\_\_

(Signature of Borrower)

(Date)

**DO NOT USE METAL UTENSILS, FORKS OR ELECTRIC MIXERS ON TEFLON PANS!** By signing this form you agree to replace any cookware that is damaged in your care.

\_\_\_\_\_

(Signature of Borrower)

(Date)

**HOLD HARMLESS AGREEMENT:**

The availability and loan of an item does not constitute Army endorsement of the product or its manufacturer. The signing of this form denotes acceptance of full liability and responsibility for the use of loaned items, and for the safety of any person who uses the items. Instructions, if provided, must be read and followed. The signer agrees to hold harmless and defend the Government of the United States and all its agents, acting officially or otherwise, from any and all liability, claims, demands, actions, debts, and attorney's fees arising from, claimed on account of, or in any manner predicted on the loss or damage to the property of and injuries to or death of any persons whatsoever, which may occur from the use of these items.

**TE-2**

**ARMY COMMUNITY SERVICE**

**LENDING CLOSET ISSUE RECEIPT**

(PHONE #: 353-4333/ 7908/ 4227)

<b>SERVICE MEMBER</b> Last, First, MI: (Required)	<b>FAMILY MEMBER:</b> Last, First, MI:	<b>HOME PHONE:</b>
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<b>RANK:</b> (Required)	<b>UNIT:</b> (Required)	<b>DUTY PHONE:</b> (Required)
----------------------------	----------------------------	-------------------------------

**It is the Service Member's responsibility to update all information to include phone numbers and units.**

**DO NOT WRITE BELOW THIS LINE  
FOR OFFICE USE ONLY**

	#	√		#	√		#	√
	Iss	Ret		Issue	Ret		Iss	Ret
<b>Alarm Clock</b>			<b>Iron</b>			<b>Table spoon</b>		
<b>Blender</b>			<b>Ironing board</b>			<b>Teaspoon</b>		
<b>Bowl (cereal)</b>			<b>Knife (table)</b>			<b>Telephone</b>		

Bowl (mixing 3 pc)			Knife (paring)			Toaster		
Bowl (serving)			Knife (steak)			Toaster oven		
Bowl (storage 3 pc)			Knife (utility)			Tote (10 gal) -lid		
Bottle opener			Measuring cups			Tote (18 gal) -lid?		
Booster seat (table)			Measuring spoons			Trash Can		
Can opener			Microwave (#)			Utensil trays		
Can opener -elect			Mixer-electric					
Car seat (booster)			Noodle server					
Car seat (infant)			Pan (baking)					
Car seat (toddler)			Pan (cake)					
Casserole set (2 pc)			Pan (fry sm./ lg.)			DISH KIT-4		
Coffee maker			Pan (loaf)			DISH KIT-6		
Coffee mug			Pan (muffin)			DISH KIT-8		
Cookie sheet			Pan (sauce sm./ lg.)					
Cup/ tumbler / glass			Peeler			POTS AND PANS		
Crock-pot (sm./ lg.)			Pitcher-plastic					
Cutting board			Port-a-crib -bag?					
Dish drainer			Pot (4qt)			KIDS KITS		
Fan			Plates (dinner)					
Fork (dinner)			Plates (serving)					
Fork (salad)			Serving fork			MATTS		
Fork (serving)			Serving ladle					
Grater			Serving spoon					
Highchair			Serving spoon- slot					
			Spatula/turner					
			Strainer (colander)					
<b>DATE ISSUED:</b>			<b>DATE DUE BACK:</b>			<b>EXTENTION DATE:</b>		
<b>ISSUED BY:</b>			<b>DATE RETURNED:</b>			<b>RECIVED BY:</b>		
PCS		INBOUND		SM		RETIRED		OTHER
NON- PCS		OUTBOUND		FM		DA CIVILIAN		
Calls to Service Member: _____								
E-mail to 1SG: _____ E-mail to 1SG and SGM: _____								
Notes: _____								
_____								

TE-3  
TE-3



Baking pans								
Can openers								
Car seats-booster								
Car seats-infant								
Car seats-toddler								
Cereal bowls								
Cheese graters								
Cheese slicer								
Coffee cups								
Coffee cups-plastic								
Coffee pots								
Coffee urn-30 cup								
Colander								
Cooling racks								
Cutting boards								
Dutch oven								
Electric mixers								
Forks								
Garbage can								
Glasses								
Griddle								
Highchairs								
Hot pads								
Ice cream scoop								
Ironing boards								
Irons								
Kitchen knives								
Knives-paring								
Knives-steak								
Knives-table								
Ladle								
Large blue totes								
Masher								
Measuring cups								
Measuring spoons								
Mixing bowls								
Muffin pan								
Noodle server								
Omelet skillet								
Pitcher								
Pizza cutter								
Plastic bowls w/lids								
Plates-dinner								
Plates-salad								
Salt & pepper								
Sauce pan- lg.								
Sauce pan- sm.								
Saucers								
Serv. Fork- lg. plastic								
Serv. Spoon- lg. Plastic								
Serv. Spoon-slotted, lg.								
Serve fork-sm. metal								



APVR-WCA-AC (608-1a)

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Community Service (ACS) Standing Operating Procedure (SOP) -- Lending Closet Program

1. PURPOSE: To outline procedures and provide guidance on managing the ACS Lending Closet
2. MISSION: The mission of the ACS Lending Closet is to provide soldiers and their families who are relocating to or from Fort Wainwright with basic household items while their household goods are in transit.

