**INSTRUCTIONS, CONDITIONS, AND NOTICES TO QUOTERS**

1. **52.214-35 SUBMISSION OF OFFERS IN U.S. CURRENCY. (APR 1991)**

Offers submitted in response to this solicitation shall be in terms of U.S. dollars. Offers received in other than U.S. dollars shall be rejected.

(End of provision)

1. **52.216-1 TYPE OF CONTRACT. (APR 1984)**

The Government contemplates award of a hybrid Task Order which includes Firm-Fixed Price CLINs, Auxilliary Expense No-Fee CLIN, and Call Order CLIN resulting from this solicitation.

(End of provision)

1. **52.222-24 PREAWARD ON-SITE EQUAL OPPORTUNITY COMPLIANCE EVALUATION. (FEB 1999)**

If a contract in the amount of $10 million or more will result from this solicitation, the prospective Contractor and its known first-tier subcontractors with anticipated subcontracts of $10 million or more shall be subject to a pre-award compliance evaluation by the Office of Federal Contract Compliance Programs (OFCCP), unless, within the preceding 24 months, OFCCP has conducted an evaluation and found the prospective Contractor and subcontractors to be in compliance with Executive Order 11246.

(End of provision)

1. **52.233-2 SERVICE OF PROTEST. (SEP 2006)**

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

(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)

1. **952.233-2 SERVICE OF PROTEST.**

As prescribed in 933.106(a), add the following to the end of the Provision at 48 CFR 52.233-2:

(c) Another copy of a protest filed with the Government Accountability Office shall be furnished to the following address within the time periods described in paragraph (b) of this clause: U.S. Department of Energy, Assistant General Counsel for Procurement and Financial Assistance (GC-61), 1000 Independence Avenue, S.W., Washington, DC 20585, Fax: (202) 586-4546.

(End of provision)

1. **952.233-4 NOTICE OF PROTEST FILE AVAILABILITY. (AUG 2009)**

(a) If a protest of this procurement is filed with the Government Accountability Office (GAO) in accordance with 4 CFR Part 21, any actual or prospective offeror may request the Department of Energy to provide it with reasonable access to the protest file pursuant to 48 CFR 33.104(a)(3)(ii), implementing section 1065 of Public Law 103-355. Such request must be in writing and addressed to the Contracting Officer for this procurement.

(b) Any offeror who submits information or documents to the Department for the purpose of competing in this procurement is hereby notified that information or documents it submits may be included in the protest file that will be available to actual or prospective offerors in accordance with the requirements of 48 CFR 33.104(a)(3)(ii). The Department will be required to make such documents available unless they are exempt from disclosure pursuant to the Freedom of Information Act. Therefore, offerors should mark any documents as to which they would assert that an exemption applies. (See 10 CFR part 1004.)

(End of provision)

1. **952.233-5 AGENCY PROTEST REVIEW. (SEP 1996)**

Protests to the Agency will be decided either at the level of the Head of the Contracting Activity or at the Headquarters level. The Department of Energy's agency protest procedures, set forth in 48 CFR 933.103, elaborate on these options and on the availability of a suspension of a procurement that is protested to the agency. The Department encourages potential protesters to discuss their concerns with the Contracting Officer prior to filing a protest.

(End of provision)

1. **QUOTE PREPARATION INSTRUCTIONS – GENERAL**

(a) Quoter. The term “Quoter,” as used in these instructions, refers to the single entity submitting the quote. The Quoter may be a single corporation or a “contractor team arrangement” as defined in FAR 9.601 and by GSA. The Quoter is required to be a contract holder under GSA Federal Supply Schedules and as such are expected to be familiar with the GSA e-Buy web portal for submission of quotes. Further instructions are located at <https://www.gsaadvantage.gov/advantage/ebuy/start_page.do?app=ebuy&source=elibrary>

(b) The Department of Energy’s (DOE), is using GSA’s web portal to disseminate the solicitation, receive questions, and accept quotes for this Request for Quote (RFQ).

**ONLY QUOTES SUBMITTED THROUGH E-BUY WILL BE CONSIDERED FOR AWARD**.

(c) Submission of quotes.

(1) Quoters must submit quotes electronically through GSA e-Buy by the date and time specified in the solicitation, Request for Quotation. Quotes shall only be accepted through GSA e-Buy.

(2) Quotes not received by the date and time specified shall be considered late and the Government has no obligation to consider late quotes. The Quoter shall be notified that their quote was determined as being submitted late and as such may not be considered.

(3) Electronic files of a large size may take a considerable amount of time to upload. It is the Quoter’s responsibility to allow an adequate amount of time for your quote submission.

(4) Electronic submission of a quote via GSA e-Buy shall be considered the Quoter’s official submission. Quotes submitted through GSA e- Buy constitute submission of electronically signed quotes. The name of the authorized organizational representative (i.e. the administrative official, who, on behalf of the proposing organization, is authorized to make certifications and assurances or to commit the Contractor to the conduct of a project) must be typed in the signature block on the form to be accepted as an electronic signature. A scanned copy of the signed document is not required.

(d) Solicitation instructions and quote information.

(1) Quotes are expected to conform to all solicitation requirements and the instructions contained in this document. The Government will evaluate quotes on the basis of the information provided in the quote. The Government will not assume that a Quoter possesses any capability unless set forth in the quote. This applies even if the Quoter has existing contracts with the Federal government, including the Department of Energy.

(2) These instructions are not evaluation factors. Evaluation factors are set out in the Evaluation Section of this document. However, failure to provide the requested information may make a Quoter ineligible for award or adversely affect the Government's evaluation of a Quoter’s quote. In addition, a quote may be eliminated from further consideration before the initial rating if the quote is so grossly and obviously deficient as to be totally unacceptable on its face. For example, a quote may be deemed unacceptable if it does not represent a reasonable initial effort to address the essential requirements of the solicitation, or if it clearly demonstrates that the Quoter does not understand the requirements of the solicitation.

(e) Quote volumes and page limitations.

(1) The overall quote shall consist of separate volumes, organized and individually entitled as stated below, with the following page limitations:

(i) Volume I, Quote and Other Documents – No page limit.

(ii) Volume II, Technical Quote. See Technical Quote Preparation Instructions below as specified in Volume II instructions.

(iii) Volume III, Price Quote – No page limit.

(2) All attachments, annexesand appendices shall be counted toward any page limitation set forth above, unless otherwise stated. The following do not count toward the page limitations: table of contents, title pages, glossary, divider tabs, blank pages, commitment letters, and the cross-reference matrix. Those pages that exceed the limits set forth above will not be considered in the evaluation; page counting will begin with the first page of each volume and continue up to the page limitation. No material may be incorporated by reference as a means to circumvent the page limitations.

(3) Except as may be provided elsewhere in the solicitation (including paragraph (f)(2) below), Quoters shall not cross-reference to other volumes of the quote and shall provide complete information within the appropriate volume. All pricing information shall be submitted and addressed only in Volume III, Price Submission, unless otherwise specified.