3. PROCEDURES:

a. Check-out Procedures.

(1) Soldiers and family members using the Lending Closet must have PCS orders relocating them to or from a Fort Wainwright unit. The Soldier or family member must show their I.D. card. The Lending Closet Manager may approve loans to soldiers and families currently assigned to Fort Wainwright or retirees living in the Fairbanks and North Star Borough area if an adequate number of the item desired is in stock. Lending Closet items will not be loaned to soldiers or family members on TDY status, because they do not clear Army Community Service before leaving Fort Wainwright .

(2) The Lending Closet manager and customer shall inspect all items being signed out to ensure they are clean and in good condition. Broken, cracked or torn items will not be loaned to customers.

(3) The items may be borrowed for 30 days and extended for an extra two weeks. The Lending Closet manager may approve an extra extension due to extenuating circumstances.

(4) Indicate additions or deletions made to the standard hospitality kit on the customer's paper work (Lending Closet Issue Receipt, Appendix 1) that includes a customer copy. Show the customer the inventory sheet in the kit and explain that the Lending Closet paperwork will be considered the "correct copy" upon return of the items.

(5) Client receives customer copy of the record (copy of Appendix 1).

(6) Have the customer read the agreement and sign in the signature blocks on the back of the Lending Closet Issue Receipt. The signature indicates acceptance of the agreement.

(7) Remind the customer that the items must be returned on time, clean and in good condition. Show the customer the inventory form inside the standard kit that lists the Lending Closet phone number in case an extension is needed.

b. Check-in Procedures:

(1) Ask the customer if everything was satisfactory. If the customer experienced a problem with an item, take it out of circulation until it can be repaired or replaced.

(2) Find customer's record in the filebox. Inspect each item returned to ensure it is clean and in good condition. **Do not accept dirty or greasy items.** The customer is required to return items in clean condition, but in situations when items are discovered to be soiled after they have been returned, the Lending Closet Manager shall thoroughly clean these items using cleaning supplies and facilities provided in the Army community Service kitchen. Check items returned against items loaned on the customer's Lending Closet Issue Receipt.

(3) If the customer returns all items, put present date in the "date returned" block and file in the front of the filebox for end of month statistics. If the customer brings some of the items back, record this on the check out form and change the due date if needed

(4) Return the items borrowed to the appropriate shelf after disinfecting them. Return the standard kit to its original inventory if additions or deletions were made to it.

c. Overdue Items:

(1) The day after items were due, call the customer as a friendly reminder that the items are overdue.

(2) If the items are not returned or replaced within 4 days of the due date, send the customer a written memorandum (Enclosure 1). Put a copy of the memorandum in the overdue file.

(3) If the items are not returned or replaced within 10 days of the due date, send a memorandum to the soldier's First Sergeant (Enclosure 2). Put a copy of the memorandum in the overdue file.

(4) If the items are not returned or replaced within 20 days of the due date, send a memorandum to the soldier's commander (Enclosure 3). Put a copy of the memorandum in the overdue file.

(5) If the items are not returned or replaced within 30 days of the due date, call the unit's CSM and ask for assistance. As a follow-up, send the CSM a written memorandum (Enclosure 4). Put a copy of the memorandum in the overdue file.

d. Lost and Damaged Items:

(1) The customer is responsible for **replacing** lost or damaged items. Financial reimbursement will NOT be accepted at the Lending Closet.

(2) Give the customer a copy of the Lending Closet Replacement Form, which lists the source and cost for each Lending Closet item. The soldier's record will be cleared after lost or damaged items have been replaced with a comparable item. The Lending Closet Manager will determine if the replacement item is comparable.

e. Lending Closet accountability:

(1) Used items are not accepted as donations.

(2) Worn out items are donated to the Fort Wainwright Thrift Shop. If they are not reusable or safe, they are thrown away.

(3) The Lending Closet Manager will conduct a complete inventory of the Lending Closet quarterly on the Lending Closet Inventory Log (Appendix 2). The original log will be given to the Relocation Readiness Program Manager. Copies will be made for the Lending Closet Manager and Accreditation File.

(4) The Lending Closet Manager will keep an on going monthly inventory to inform the Relocation Readiness Program Manager of the following:

- a. Lending Closet Manager will delete worn out items from the Lending Closet Inventory.
- b. Lending Closet Manager will provide the Relocation Program Manager a monthly list of new items for purchase to replace worn out items deleted from the Lending Closet Inventory with her/his IMPAC credit card with OSD Relocation budgeted dollars.

4. RESPONSIBILITIES OF THE LENDING CLOSET MANAGER:

- a. The day-to-day operation of the ACS Lending Closet, using the procedures listed above.
- b. Complete a quarterly inventory and needs assessment of Lending Closet items on stock and on loan to ensure a sufficient supply of items is available to meet the needs of relocating soldiers.
- c. Maintain customer records in the Lending Closet and/or ACS databases.
- d. Recommend procedural, policy and management changes to the Relocation Readiness Manager.
- e. Ensure the items available for loan are clean and in good condition. Broken, torn or worn-out items must be set aside for disposal. A list will be provided to the Relocation Readiness Manager who will arrange for proper disposal.

5. Point of contact for this action is Sara J. Worley, Relocation Readiness Program Manager 353-7908.

Encls  
Appendix 1  
Appendix 2

//ORIGINAL SIGNED//

NEVA RENSCHEN  
Army Community Service  
Officer

*(Memorandum to Soldier – 4 days past due date)*

ARMY COMMUNITY SERVICE  
LENDING CLOSET  
**FORT WAINWRIGHT, ALASKA 99703**

**APVR-WCA-AC**

**(Date)**

MEMORANDUM FOR (Name/Rank)

SUBJECT: Request for return of Lending Closet items

1. You borrowed items from the ACS Lending Closet on (Date) and agreed to return the items within 30 days of borrowing them. As of today, these items are overdue.
2. If your household goods have not arrived and you need to keep the Lending Closet items longer, call me at 353-4333 to ask for an extension.
3. If an extension is not granted, please return the Lending Closet items within the next 3 days. If the items are not returned or replaced within a reasonable time, we will notify your chain of command and, if necessary, request a Pay Adjustment Authorization through DFAS.

(Name)  
Manager, ACS Lending Closet

**Enclosure 1**

*(Memorandum to 1SG – 10 days past due)*

**ARMY COMMUNITY SERVICE**  
LENDING CLOSET  
FORT WAINWRIGHT, ALASKA 99703

**APVR-WCA-AC**  
**(Date)**

MEMORANDUM FOR 1SG, (Unit)

SUBJECT: Overdue Lending Closet Items

1. Request your assistance in expediting the return of Army Community Service (ACS) Lending Closet items.
2. (SM Name), SSN (Fill), borrowed items from the ACS Lending Closet on (Date) and agreed to return the items within a 30-day period. An overdue notice was sent to the soldier on (date) asking that the items be returned within 3 days. The soldier did not respond to our request.
3. If the Soldier's household goods are still in transit or there are extenuating circumstances that prevent the Soldier from returning the borrowed items at this time, please notify the undersigned at 353-4333. If the items have been lost or damaged, the Soldier should come by the Welcome Center to pick up instructions on purchasing replacement items.
4. Thank you in advance for your assistance in this matter. Please call me at 353-4333 if you need additional information.

(Name)

**Manager, ACS Lending Closet**

CF: (Soldier's name)

**Enclosure 2**

*(Memorandum to Unit Commander – 20 days past due )*

**ARMY COMMUNITY SERVICE**  
LENDING CLOSET  
FORT WAINWRIGHT, ALASKA 99703

**APVR-WCA-AC**  
**(Date)**

MEMORANDUM FOR Commander, (Unit)

SUBJECT: Overdue Lending Closet Items

1. Request your assistance in expediting the return of Army Community Service (ACS) Lending Closet items.
2. (SM Name), SSN (Fill), borrowed items from the ACS Lending Closet on (Date) and agreed to return the items within a 30-day period. I sent an overdue notice to the soldier on (date) asking that the items be returned within 3 days. On (date), I sent a memorandum to the ISG asking for assistance in expediting the return of these items. As of this date, I have not had a response to either memorandum.
3. If the Soldier's household goods are still in transit or there are extenuating circumstances that prevent the Soldier from returning the borrowed items at this time, please notify the undersigned at 353-4333. If the items have been lost or damaged, the Soldier should come by the Welcome Center to pick up instructions on purchasing replacement items.
4. Thank you in advance for your assistance in this matter. Please call me at 353-4333 if you need additional information.

(Name)

**Manager, ACS Lending Closet**

CF: (Soldier's name)

**Enclosure 3**

*(Memorandum to CSM – 20 days past due )*

**APVR-WCA-AC  
(date)**

MEMORANDUM FOR CSM, Unit

SUBJECT: Lending Closet Items

1. Request your assistance in expediting the return of Army Community Service (ACS) Lending Closet items.
2. The soldier listed below borrowed items from the ACS Lending Closet and has not returned them. We have sent memorandums to the Soldier, ISG and Unit Commander asking for the return of these items; but the items are still overdue.

<u>Rank</u>	<u>Name</u>	<u>SSN</u>	<u>Unit</u>	<u>Days Past Due</u>
-------------	-------------	------------	-------------	----------------------

3. If the Soldier's household goods are still in transit or there are extenuating circumstances that prevent the Soldier from returning the borrowed items at this time, please notify the Lending Closet (526-1070). If the items have been lost or damaged, please direct the soldier to pick up instructions at the Lending Closet on purchasing replacement items. If this matter is not resolved soon, our next step will be to submit a DD Form 139, Pay Adjustment Authorization, to DFAS.