(f) Submission specifications.

(1) Table of contents. Each volume shall contain a table of contents and a glossary of abbreviations and acronyms. The table of contents in each volume shall identify the section, subsection, paragraph titles, and page numbers, as well as all spreadsheets, charts, tables, figures, diagrams, design drawings, and graphs.

(2) Cross reference matrix. The Quoter shall provide one overall cross reference matrix which correlates the submission by page and paragraph number to the specific Volume. The cross-reference matrix shall be inserted immediately following the table of contents of Volume One of the Quoter’s submission.

(3) Page size. Page size shall be 8½ x 11 inches for text pages (when printed). When 8½ x 11 inch pages contain text on both front and back, this is considered two pages.

(4) Print type. Text shall be 12 point or larger, single-spaced, using Times New Roman font type. Headers and footers, spreadsheets, charts, tables, diagrams or design drawings, and graphs must be 10 point or larger using Times New Roman font type. The 12 point font is mandatory to ensure readability of the quote and is intended for the quote body text including tablesand lists. It is not the Government’s intent to require an Quoter to redo their graphics to conform to this font size. However, readability is at the risk of the Quoter and graphics with less than 10 point font may not be considered in evaluation of the quote if they are not legible and clear to the evaluator.

(5) Page margins. Page margins for text pages shall be a minimum of one inch at the top, bottom, and each side. Each page shall, within the one inch top or bottom margins, set forth the solicitation number; and name of the Quoter. This is the only information that can be displayed within the top margin. Volume number, file number, and page numbers are acceptable in the bottom margin. Two columns of text per page and use of boldface type for paragraph headings are acceptable.

(6) Page numbering. All pages shall be sequentially numbered by volume.

(7) File format. Files shall be submitted in readable and searchable Microsoft Word, Adobe Acrobat PDF, or Microsoft Excel, as appropriate, in formats compatible with the current version of the software.

(g) Classified Information. The Quoter shall not provide any classified information in response to this solicitation.

(h) Questions.

(1) Questions regarding this solicitation must be submitted via email to the Contract Specialist, Amy Stonebraker at [amy.stonebraker@netl.doe.gov](mailto:amy.stonebraker@netl.doe.gov) no later 4:00pm (Local EST) on February 2, 2021. Each question shall clearly specify the solicitation area to which it refers. Responses to questions, as appropriate, will be posted on GSA e-Buy as soon as practicable. The Government will not identify prospective Quoters submitting questions. Quoters must check GSA e-Buy periodically to ascertain the status of answers to questions.

(2) This solicitation is considered complete and adequately describes the Government’s requirements. If a Quoter believes that there is an error in the solicitation, or an omission, the Quoter shall submit a question through GSA e-Buy.

(i) False Statements. Quotes must set forth full, accurate, and complete information as required by this solicitation (including attachments). The penalty for making false statements in quotes is prescribed in 18 U.S.C. 1001.

(j) Examination of data. By submission of a quote, the Quoter grants to the Contracting Officer, or an authorized representative of the Contracting Officer, the right to examine, for purposes of verifying the data submitted, those books, records, documents, and other supporting data (regardless of form) which will permit an adequate evaluation of the quote. This right may be exercised in connection with any reviews deemed necessary by the Contracting Officer prior to award.

(k) Commitment of Public Funds. The Contracting Officer is the only individual who can legally award a contract and commit the Government to the expenditure of public funds in connection with the proposed acquisition. Any other commitment, either explicit or implied, is invalid.

(l) Content of resulting contract. Any contract awarded as a result of this solicitation will contain the following sections of the solicitation: Part I – The Schedule; Part II – Contract Clauses; and Part III, Section J – List of Documents, Exhibits and Other Attachments. Instructions and Evaluation criteria are not part of the subsequent contract.

1. **QUOTE PREPARATION INSTRUCTIONS VOLUME 1 – QUOTE AND OTHER DOCUMENTS**

(a) General. Volume I – Quote and Other Documents, contains the quotation to enter into a contract and other documents. The signed original(s) of all documents requiring signature by Quoters shall be contained in the original Volume I. Quoters shall include the information listed in the following paragraphs in Volume I, assembled in the order listed. In cases where the Quoter is required to fill-in information in a contract clause, the Quoter shall submit only those pages that require input of information or a signature; See Exhibit B.

(b) Format and Content.

For consistency, the Quoter is instructed to use the file names specified below. File name extensions shall clearly indicate the software applications used for preparation of the documents (i.e. ".pdf" for Adobe Acrobat (version 11.0 or earlier) or ".doc or .docx" for Word (version 2016 or earlier).

Volume I, Quote and Other Documents, shall include the following documents (in the order listed):

MANDATORY FILE FILE NAME

File 1 Quote Cover Sheet <company name> Vol 1 File 1 Quote Cover Sheet.---

File 2 SF18 Form Request for Quotation <company name> Vol 1 File 2 SF18.---

File 3 Fill in of Contract Clauses <company name> Vol 1 File 3 Clauses.---

File 4 Administrative Discussion <company name> Vol 1 File 4 Administrative.---

1. File 1 – Quote Cover Sheet. The Quoter may provide a brief cover letter. The cover letter will not be considered in the evaluation. The Quote Cover Sheet shall contain the following information: Solicitation Number; Solicitation Title; Company Name, Address, Point of Contact, Phone/Fax/E-mail; Type of Organization; DUNS Number; U.S. Congressional District; and County of Organization.

The Quoter shall include the Table of Contents (for each volume) and any required Cross Reference between volumes or files in the file submission for the cover sheet under File 1 for Volume I. Volume level glossary of acronyms and abbreviations shall also be included in this File 1 for Volume I.

1. File 2 – Standard Form 18, Request for Quotation. The SF18 Form has been uploaded with the solicitation, as a separate Word document (SF18.doc), which can be used for the Quoter to complete, save and submit as File 2. The following areas must be completed on the SF18:
   1. Quoters shall complete Blocks 13a, 13b, 13c, 13d, 13e, 13f, 14, 15, 16a, 16b, and 16c. Signature in block 14 must be a person authorized to sign on behalf of the Quoter’s organization.
   2. The Quoter's Acceptance Period shall not be less than 180 calendar days.
   3. Signature Authority. The person signing the SF18 must have the authority to commit the Quoter to all of the provisions of the quote, fully recognizing that the Government has the right, by terms of the solicitation, to make an award without further discussion if it so elects. Quotes submitted through GSA e-Buy constitute submission of electronically signed quotes. The name of the authorized organizational representative (i.e. the administrative official, who, on behalf of the proposing organization, is authorized to make certifications and assurances or to commit the Quoter to the conduct of a project) must be typed in the signature block on the form to be accepted as an electronic signature. A scanned copy of the signed document is not required.
2. File 3 – Fill in of Contract Clauses (Exhibit B).

Certain solicitation clauses have been uploaded with the solicitation, as a separate Word document

(Exhibit B- Fill In Clauses.doc), which are to be completed by the Quoter, saved and submit as File 3. All areas marked as TBD in these clauses are to be filled in by the Quoter, this information shall then be utilized to complete these specific areas prior to contract award.

* 1. Certain solicitation clauses: All areas marked as “[TBD]” or highlighted in these clauses are to be filled in by the Quoter, this information shall then be utilized to complete these specific areas prior to contract award.
  2. Position Descriptions- Qualifications: All areas marked as “[TBD]” or highlighted are to be filled in by the Quoter. If the quote is selected for award, the labor category and position qualifications proposed by the Quoter will be incorporated into (and/or replace) the list in Part III, Section J, attachment B-1 entitled “Position Descriptions/Qualifications.” Proposed position qualifications will only be accepted if they exceed the minimum qualifications provided by the Government. Position descriptions and any accepted qualifications will apply to all individuals assigned to the specified labor category regardless of their employer (i.e. if subcontracted for a specific labor category, the subcontract must provide personnel who meet or exceed the minimum qualifications stated). Any exceptions or deviations shall be identified in the Volume 1, Administrative Discussion (see File 4 below).

The proposed job position descriptions shall depict the type of work to be performed by each labor category. The job position descriptions shall not limit the Contractor in performance of the contract, but merely provide a broad description of the expected duties intended to be performed. If additional labor categories (not already identified on the list) are expected to be utilized during performance of this contract, identify those position(s) on separate lines in alphabetical order, immediately following the categories provided by the Government and provide the position information as required above.

1. File 4 - Administrative Discussion. Quoters shall provide the following information:

* 1. Exceptions and Deviations - The Quoter shall identify and explain any exceptions or deviations taken or conditional assumptions made with respect to the resulting contract. Any exceptions taken must contain sufficient justification to permit evaluation. The benefit to the Government shall be explained for each exception taken. Any exceptions or deviations may make the quote unacceptable for award and may be eliminated from further consideration. Any exceptions or deviations to Section I of the RFQ, or any FAR or DEAR clauses elsewhere in the RFQ, will make the quote non-responsive to this RFQ.

NOTE: An Quoter’s failure to submit a complete and sufficient quote, or a Quoter’s taking of exceptions or deviations, or a Quoter indicating conditional assumptions, to the terms of this solicitation, may make the quote unacceptable for award. If a Quoter proposes exceptions, deviations, and/or conditional assumptions, DOE may make an award to another Quoter that did not take exceptions, deviations, and/or conditional assumptions of this solicitation.

* 1. Contractor Teaming Arrangements (CTA). (1) Name, address, and DUNS number for all proposed, named CTA members as well as the entity who will be the primary member for invoicing.
  2. Equal Employment Opportunity. The Quoter shall provide all of the information required to perform a pre-award on-site equal opportunity compliance evaluation in accordance with FAR 52.222-24. This information shall include, but not be limited to: the company name, address, phone number and the point of contact for equal employment opportunity matters. This information shall be provided for the Quoter, as well as, each CTA member, and each major subcontract entity (A major subcontractor is defined for purposes of this requirement as an entity who will be performing work under the resulting award in excess of $1M per year).

1. **PREPARATION INSTRUCTIONS: VOLUME II – TECHNICAL QUOTE** 
   * 1. The Technical Quote (Volume II), consists of the Quoter’s narrative addressing the technical aspects of the acquisition, their capabilities, and what they will do to satisfy the requirements of the Performance Work Statement (PWS). The quote should provide a straightforward, complete and concise delineation of what it is the Quoter will do to satisfy the Department of Energy's requirements as set forth in Part III, Section J, Attachment A-1, Performance Work Statement (PWS).
     2. Quoters shall address, in the Technical Quote, those areas contained in the respective Instruction Section provisions below. Each of these areas corresponds to the evaluation factors contained in Evaluation Section of the solicitation.
     3. The Technical Quote shall comply with the requirements contained in the provision at Quote Preparation Instructions – General and other applicable provisions of the solicitation, including any required format and page limitations. Quoters shall be specific and complete in addressing the information required to be included in the Technical Quote. Quoters shall not simply offer to perform work in accordance with the PWS; rather, Quoters shall provide their specific approach and capabilities to perform the required work. Moreover, Quoters shall not merely restate the work scope and/or other solicitation requirements in its technical quote. Similarly, phrases such as “standard procedures will be employed” or “well-known techniques will be used” are also inadequate. The PWS reflects the performance objectives of the effort under consideration; therefore, repeating the work statement without sufficient elaboration will not be acceptable and may result in receiving a lower rating.
     4. The Technical Quote shall be evaluated strictly on the merit of the material submitted. No contractual cost information is to be included in the Technical Quote. Where estimated direct productive labor hours (DPLH) will provide clarity, they shall be quoted in DPLH figures only, with no indication as to the cost of these DPLH.
     5. For consistency, the Quoter is instructed to use the file names specified below when submitting documents. All files must be in portable document format (i.e. ".pdf" for Adobe Acrobat (version 11.0 or earlier), ".doc or .docx" for Word (version 2016 or earlier), or “.xls or .xlsx” for Excel files (version 2016 or earlier)).

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| FILES | FILENAME |
| File 1: Past Performance | <company name> Volume II File 1 Past Performance |
| File 2: Technical Approach | <company name> Volume II File 2 Technical Approach |
| File 3: Management and Organization Structure Approach | <company name> Volume II File 3 Management & Organization Approach |
| File 4: Key Personnel: Qualifications and Resumes  Essential Personnel: Resumes | <company name> Volume II File 4 Key Personnel and Essential Personnel |
| File 5: Commitment Letters | <company name> Volume II File 5 Letters |

The Technical Quote (inclusive of all files not listed as exceptions) shall be subject to the following page limitations:

* File 1, Past Performance shall be a one (1) page listing of relevant CPARs evaluations information
* File 2, Technical Approach shall be limited to a total of forty (40) pages.
* File 3, Management & Organization Approach shall be limited to a total of sixty (60) pages.
* File 4, Key Personnel: Qualifications and Resumes shall be limited to twenty (20) pages and limited to including qualifications, experience and resume summary/discussion. Resumes will not be included in the page count. Essential Personnel: Resumes only. Resumes will not be included in the page count
* File 5, Letters of Commitment (LOC). Letters of Commitment are limited to a single page per Key Person quoted. Commitment letters will not be included in the page count for the Key Personnel criterion.

Quote pages that exceed the identified page limitation listed in this solicitation shall not be evaluated and will be removed from the end of the respective file. DOE believes a thorough and concise technical quote can be prepared within the requested page limit.

**FILE 1: Past Performance (<company name> Volume II File 1 Past Performance)**

The Quoter’s Past Performance information shall be submitted as File 1 of their Technical Quote, which has a maximum page limit of one (1), excluding cover page.

COVER PAGE

The Past Performance information file shall include a cover page indicating the solicitation number, name and address of the Quoter, point of contact, telephone/fax number/e-mail address, title of project (AU Security Support Services), and date of quote. All subsequent pages shall be appropriately numbered and identified with the name of the Quoter, the date, and the solicitation number to the extent practicable.