4. Thank you in advance for your support and assistance. By working together, we can keep the Lending Closet stocked for the use of all of our soldiers.

5. POC is undersigned at 353-7908.

**SARA J. WORLEY**

Relocation Readiness Program  
Manager

**Enclosure 4**

TE-6  
**TE-6**

Relocation Readiness

Surveillance Plan

MONTHLY INSPECTION CHECKLIST

DATE OF INSPECTION: \_\_\_\_\_

INSPECTOR'S NAME: \_\_\_\_\_

CONTRACTOR'S NAME: \_\_\_\_\_

	<u>YES</u>	<u>NO</u>	<u>N/A</u>
Has the Quarterly Lending Closet inventory been conducted necessary?(October, January, April, and July. Attach copy of inventory reflecting total count of remaining items in stock and total count of items checked out.)	_____	_____	_____ if
Has the Lending Closet and office been vacuumed and dusted?	_____	_____	_____
Has a "need to purchase" list been provided to the Relo-Readiness Manager on a monthly basis?	_____	_____	_____ cation
Have at least 200 welcome packets been assembled and available for customer usage?	_____	_____	_____ made
How many SITES packets were printed out this month per customer requests? _____	_____	_____	_____
Has SITES been read and updated as needed?	_____	_____	_____
How many Loan Closet check out/issue actions were this month? _____	_____	_____	_____ conducted
Has Newcomer packets and setup been completed in a manner?	_____	_____	_____ timely
Are files maintained according to MARKS?	_____	_____	_____
Was Relocation Statistical data inputted into the ACS the 10 <sup>th</sup> of the month?	_____	_____	_____ report by

Section E - Inspection and Acceptance

**INSPECTION AND ACCEPTANCE TERMS**

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government

## Section F - Deliveries or Performance

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 30-SEP-2004 TO 29-SEP-2005	N/A	DIREC OF COMMUNITY ACTIVITIES (DCA) WORLEY,SARA GS-09 ARMY COMMUNITY SERVICE ATTN:APVR-WCA-AC BLDG 3722 RM 120 FT. WAINWRIGHT AK 99703-6640 353-7908 FOB: Destination	WCA-AC
0002	POP 30-SEP-2004 TO 29-SEP-2005	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	WCA-AC

Section G - Contract Administration Data

CLAUSES INCORPORATED BY FULL TEXT

RCO-AK 005 PAYMENT OFFICE POINT OF CONTACT (Local Clause)

The point of contact for any problems associated with the payment of invoices will be Ms. Faith Lehano, Chief Army Alaska Vendor Pay, telephone (808) 472-7750, or Facsimile (808) 472-5825. Customer Service is available by dialing 1-888-222-6950 (toll free) or Facsimile (808)472-5836. The Electronic Funds Transfer Team may be reached by telephone at (808) 472-7776 or 472-7771.

(End of clause)

CONTRACT ADMINISTRATOR

All matters pertaining to Government administration of this contract should be directed to:

Regional Contracting Office-Alaska  
ATTN: Contract Administrator: (907) 353-7300  
PO Box 35510  
Fort Wainwright, Alaska 99703-0510

CONTACT FOR ADMINISTRATOR

In the event that your firm receives a contract as a result of this solicitation, please designate a person whom we may contact for contract administration:

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

FACSIMILE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

PAYMENT OFFICE ADDRESS

Payment will be made by the following finance and accounting office:

DFAS-PACIFIC  
DFAS PC-FPVA  
477 ESSEX STREET  
PO BOX 1392  
PEARL HARBOR, HI 96860-5806

Payment will be made by Electronic Funds Transfer (EFT). See FAR Clause 52.232-33, entitled "Payment by Electronic Funds Transfer – Central Contractor Registration". The Contractor is required, as a condition to any payment under this contract, to provide the Government with the information required for making payments by EFT. Contractor's EFT information must be submitted to the designated Paying Office in this contract, prior to submission of request for payment.

**WARNING: To avoid payment delays, Contractor's name and address on invoice documentation must exactly match the Contractor's name and address on the contract (Block 15 of DD 1155).**

Section H - Special Contract Requirements

CLAUSES INCORPORATED BY FULL TEXT

RCO-AK 006 POST TRAFFIC REGULATION (Local Clause)

All Contractors are advised that it is a violation of a post traffic regulation to exceed 10 miles per hour while passing military personnel in formation, or a military group running or walking along the side of the road. Driving privileges on this installation may be suspended or canceled for violating post traffic regulations or applicable state laws and will not be considered an excusable delay under the contract. Each Contractor must ensure that all of its employees have been informed of this information.

(End of clause)

RCO-AK 008 SERVICE CONTRACT WAGE DETERMINATION (Local Clause)

Department of Labor Wage Determination No. 94-2017, Rev 31 dated 10 August 2004, is hereby incorporated and made a part of the resulting contract.

The wages for the different occupations listed in the above referenced Wage Determination are based on various descriptions as defined in the publication entitled, "Service Contract Act Directory of Occupations," issued by the U. S. Department of Labor. This document may be reviewed at the Regional Contracting Office - Alaska, Bldg 3030, Room 126, Fort Wainwright, Alaska.

(End of Clause)

## Section I - Contract Clauses

## CLAUSES INCORPORATED BY REFERENCE

52.202-1	Definitions	JUL 2004
52.219-6	Notice Of Total Small Business Set-Aside	JUN 2003
52.222-41	Service Contract Act Of 1965, As Amended	MAY 1989
52.222-42	Statement Of Equivalent Rates For Federal Hires	MAY 1989
52.222-43	Fair Labor Standards Act And Service Contract Act - Price Adjustment (Multiple Year And Option)	MAY 1989
52.223-6	Drug-Free Workplace	MAY 2001
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.228-5	Insurance - Work On A Government Installation	JAN 1997
52.233-3	Protest After Award	AUG 1996
52.237-2	Protection Of Government Buildings, Equipment, And Vegetation	APR 1984
52.243-1 Alt I	Changes--Fixed Price (Aug 1987) - Alternate I	APR 1984
52.249-4	Termination For Convenience Of The Government (Services) (Short Form)	APR 1984
52.249-8	Default (Fixed-Price Supply & Service)	APR 1984
252.201-7000	Contracting Officer's Representative	DEC 1991
252.204-7000	Disclosure Of Information	DEC 1991
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.204-7004 Alt A	Required Central Contractor Registration Alternate A	NOV 2003

## CLAUSES INCORPORATED BY FULL TEXT

52.213-4 TERMS AND CONDITIONS--SIMPLIFIED ACQUISITIONS (OTHER THAN COMMERCIAL ITEMS) (JUL 2004)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses that are incorporated by reference:

(1) The clauses listed below implement provisions of law or Executive order:

(i) 52.222-3, Convict Labor (June 2003) (E.O. 11755).

(ii) 52.222-21, Prohibition of Segregated Facilities (Feb 1999) (E.O. 11246).

(iii) 52.222-26, Equal Opportunity (Apr 2002) (E.O. 11246).

(iv) 52.225-13, Restrictions on Certain Foreign Purchases (Dec 2003) (E.o.s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

(v) 52.233-3, Protest After Award (Aug 1996) (31 U.S.C. 3553).

(2) Listed below are additional clauses that apply:

(i) 52.232-1, Payments (Apr 1984).

(ii) 52.232-8, Discounts for Prompt Payment (Feb 2002).

(iii) 52.232-11, Extras (Apr 1984).

(iv) 52.232-25, Prompt Payment (Oct 2003).

(v) 52.233-1, Disputes (Jul 2002).

(vi) 52.244-6, Subcontracts for Commercial Items (Jul 2004).

(vii) 52.253-1, Computer Generated Forms (Jan 1991).

(b) The Contractor shall comply with the following FAR clauses, incorporated by reference, unless the circumstances do not apply:

(1) The clauses listed below implement provisions of law or Executive order:

(i) 52.222-19, Child Labor--Cooperation with Authorities and Remedies (Jun 2004) (E.O. 13126). (Applies to contracts for supplies exceeding the micro-purchase threshold.)

(ii) 52.222-20, Walsh-Healey Public Contracts Act (DEC 1996) (41 U.S.C. 35-45) (Applies to supply contracts over \$10,000 in the United States, Puerto Rico, or the U.S. Virgin Islands).

(iii) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (DEC 2001) (38 U.S.C. 4212) (Applies to contracts of \$25,000 or more).

(iv) 52.222-36, Affirmative Action for Workers with Disabilities (JUN 1998) (29 U.S.C. 793) (Applies to contracts over \$10,000, unless the work is to be performed outside the United States by employees recruited outside the United States.) (For purposes of this clause, United States includes the 50 States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, and Wake Island.)

(v) 52.222-37, Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (DEC 2001) (38 U.S.C. 4212) (Applies to contracts over \$25,000).

(vi) 52.222-41, Service Contract Act, As Amended (May 1989) (41 U.S.C. 351, et seq.) (Applies to service contracts over \$2,500 that are subject to the Service Contract Act and will be performed in the United States, District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, Johnston Island, Wake Island, or the outer continental shelf lands.)

(vii) 52.223-5, Pollution Prevention and Right-to-Know Information (Aug 2003) (E.O. 13148) (Applies to services performed on Federal facilities).

(viii) 52.225-1, Buy American Act--Supplies (June 2003) (41 U.S.C. 10a-10d) (Applies to contracts for supplies, and to contracts for services involving the furnishing of supplies, for use in the United States or its outlying areas, if the value of the supply contract or supply portion of a service contract exceeds the micro-purchase threshold and the **acquisition--**

(A) Is set aside for small business concerns; or

(B) Cannot be set aside for small business concerns (see 19.502-2), and does not exceed \$25,000.)

(ix) 52.232-33, Payment by Electronic Funds Transfer--Central Contractor Registration (May 1999). (Applies when the payment will be made by electronic funds transfer (EFT) and the payment office uses the Central Contractor Registration (CCR) database as its source of EFT information.)