**CRITERION 1- PAST PERFORMANCE (File 1)**

The Quoter shall provide information that assists the Government in determining which contracts best represent the past performance of the Quoter. The referenced contracts shall be for services that are same/similar in scope, size, and complexity to the services being procured with this solicitation. Same/similar Scope is defined as work as identified in the PWS; Size is defined as the dollar value (approximate average annual value of $20-50M per year) and contract period of performance (five-year period); and Complexity is defined as performance challenges such as performing services at dispersed geographic locations, multiple locations, and varying security levels (classified and unclassified). Past Performance information is limited to CPARs evaluations completed within the last three (3) years from the closing date of this RFQ for the Quoter (Prime), all CTA members, and any proposed major subcontractors. A major subcontractor is defined for purposes of this requirement as an entity who will be performing work under the resulting award in excess of $1M per year.

**Required contract information**

Quoters shall provide the following summary information which relates to the CPARs evaluations to be reviewed by the Government.

* Contract number, award date, award amount, and contract type,
* Legal Entity
* Period of Performance
* Contact Information - name, telephone number, and e-mail address for the following:
  + Contracting Officer (CO)
  + Contracting Officer Representative (COR) or Technical Representative (COTR)

The information provided for Criterion 1- Past Performance will be evaluated as part of a “down-select” process for determining whether a quoter has demonstrated at least Favorable or Neutral past performance or whether the quote will be eliminated from further consideration for award. See EV.3 and EV.5 for detailed information regarding the “Down-Select” process. The Government may review and consider other CPARs evaluations that it considers to be for services that are same/similar in scope, size, and complexity to the services being procured with this solicitation.

**FILE 2: Technical Approach (<company name> Volume II File 2 Technical Approach)**

The Quoter’s Technical Approach shall be submitted as File 2 of their Technical Quote, which has a maximum page limit of forty (40) excluding cover page, table of contents, glossaries, or list of acronyms.

COVER PAGE

The Technical Approach file shall include a cover page indicating the solicitation number, name and address of the Quoter, point of contact, telephone/fax number/e-mail address, title of project (AU Security Support Services), and date of quote. All subsequent pages shall be appropriately numbered and identified with the name of the Quoter, the date, and the solicitation number to the extent practicable.

TABLE OF CONTENTS

The Technical Approach file shall include a table of contents to facilitate locating the elements of the quote. All exhibits should be identified.

**CRITERION 2 - TECHNICAL APPROACH (File 2)**

## Guard Services

The Quoter’s quotation must demonstrate their understanding of the requirement, knowledge of the task area, and that their proposed approach will promote the effective and efficient delivery of services.

## Guard Services: Shift Configuration and Scheduling Methodology

The Quoter must demonstrate an effective approach to configuring shifts and scheduling guard personnel to ensure compliance with all contract requirements. The Quoter must demonstrate their ability to effectively schedule Security Police Officer (SPO) qualified personnel and configure shifts that will ensure that all staffing requirements are met and that all best practices are met and/or considered.

The Quoter must describe and discuss how they will provide services for the security functions and tasks listed below. Specifically, the Quoter shall:

1. Explain their scheduling methodology and shift configurations, for meeting all contract requirements. The response should also identify any best practices used in their scheduling and shift configuration approach.
2. Explain the scheduling approach that it will use to ensure that all required staffing levels are met.
3. Identify the number of duty shifts during a 24 hour period (e.g. 2 twelve-hour or 3 eight-hour shifts), the rationale for the shift configuration, and the benefits of the selected approach.
4. Identify, for each shift configuration, the number of security personnel, the labor mix proposed (to include floaters and front-line supervisors) and the post assignment for each shift. The discussion must include all shifts (days, nights, weekends, holidays) and the rationale for the assignments. Shift configurations shall comply with the Interagency Security Committee standards for access points.
5. Include the Quoter's plan to accomplish performance tests for the guard personnel. The approach shall include details of how the Quoter will plan, schedule, and track performance requirement to ensure timely completion (prior to expiration) in accordance with DOE Order 473.3a and contract requirements.

## Post Rotation Plans

The Quoter must demonstrate their understanding of the importance of post rotations and demonstrate the effectiveness of their approach to post rotations.

In the response, the Quoter must:

1. Discuss their approach to planning, scheduling, and executing post rotations;
2. Explain the importance of post rotations to prevent complacency and other challenges associated with remaining in one post for too long;
3. Discuss the number/frequency of post rotations that will occur on each shift; and
4. Discuss the process/contingency plan the Quoter will use to ensure post rotations.

## Canine Explosive Detection Services.

The Quoter must demonstrate their ability to effectively provide and manage canine explosive detection services. In their response, the Quoter must:

1. Discuss their approach to veterinary care, home inspections of the K9 handler, training and certification, and management of the canine teams.
2. Explain the care provided to the dogs to include daily care and housing, the approach used to ensure that the canines receive the recommended veterinary care, that there are no lapses in care, and that the canines are healthy and physically fit for duty.
3. Explain their understanding of the Bureau of Alcohol, Tobacco, Firearms & Explosives (ATF) National Odor Recognition Testing Standard (NORT) certification process, discuss their familiarity and experience with the process, discuss the approach used to ensure that all dogs/handlers are ATF NORT certified, and the tracking method used to ensure that certifications are renewed prior to expiration.
4. Explain the staffing approach, shift configuration, and scheduling methodology the Quoter will use to ensure compliance with contract staffing levels. The Quoter shall also discuss their ability to provide replacement Explosive Detection Teams (EDT) to cover for planned (veterinary care) and unplanned (illness or real world) events.

## Guard Services Staffing Plan

The Quoter must demonstrate that it understands the staffing requirement and that their staffing approach is appropriate given the magnitude (size and multiple sites) of the requirement.

The Quoter shall provide a Staffing Plan for the Protective Force (PF) Security Team. The Plan shall address all security positions, proposed labor hours (DPLH), and assignment locations (*i.e.,* Forrestal, Portals and Germantown). The Plan shall include a discussion on allocation of skills (labor skill mix) and how the proposed positions meet or exceed the qualification descriptions provided.

In their Staffing Plan for the Protective Force Security Team, the Quoter must:

1. Explain how the number of guards will be sufficient to cover the guard posts provided in Attachment C and meet the identified minimum number of guards and supplemental guards required

* to ensure 24/7/365 coverage, allow for the conduct of simultaneous training during duty hours, and cover vacancies (leave, call-outs, turnover, etc.) .
* ensuring compliance with CBA requirements and the limitations on daily and weekly hours (NTE 12 hours per day or 60 hours per week);
* providing mandatory guard training during regular duty hours without using overtime; and
* providing coverage during the duty shift for planned (breaks, lunch, annual/sick leave) and unplanned absences/vacancies.

1. Discuss the approach to recruiting, qualifying, and hiring guard personnel. In the discussion, the Quoter must state the average length of time for the recruiting/hiring process, and the approach used to retain guard personnel.
2. Discuss the approach for filing vacancies. In the discussion, the Quoter must discuss the approach the Quoter will use to maintain trained and qualified candidates for immediate hire to fill vacancies caused by staff turnover, daily call outs, and the approach the Quoter will use to provide substitutes for short-term outages (annual/sick leave and training).

## Training Plan

The Quoter must demonstrate their knowledge of training practices and their ability to provide trained and certified staff. The Quoter shall describe its continuous training plan and the approach to maintain certification, proficiency, operational readiness and professional development for the supervisory and officer workforce. The discussion on the training plan shall include a description of comprehensive performance testing and analysis. The Quoter shall also describe the approach to conducting job analysis and developing required jobs tasks.

The Quoter shall also explain how they will ensure compliance with all training and certification requirements (legal, regulatory, federal, state, contract), explain their approach to ensuring training occurs in accordance with contract requirements, their recertification process, the hiring and qualification process for new officer candidates, and the process the Quoter will use to ensure the health and fitness of guard personnel. Specifically, the Quoter shall:

1. Explain, in detail, the approach and tracking process the Quoter will use to ensure compliance with all of the legal (federal and state), regulatory (DOE) and contract requirements governing guard personnel. In the discussion of regulatory compliance, the Quoter must explain how they will keep track of the numerous requirements and how they will ensure compliance with each requirement.
2. Discuss the approach and process used to ensure that guard personnel receive the training required to ensure proficiency in the perishable skillsets (firearms, first aide, and other 10 CFR 1046 requirements ) and the approach and tracking process the Quoter will use to track officer certifications and the process to ensure that all certifications are renewed prior to expiration.
3. Discuss the approach the Quoter will use to vet, hire and qualify new officer candidates at the SPO I level and the process the Quoter will use to ensure compliance with the requirements of DOE Order 473.3a, 10 CFR 1046 requirements to maintain staffing levels and other applicable directives and regulations.
4. Discuss the approach and the screening process the Quoter will use to ensure that guard personnel are physically fit, healthy, emotionally stable, and capable of meeting the physical requirements outlined in DOE Orders, directives and Federal regulations.

## Management Staffing Plan

The Quoter must demonstrate that it understands the staffing requirement for their management team to ensure adequate coverage of management staff for all shifts given the magnitude (size and multiple sites) of the requirement.

The Quoter shall:

1. Provide a Management Staffing Plan complete with positions identified for all management and supervisory staff including key personnel and essential personnel. The Plan shall contain all position titles, proposed labor hours, and assignment locations (*i.e.,* Forrestal, Portals and Germantown), and clearly identify positions based on the requirements identified in the performance work statement. The Plan shall include a discussion on allocation of skills (labor skill mix) and how the proposed positions meet or exceed the qualification descriptions provided.
2. Explain the rationale for the number of personnel proposed, the reasonableness/rationale of the labor categories chosen, the rationale for the labor skill mix, the post/job assignments for the labor categories, and how personnel proposed meet or exceed the minimum qualifications.
3. Discuss the approach to recruiting, qualifying, and hiring new personnel. In the discussion, the Quoter shall:
   1. State the average length of time required to recruit, hire, and onboard personnel.
   2. Discuss the approach the Quoter will use to maintain a pool of trained and qualified candidates for immediate hire to fill vacancies caused by staff turnover, daily call outs, and the approach the Quoter will use to providing floaters and/or substitutes for short-term outages (annual/sick leave and training).
   3. Discuss the retention strategies used to retain personnel.

## Frontline Supervisors/Line Supervision Staffing Plan

The Quoter shall provide a Staffing Plan for Frontline Supervisors/Line Supervision that demonstrates the Quoter’s understanding of the requirement and is effective and appropriate for the requirement. The Frontline Supervisors/Line Supervision Staffing Plan shall include:

1. Labor Categories proposed, assignment locations, labor skill mix, the proposed labor hours, shift schedules and qualifications of proposed personnel;
2. Explanation of the effectiveness and efficiency of the proposed approach to meeting staffing requirements, to expeditiously fill vacancies, to recruit, hire, qualify, and retain contract personnel, and to supplement personnel to respond to emergencies and special events, cross-train, cover areas during absences or vacancies, and conduct required training while ensuring that all areas of work are accomplished without lapses in support; and,
3. Quoter’s demonstrated ability to ensure that all security positions are filled at all times (24/7/365) with professional, trained, experienced and qualified personnel that are appropriate for the position selected. Quoter’s demonstrated ability to quickly and efficiently fill vacancies caused by staff turnover, daily call outs, leave (annual, sick), and/or training.

**FILE 3: Management and Organization Approach (<company name> Volume II File 3 Management and Organization Approach)**

The Quoter’s Management and Organization Approach shall be submitted as File 3 of their Technical Quote, which has a maximum page limit of sixty (60) excluding cover page, table of contents, glossaries, or list of acronyms.

COVER PAGE

The Management and Organization Approach file shall include a cover page indicating the solicitation number, name and address of the Quoter, point of contact, telephone/fax number/e-mail address, title of project (AU Security Support Services), and date of quote. All subsequent pages shall be appropriately numbered and identified with the name of the Quoter, the date, and the solicitation number to the extent practicable.

TABLE OF CONTENTS

The Management and Organization Approach file shall include a table of contents to facilitate locating the elements of the quote. All exhibits should be identified.

# CRITERION 3 – MANAGEMENT AND ORGANIZATION APPROACH (File 3)

Quoters must demonstrate that the management and organization approach will facilitate the successful delivery of services.

In its quote, the Quoter must demonstrate that the command structure (chain of command), delegated authority, and assigned roles and responsibilities will promote and facilitate the successful delivery of services across multiple sites, and demonstrate that the degree of management oversight for key security and operational areas is appropriate for the requirement and will ensure the effective management of personnel and services across functions and locations. The Quoter must also demonstrate that their approach to communication will promote clear, effective, and responsive communications, and will allow for the quick resolution of issues that may arise.

## Organization Approach

The Quoter shall describe its organization approach to providing services. In its quote, the Quoter shall provide an organization chart and accompanying narrative with the following information:

1. Describe and provide the chain of command (reporting) structure for the organization and the proposed contract management team (including key personnel).
2. Provide a description of the structure and hierarchy; flow-down of authorities and delegation of authorities; and explain how the Quoter will utilize corporate resources and home office involvement to ensure successful performance of this contract.
3. Identify the management/command team (organizational team, contract management team and key personnel). Provide the names, titles, roles and responsibilities, position assignment, DOE location (i.e., Forrestal, Portals and Germantown), the rationale for the location assignment, and the scope of authority for each person identified. For key personnel, include their position titles and short title descriptions, their company affiliation, their lines of authorities, and the length of their commitment (e.g., 24 months, etc.) to the contract. Discuss their level of involvement (full-time, part-time, and incidental) in regard to work planning, work authorization and commitment, problem resolution, allocation of resources, and decision making.
4. Describe how the organization approach promotes effective communication and responsiveness amongst stakeholders (the Quoter’s management and contract personnel; between the Quoter’s management and the government (FSO, COR, & CO); and between the Quoter’s management and its employees and other federal and contractor employees and management structures at AU/DOE) and discuss the process the Quoter will use to ensure that performance issues are communicated and resolved quickly.