(x) 52.232-34, Payment by Electronic Funds Transfer--Other than Central Contractor Registration (Oct 2003). (Applies when the payment will be made by EFT and the payment office does not use the CCR database as its source of EFT information.)

(xi) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (APR 2003) (46 U.S.C. Appx 1241). (Applies to supplies transported by ocean vessels (except for the types of subcontracts listed at 47.504(d).)

(2) Listed below are additional clauses that may apply:

(i) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (JULY 1995) (Applies to contracts over \$25,000).

(ii) 52.211-17, Delivery of Excess Quantities (SEPT 1989) (Applies to fixed-price supplies).

(iii) 52.247-29, F.o.b. Origin (JUN 1988) (Applies to supplies if delivery is f.o.b. origin).

(iv) 52.247-34, F.o.b. Destination (NOV 1991) (Applies to supplies if delivery is f.o.b. destination).

(c) FAR 52.252-2, Clauses Incorporated by Reference (FEB 1998). This contract incorporates one or more clauses 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. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.arnet.gov/far>

<http://www.hill.af.mil>

<http://www.dtic.mil/dfars>

(d) Inspection/Acceptance. The Contractor shall tender for acceptance only those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. The Government must exercise its postacceptance rights--

(1) Within a reasonable period of time after the defect was discovered or should have been discovered; and

(2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

(e) Excusable delays. The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence, such as acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

(f) Termination for the Government's convenience. The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges that the Contractor can demonstrate to the satisfaction of the Government, using its standard record keeping system, have resulted from the

termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred that reasonably could have been avoided.

(g) Termination for cause. The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. In the event of termination for cause, the Government shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(h) Warranty. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(End of clause)

#### 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 60 days from contract expiration date.

(End of clause)

#### 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days from contract expiration date; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 30 months.

(End of clause)

Section K - Representations, Certifications and Other Statements of Offerors

CLAUSES INCORPORATED BY REFERENCE

52.215-7	Annual Representations and Certifications--Negotiation	OCT 1997
52.222-22	Previous Contracts And Compliance Reports	FEB 1999

CLAUSES INCORPORATED BY FULL TEXT

52.204-3 TAXPAYER IDENTIFICATION (OCT 1998)

(a) Definitions.

“Common parent,” as used in this provision, means that corporate entity that owns or controls an affiliated group of corporations that files its Federal income tax returns on a consolidated basis, and of which the offeror is a member.

“Taxpayer Identification Number (TIN),” as used in this provision, means the number required by the Internal Revenue Service (IRS) to be used by the offeror in reporting income tax and other returns. The TIN may be either a Social Security Number or an Employer Identification Number.

(b) All offerors must submit the information required in paragraphs (d) through (f) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the IRS. If the resulting contract is subject to the payment reporting requirements described in Federal Acquisition Regulation (FAR) 4.904, the failure or refusal by the offeror to furnish the information may result in a 31 percent reduction of payments otherwise due under the contract.

(c) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(d) Taxpayer Identification Number (TIN).

\_\_\_ TIN: \_\_\_\_\_

\_\_\_ TIN has been applied for.

\_\_\_ TIN is not required because:

\_\_\_ Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;

\_\_\_ Offeror is an agency or instrumentality of a foreign government;

\_\_\_ Offeror is an agency or instrumentality of the Federal Government.

(e) Type of organization.

\_\_\_ Sole proprietorship;

- Partnership;
- Corporate entity (not tax-exempt);
- Corporate entity (tax-exempt);
- Government entity (Federal, State, or local);
- Foreign government;
- International organization per 26 CFR 1.6049-4;
- Other \_\_\_\_\_

(f) Common parent.

Offeror is not owned or controlled by a common parent as defined in paragraph (a) of this provision.

Name and TIN of common parent:

Name \_\_\_\_\_

TIN \_\_\_\_\_

(End of provision)

## Section L - Instructions, Conditions and Notices to Bidders

## CLAUSES INCORPORATED BY REFERENCE

52.204-6	Data Universal Numbering System (DUNS) Number	OCT 2003
52.237-1	Site Visit	APR 1984
52.252-1	Solicitation Provisions Incorporated By Reference	JUN 1999

## CLAUSES INCORPORATED BY FULL TEXT

## 52.215-1 INSTRUCTIONS TO OFFERORS--COMPETITIVE ACQUISITION (JAN 2004)

(a) Definitions. As used in this provision--

“Discussions” are negotiations that occur after establishment of the competitive range that may, at the Contracting Officer’s discretion, result in the offeror being allowed to revise its proposal.

“In writing or written” means any worded or numbered expression which can be read, reproduced, and later communicated, and includes electronically transmitted and stored information.

“Proposal modification” is a change made to a proposal before the solicitation’s closing date and time, or made in response to an amendment, or made to correct a mistake at any time before award.

“Proposal revision” is a change to a proposal made after the solicitation closing date, at the request of or as allowed by a Contracting Officer as the result of negotiations.

“Time”, if stated as a number of days, is calculated using calendar days, unless otherwise specified, and will include Saturdays, Sundays, and legal holidays. However, if the last day falls on a Saturday, Sunday, or legal holiday, then the period shall include the next working day.