## Management Approach

The Quoter must demonstrate their ability to effectively manage personnel and services. In the response, the Quoter shall:

1. Explain its ability to coordinate and manage the different security functions to ensure the cohesive and integrated delivery of services.
2. Discuss internal management processes and how the management team will work together to ensure the seamless delivery of services.
3. Explain their approach to assigning, tracking, reviewing, and approving work; monitoring performance; correcting performance deficiencies; motivating human resources; and tracking performance measures.
4. Discuss the processes the Quoter will use to oversee the critical functions of the contract (guard services, canine detection services, badging, training, administration and budget support) and the process for (checks and balance system) critical functions/services are not overlooked.

## Program Management

The Quoter must demonstrate their ability to effectively and efficiently provide program management services. In the response, the Quoter must:

1. Discuss their approach to program management.
2. Discuss their process for tracking time sensitive requirements (certifications, fitness exams, training, deliverables, etc.).
3. Discuss the approach used to ensure 100% compliance with applicable federal and state rules, regulations, laws and contract requirements.
4. Discuss the processes the Quoter will use to manage all of the security functions (guard services, badging services, CEDS, etc.) across the multiple sites and the processes used to oversee the primary work functions (training, staffing, reports/deliverables, etc.).

## Front line supervisors /Line Supervision

The Quoter must demonstrate the ability to provide proactive and effective supervision and oversight over front line supervisors and guard personnel. In their response, the Quoter must:

1. Discuss their supervision/oversight approach used to ensure compliance with the contract’s requirements.
2. Discuss the roles, responsibilities (job duties), and authority of front line supervisors.
3. Discuss the number of front line supervisors assigned per shift and explain why the number assigned is optimal for ensuring contract compliance.
4. Discuss the approach front line supervisors will use to monitor guard performance and proactively address performance issues.
5. Discuss the approach/plan front line supervisors will use to monitor guard posts (to include frequency of surveillance) to ensure compliance with staffing levels and contract requirements.
6. Explain how front line supervisors will maintain a visible presence for guard personnel and the government.

## Workforce Integration, Security Plan and Performance Risk

The Quoter must demonstrate their ability to develop a comprehensive and effective security strategy and implement an effective security plan utilizing contract personnel to implement the security strategy to protect government personnel and facilities.

In the response, the Quoter shall:

1. Discuss how they will manage the different security teams (in support of the security strategy/plan) and explain their approach to identifying and mitigating performance risk.
2. Explain the overall security approach and site protection strategy, explain the overall approach to accomplishing the security objectives in accordance with contract requirements and explain how the company will accomplish the security plan requirements.
3. Explain how the company will manage and coordinate the different teams to ensure the protection and safety of government personnel and the government facilities and their approach to manage, coordinate, and utilize the security teams in support of the security strategy/plan.
4. Identify the performance risks associated with the requirement and explain the approach to mitigating those risks.
5. Explain their approach to accomplishing security objectives.

## Transition Plan

The Quoter shall provide a plan that explains its transition approach and schedule. The plan shall include a detailed description of how the Quoter plans to handle the transition including the approach to staffing a phase-in and, where applicable, transfer of duties from the incumbent Contractor.

The plan shall clearly address the description of services identified in the PWS Section 6.12 Transition. The Quoter shall describe in detail the manner in which it intends to assume responsibility for the work described in the performance work statement from the incumbent Contractor to ensure that work in progress is assumed and transitioned in a timely and accurate manner. The Quoter shall describe its human resource approach and the manner in which it proposes to fill the staffing positions of the work responsibilities indicated in the performance work statement. The Quoter shall provide a plan describing in detail the manner in which it intends to inventory and transition all real and personal property, equipment, etc. supporting the contract. The plan shall address how these activities will be conducted without interruption to the daily activities at AU/DOE.

The Quoter shall include a detailed discussion, milestone schedule, staffing schedule, and risk plan to fully implement its approach to transition activities. For discussion purposes, the Quoter should assume a 90-day transition period that should begin approximately 100 days prior to the effective date of the contract.

## Contractor Teaming Arrangements (CTA)

CTAs are authorized by GSA for providing a team of GSA contract holders to perform a single requirement. The Government will recognize the integrity and validity of contractor team arrangements; provided:

* The Quoter clearly identifies each CTA member and the services they will provide;
* CTA personnel are subject to the same information requirements as the Quoter; and
* The Quoter identifies a lead CTA member who will be responsible for submitting invoices and receiving payments. The lead CTA member shall be responsible for distribution of payments to the other CTA members.

If a CTA is proposed, the Quoter must demonstrate the effectiveness of their proposed CTA approach and demonstrate how it will benefit the Government.

## Key Personnel and Essential Personnel

Key personnel and essential personnel are those personnel who are critical to the overall success of the contract. The Quoter shall identify their key personnel and essential personnel that are considered necessary for performance on this contract. See the list below for the minimum Key Personnel positions.

The Quoter shall discuss the qualifications and experience of each key person as to how it is a suitable fit for the position proposed. The discussion shall include major aspects of the key person’s education, experience, and professional development that make them a suitable candidate for the position. It shall not be a complete repeat of the information in the resume. The Quoter shall indicate the documented background of work experience in areas relevant to the task areas required by the PWS with specific emphasis on the last 10 years from the closing date of the RFQ, and how this experience will be used to support DOE. If CTAs are quoted, the Quoter shall discuss which Key Personnel belong to which team members and the rationale for having multiple team members provide Key Personnel.

Key personnel, regardless of organizational affiliation, will be evaluated in this criterion. Résumés of these individuals shall be included in File 4 and letters of commitment shall be included in File 5. Résumés shall clearly demonstrate the qualifications relative to the proposed job function and not simply list prior work positions and locations of the individual.

Proposed Key personnel will be incorporated into Part I, Section H.22, “Key Personnel/Program Manager.” The Quoter shall provide detailed information on the proposed key personnel, including organizational job titles. Because key personnel are important to decisions concerning the contract selection, and operation, the Quoter shall discuss its willingness to commit key personnel to this contract for a minimum of twenty-four (24) months after contract award. The Quoter shall provide Letters of Commitment/Intent (File 5) for those persons designated to fill key positions. In the event any of the key personnel will not be committed full time to this contract, the reasons should be stated. The Quoter should describe its ability and process to expeditiously replace key personnel, as necessary, with individuals of comparable quality and experience.

At a minimum, the following Key Personnel shall be proposed, and candidates shall meet the minimum qualifications identified for each position (Position Descriptions and Qualifications). If the Quoter proposes a single individual to fill more than one (1) Key Personnel position, then the Quoter must clearly explain the benefits and rationale for this approach.

1. On-Site Program Manager (CLIN 3)
2. Director of Operations (CLIN 3)
3. Director of Training (CLIN 3)
4. Facility Commander – Forrestal Location (CLIN 1)
5. Facility Commander – Germantown Locations (CLIN 1)
6. Badge Office Manager (CLIN 3)
7. Emergency Management Program Manager (CLIN 7)

Proposed Key Personnel will be evaluated and must meet the minimum qualifications identified in this solicitation.

The Quoter shall also provide résumés for Essential Personnel in File 4 that it believes fulfill critical roles beyond those of Key Personnel. Essential Personnel would be other supervisory personnel who may not be included in the list of Key Personnel and who do not meet the definitions provided in the clause Key Personnel in Section H, but who are critical to the successful performance of the contract. The résumés shall clearly demonstrate the qualifications relative to the proposed job function and not simply list prior work positions and locations of the individual. Essential Personnel will not be incorporated into the contract but shall be evaluated as part of this criteria (Essential personnel are identified in the Position Description Document, if the quoter identifies any additional essential personnel then it must include an explanation as to why they are considered essential).

***File 4, Key Personnel and Essential Personnel Resumes***

Key Personnel and Essential Personnel resumes are part of Criterion 3 and shall be submitted as part of the Technical Quote as File 4. The filename shall be in this format <company name>Vol II File 4 Resumes.--- Resumes shall be provided for all key personnel and Essential Personnel of the Quoter’s Technical Quote and shall include qualifications, experience and resume summary. Resumes are not included in the page limitation.

COVER PAGE

The resumes file shall include a cover page indicating the solicitation number, name and address of the Quoter, point of contact, telephone/FAX number/E-Mail address, title of project (AU Security Support Services), and date of quote. All subsequent pages shall be appropriately numbered and identified with the name of the Quoter, the date, and the solicitation number to the extent practicable.

TABLE OF CONTENTS

The resume file shall include a Table of Contents to facilitate locating the elements of the quote.

RESUMES

The Quoter shall provide resumes for all Key Personnel committed to the contract. The Quoter shall also provide resumes for all Essential Personnel. Do not provide resumes for any other individuals not identified as either key or essential personnel.

Each resume shall describe the education (must demonstrate education to meet minimum requirements), technical expertise, and relevant experience (must demonstrate experience to meet minimum experience requirements) of Key Personnel and Essential Personnel on work that is the same or similar to the work identified in the PWS and should be commensurate with the proposed position. These are to be demonstrative type resumes and should not simply list previous positions and work locations of the individual. Resumes shall describe how work experience relates to contract scope and the individual's capability to function effectively in the proposed position. The resume should not just identify where the person has worked, it should also describe the type of work performed and indicate the advancements, education, personal accomplishments, and qualifications relevant to the position for which the applicant is proposed. The resume should answer the question, “How does my experience qualify me for the proposed position under this contract?”

The résumé shall be in the following format:

**NAME:** Individual’s full name

**PROPOSED POSITION:** Title and Description

**ORGANIZATION AFFILIATION:** Specify whether individual is part of Quoter’s Organization, Subcontract, or Team/Partner

**EXPERIENCE:** Provide a discussion of the overall relevant experience, technical expertise and capabilities applicable to the work identified in the PWS. The discussion must address each qualification listed as a requirement for the position title (See Attachment B – Position Descriptions Qualifications). The discussion should also identify the months/years of relevant experience with that skillset/qualification. List specific examples of work performed, accomplishments, achievements, responsibilities and authority gained.

**EDUCATION:** Identify institution, degree or certificate earned, and dates. Only degrees from accredited institutions shall be cited. Degrees from institutions that are not accredited will not be considered.

**PROFESSIONAL AND/OR TECHNICAL TRAINING:** For each relevant training course cited, list the title of the training, the training institution, the date of the training, and any special certifications or licensing received for the training.

**PROFESSIONAL REGISTRATION/CERTIFICATION:** Identify professional membership, special training, professional registrations, awards, etc. For each relevant professional registration/certification, list Title, State/Society, Year, and a brief statement detailing activities/accomplishments.

**LIST OF HONORS, AWARDS, AND OTHER ACHIEVEMENTS:** Provide a brief statement detailing relevant accomplishments, publications, awards, honors, etc.

***FILE 5: Commitment Letters*** (<company name>Vol II File 5 Letters.---)

Letters of commitment shall be submitted as File 5 of the Technical Quote for Key Personnel only. The filename shall be in this format <company name>Vol II File 5 Letters.---.

Letters of commitment are not included in the page limitation.

COVER PAGE

The Letter file shall include a cover page indicating the solicitation number, name and address of the Quoter, point of contact, telephone/FAX number/E-Mail address, title of project (AU Security Support Services), and date of quote. All subsequent pages shall be appropriately numbered and identified with the name of the Quoter, the date, and the solicitation number to the extent practicable.

TABLE OF CONTENTS

The Letter file shall include a Table of Contents to facilitate locating the elements of the quote.

COMMITMENT LETTERS

Key Personnel - Letters of commitment for Key Personnel shall demonstrate their availability, priority of this effort within their organization, and commitment to the contract for a minimum of twenty-four months from the effective date of the contract. The letters of commitment shall also specify the percentage of time each key person will dedicate to the contract. For those individuals who are not already employees of the proposing organization, the letter of commitment shall demonstrate their availability and willingness to accept the position proposed and remain committed to the contract for a minimum of twenty-four months from the effective date of the contract (completion of transition and start of full contract performance). All letters of commitment shall be signed by the proposed key person and be submitted in .pdf format. Failure to submit the required Letter of Commitment for any Key Person may result in a lower rating under Criterion 3.

1. **QUOTE PREPARATION INSTRUCTIONS – VOLUME III, PRICE QUOTE**

General. Volume III, Price Quote, shall consist of the Quoter's proposed firm fixed price for each line item identified in Part 1, Section B, Clause B.1, Services Being Acquired (Base Contract with Options) as set forth in the Performance Work Statement (PWS).

Price quotes shall provide the Quoter’s schedule pricing list from their GSA Contract which includes a breakdown of pricing for each Firm Fixed Price CLIN (i.e. associated labor categories and rates) including any discounts provided for this solicitation. The pricing list should clearly indicate any discount and identify those rates in the firm fixed price CLINs. In addition, the Quoter shall provide a description of how those rates (or discounted rates, if quoted) were used in the development of the FFP. The pricing schedule (or discounted rates, if quoted) shall be used for any services called up for efforts under CLIN 5 or CLIN 6. See Exhibit D- CLIN 5 Fixed Rates Schedule to fill in associated rates; once rates are accepted CLIN 5 Fixed Rates Schedule will become Attachment J-1 to the award.

For consistency, the Quoter is instructed to use the file names specified below. Filename extensions shall clearly indicate the software application used for preparation of the documents, i.e. ".pdf" for Adobe Acrobat (version 11.0 or earlier), ".doc or .docx" for Word (version 2016 or earlier), or “.xls or .xlsx” for Excel files (version 2016 or earlier).