(b) Amendments to solicitations. If this solicitation is amended, all terms and conditions that are not amended remain unchanged. Offerors shall acknowledge receipt of any amendment to this solicitation by the date and time specified in the amendment(s).

(c) Submission, modification, revision, and withdrawal of proposals. (1) Unless other methods (e.g., electronic commerce or facsimile) are permitted in the solicitation, proposals and modifications to proposals shall be submitted in paper media in sealed envelopes or packages (i) addressed to the office specified in the solicitation, and (ii) showing the time and date specified for receipt, the solicitation number, and the name and address of the offeror. Offerors using commercial carriers should ensure that the proposal is marked on the outermost wrapper with the information in paragraphs (c)(1)(i) and (c)(1)(ii) of this provision.

(2) The first page of the proposal must show--

(i) The solicitation number;

(ii) The name, address, and telephone and facsimile numbers of the offeror (and electronic address if available);

(iii) A statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation and agreement to furnish any or all items upon which prices are offered at the price set opposite each item;

(iv) Names, titles, and telephone and facsimile numbers (and electronic addresses if available) of persons authorized to negotiate on the offeror's behalf with the Government in connection with this solicitation; and

(v) Name, title, and signature of person authorized to sign the proposal. Proposals signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the issuing office.

(3) Submission, modification, or revision, of proposals.

(i) Offerors are responsible for submitting proposals, and any modifications, or revisions, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. If no time is specified in the solicitation, the time for receipt is 4:30 p.m., local time, for the designated Government office on the date that proposal or revision is due.

(ii)(A) Any proposal, modification, or revision received at the Government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and--

(1) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of proposals; or

(2) There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or

(3) It is the only proposal received.

(B) However, a late modification of an otherwise successful proposal that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.

(iii) Acceptable evidence to establish the time of receipt at the Government installation includes the time/date stamp of that installation on the proposal wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of Government personnel.

(iv) If an emergency or unanticipated event interrupts normal Government processes so that proposals cannot be received at the office designated for receipt of proposals by the exact time specified in the solicitation, and urgent Government requirements preclude amendment of the solicitation, the time specified for receipt of proposals will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal Government processes resume.

(v) Proposals may be withdrawn by written notice received at any time before award. Oral proposals in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile proposals, proposals may be withdrawn via facsimile received at any time before award, subject to the conditions specified in the provision at 52.215-5, Facsimile Proposals. Proposals may be withdrawn in person by an offeror or an authorized representative, if the identity of the person requesting withdrawal is established and the person signs a receipt for the proposal before award.

(4) Unless otherwise specified in the solicitation, the offeror may propose to provide any item or combination of items.

(5) Offerors shall submit proposals in response to this solicitation in English, unless otherwise permitted by the solicitation, and in U.S. dollars, unless the provision at FAR 52.225-17, Evaluation of Foreign Currency Offers, is included in the solicitation.

(6) Offerors may submit modifications to their proposals at any time before the solicitation closing date and time, and may submit modifications in response to an amendment, or to correct a mistake at any time before award.

(7) Offerors may submit revised proposals only if requested or allowed by the Contracting Officer.

(8) Proposals may be withdrawn at any time before award. Withdrawals are effective upon receipt of notice by the Contracting Officer.

(d) Offer expiration date. Proposals in response to this solicitation will be valid for the number of days specified on the solicitation cover sheet (unless a different period is proposed by the offeror).

(e) Restriction on disclosure and use of data. Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by the Government except for evaluation purposes, shall--

(1) Mark the title page with the following legend: This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed--in whole or in part--for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of--or in connection with-- the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]; and

(2) Mark each sheet of data it wishes to restrict with the following legend: Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

(f) Contract award. (1) The Government intends to award a contract or contracts resulting from this solicitation to the responsible offeror(s) whose proposal(s) represents the best value after evaluation in accordance with the factors and subfactors in the solicitation.

(2) The Government may reject any or all proposals if such action is in the Government's interest.

(3) The Government may waive informalities and minor irregularities in proposals received.

(4) The Government intends to evaluate proposals and award a contract without discussions with offerors (except clarifications as described in FAR 15.306(a)). Therefore, the offeror's initial proposal should contain the offeror's best terms from a cost or price and technical standpoint. The Government reserves the right to conduct discussions if the Contracting Officer later determines them to be necessary. If the Contracting Officer determines that the number of proposals that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the Contracting Officer may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals.

(5) The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit cost or prices offered, unless the offeror specifies otherwise in the proposal.

(6) The Government reserves the right to make multiple awards if, after considering the additional administrative costs, it is in the Government's best interest to do so.

(7) Exchanges with offerors after receipt of a proposal do not constitute a rejection or counteroffer by the Government.

(8) The Government may determine that a proposal is unacceptable if the prices proposed are materially unbalanced between line items or subline items. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more contract line items is significantly overstated or understated as indicated by the application of

cost or price analysis techniques. A proposal may be rejected if the Contracting Officer determines that the lack of balance poses an unacceptable risk to the Government.

(9) If a cost realism analysis is performed, cost realism may be considered by the source selection authority in evaluating performance or schedule risk.

(10) A written award or acceptance of proposal mailed or otherwise furnished to the successful offeror within the time specified in the proposal shall result in a binding contract without further action by either party.

(11) If a post-award debriefing is given to requesting offerors, the Government shall disclose the following information, if applicable:

(i) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.

(ii) The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.

(iii) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.

(iv) A summary of the rationale for award.

(v) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror.

(vi) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

(End of provision)

#### 52.215-5 FACSIMILE PROPOSALS (OCT 1997)

(a) Definition. Facsimile proposal, as used in this provision, means a proposal, revision or modification of a proposal, or withdrawal of a proposal that is transmitted to and received by the Government via facsimile machine.

(b) Offerors may submit facsimile proposals as responses to this solicitation. Facsimile proposals are subject to the same rules as paper proposals.

(c) The telephone number of receiving facsimile equipment is (907) 353-7302.

(d) If any portion of a facsimile proposal received by the Contracting Officer is unreadable to the degree that conformance to the essential requirements of the solicitation cannot be ascertained from the document--

(1) The Contracting Officer immediately shall notify the offeror and permit the offeror to resubmit the proposal;

(2) The method and time for resubmission shall be prescribed by the Contracting Officer after consultation with the offeror; and

(3) The resubmission shall be considered as if it were received at the date and time of the original unreadable submission for the purpose of determining timeliness, provided the offeror complies with the time and format requirements for resubmission prescribed by the Contracting Officer.

The Government reserves the right to make award solely on the facsimile proposal. However, if requested to do so

by the Contracting Officer, the apparently successful offeror promptly shall submit the complete original signed proposal.

(End of provision)

52.233-2 SERVICE OF PROTEST (AUG 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 General Accounting Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from

Contracting Officer  
Bldg 3030, Room 126  
Fort Wainwright, AK 99703-5510

- (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) In this procurement, you may not protest to the GSBCA because of the nature of the supplies or services being procured. (Contracting Officer shall strike the word "not" where the GSBCA is a correct forum.)

Section M - Evaluation Factors for Award

EVALUATION FACTORS FOR AWARD

Award will be based on best value. Compliance with technical requirements (Section C.4.1), price and past performance will be considered in the evaluation, with compliance and past performance being of approximately the same importance as price.

PAST PERFORMANCE QUESTIONNAIRE

**Attachment 6**

**Past Performance Questionnaire**

**1. CONTRACT IDENTIFICATION**

- 1. Contractor: \_\_\_\_\_
- 2. Contract Number: \_\_\_\_\_
- 3. Contact Type: \_\_\_\_\_

**Competitive:**  Yes  No

- 4. Period of Performance: \_\_\_\_\_
- 5. Current Contract Cost: \_\_\_\_\_
- 6. Description of Services: \_\_\_\_\_

**II AGENCY IDENTIFICATION**

- 1. Name: \_\_\_\_\_
- 2. Location of Project: \_\_\_\_\_
- 3. Name of Person  
Providing Information \_\_\_\_\_
- 4. Telephone Number: \_\_\_\_\_
- 5. Duty Title: \_\_\_\_\_
- 6. Date of Questionnaire  
Completion: \_\_\_\_\_



**2(B) SCHEDULE:** Did the Contractor meet/not meet/exceed the administrative requirements (e.g. invoices/billings, schedules)?

MEET   
NOT MEET   
EXCEED

Please explain how the Contractor met/did not meet/exceed the administrative requirements and provide any strengths and/or weaknesses.

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**3. BUSINESS RELATIONS:** Did the contractor meet/not meet/exceed your business relations requirement?

MEET   
NOT MEET   
EXCEED

Please explain how the Contractor met/did not meet/exceeded your business relations requirements and provide any strengths and/or weaknesses.

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Business relations can be measured by the offeror’s active participation during contract administration. This includes but is not limited to, the timeliness, completeness and quality of problem identification; corrective action plans; customer satisfaction; and timely award and management of subcontracts.

**4. MANAGEMENT OF KEY PERSONNEL:** Has the Contractor’s ability to manage key personnel met/not met/exceeded your requirement?

MEET   
NOT MEET   
EXCEED

Please explain how the Contractor has met/not met/exceeded the requirement for proper management of key personnel and provide any strengths or weaknesses.

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Management of key personnel can be measured by the offeror’s performance in selecting, training, retaining, supporting and replacing, when necessary, key personnel with personnel who have a breadth of experience and knowledge in contract management, and who have demonstrated their ability to carry out contract management for and on behalf of the Contractor.

**5. OTHER:**

a) If applicable, what were the Contractor’s strong points?

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b) If applicable, what were the Contractor's weak points?

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c) How would you rate this Contractor overall?

- Exceptional-** No performance problems. No Government oversight needed.
- Very Good-** Displayed considerable initiative. Little Government oversight needed.
- Satisfactory-** Displayed some initiative. Some Government oversight needed.
- Marginal-** Displayed little initiative. Substantial Government oversight needed.
- Unacceptable-** Displayed no initiative. Failed to meet specified minimum performance