File 1 – Exhibit C – Pricing.docx)

* Price information shall be provided by completing Part I, Section B, “Services Being Acquired (Base Contract With Options)”. The Clause B.1 has been uploaded with the solicitation, as a separate Word document (Exhibit C- Pricing.docx), which can be used by the Quoter to complete, save, and submit as their File 1.
* Each Quoter shall completely fill in the spaces provided in Exhibit C- Pricing.docx indicating their Firm-Fixed Price for the FFP CLINs (CLINs 1,2,3,7, and 8). Pricing information shall consist of the Quoter’s prices to perform all of the requirements of this solicitation.
* The Auxilliary Expense No-Fee CLIN (CLIN 4), Fixed-Rate CLIN (CLIN 5), and the Call Order CLIN (CLIN 6) will be plug numbers provided by the Government for consistency between quotes. These should not be changed by the Quoter. The Evaluated Price shall only consist of the FFP CLINs.

File 2 – Pricing Explanation

* Price detail shall be provided so that the Quoter explains how its firm fixed-price was established and how it conforms to the GSA pricing schedule or discounted rates. As such, this should include how the rates quoted (from the Pricing Schedule or from the proposed discounts) were used in the development of the firm fixed-price. The Pricing Schedule (or discounted rates, if quoted) shall be used for any services called up for efforts under CLIN 5 or CLIN 6. This information is necessary to determine the reasonableness of the Quoter’s price and to ensure compliance with the GSA contract or offered discount.

File 3 – Pricing Schedule and/or Offered Discounts

* The Quoter shall provide a copy of its Pricing Schedule from their GSA Contract. It is requested that the Quoter consider providing discounts from their Pricing Schedule and provide those in this section as it will pertain to the contract, if selected for award. The Pricing Schedule (or discounted rates) shall be inclusive for all positions quoted under this solicitation.

1. **RESPONSIBLE PROSPECTIVE CONTRACTORS**

This action is open to all available vendors who currently hold a contract award under the GSA Schedule 84. The general and additional minimum standards for responsible prospective Contractors set forth at FAR 9.1 apply.

Only quotes offering the full range of services in the Performance Work Statement for the base period and for all identified option periods will be evaluated and considered for award.

DOE may conduct pre-award surveys in accordance with FAR 9.106 and may solicit from available sources, relevant information concerning the Quoter's record of past performance, and use such information in making determinations of prospective Quoter responsibility.

(End of provision)

1. **UNNECESSARILY ELABORATE QUOTES AND FILE SIZE LIMITATIONS**

Unnecessarily elaborate quotes beyond those sufficient to present a complete and effective response to this solicitation are not desired. Elaborate art work, graphics and pictures may increase the document’s file size. It is suggested that in preparing your quote that you create files **less than 100 MB.** However, this file size may not be appropriate in all situations. As the nature of the quote may create large files, Quoters may wish to use “Zip” file compression software such as WinZip (Version 10 or earlier). Using this compression software will diminish the file size, thus reducing the time needed to upload and download a quote.

1. **Information of award**

Written notice to unsuccessful Quoters and contract award information will be promptly released in accordance with DOE regulations and FAR 8.405-3(d) procedures. **This is not a FAR 15 procurement, and therefore the agency is not required, and will not conduct debriefings.**

1. **DOE-L-2014 DATE, TIME, AND PLACE OFFERS ARE DUE (OCT 2015)**

All Quotations required by this solicitation are due at the date, time, and place identified on the Standard Form (SF 18), Request for Quotation (See SF-18, Block 10). Treatment of late submissions, modifications, and withdrawals are governed by the applicable provisions of the solicitation.

1. **DOE-L-2015 Offer Acceptance Period (Oct 2015)**

The Quoter’s quote shall be valid for 180 calendar days after the required due date for quotes.

1. **DOE-L-2016 Number of Awards (OCT 2015)**

It is anticipated that there will be (1) award resulting from this solicitation. However, the Government reserves the right to make any number of awards, or no award, if considered to be in the Government’s best interest to do so.

1. **DOE-L-2017 EXPENSES RELATED TO QUOTER SUBMISSIONS (OCT 2015)**

This solicitation does not commit the Government to pay any costs incurred in the submission of any quote or bid, or in making necessary studies or designs for the preparation thereof or for acquiring or contracting for any services relating thereto.

1. **DOE-L-2022 ALTERNATE QUOTE INFORMATION – NONE (OCT 2015)**

Alternate bids/quotes are not solicited, are not desired, and will not be evaluated.

1. **DOE-L-2026 SERVICE OF PROTEST (OCT 2015)**

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

Donald Hafer

3610 Collins Ferry Road, M/S I07

304-285-1361Donald.Hafer@netl.doe.gov

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

(c) Another copy of a protest filed with the GAO must be furnished to the following address within the time periods described in paragraph (b) of this clause:

U.S. Department of Energy Assistant General Counsel for Procurement and Financial Assistance (GC-61) 1000 Independence Avenue, S.W. Washington, DC 20585

Fax: (202) 586-4546

1. **PREBID/PREQUOTE CONFERENCE – NONE**

No pre-bid/pre-quote conference for this solicitation is planned.

1. **SITE VISITS**

The Department of Energy, Office of Physical Protection, will hold a site visit for the DOE Protective Force Support Services– DOE HQ requirement by appointment only. Due to the on-going pandemic and current site restrictions, only one representative from each interested organization will be permitted to attend a site visit. The purpose of the site visit will be limited to providing Quoters an opportunity to tour certain areas within the DOE’s facilities to view where security services are provided. Attendance at the site visit is not required and determined to be not necessary for an interested party to be successful in providing a Quote.

**In order to be scheduled for the site visit, each interested organization must notify the Contract Specialist, Amy Stonebraker, via email at** [**Amy.Stonebraker@netl.doe.gov**](mailto:Amy.Stonebraker@netl.doe.gov) **no later than 4:00 PM (Local EST) on Tuesday, January 19, 2021.** In that notification, the interested organization must identify their one attendee for the site visit, company name and address, contact information for the company and attendee. The requested attendee must be a U.S. Citizen with a valid Real ID and must provide their own transportation between site locations (transportation will not be provided in order to comply with current CDC guidance on social distancing). The requested attendee shall be required to wear a face covering the entire time while on-site at any of the DOE locations and shall be required to meet pandemic protocol questions related to potential exposures or symptoms of COVID-19.

The site visit will be scheduled once all Quoter notifications have been received and a list of attendees has been established. The Quoter shall be notified of their scheduled site visit by the Contract Specialist via email. Site visits will not be rescheduled for those who fail to show up at the appointed times.

The site visit will begin at DOE’s Forrestal Building, which is located at 1000 Independence Avenue, SW, Washington DC. Participants are required to present identification (Real ID) and sign-in at the main security desk in the Forrestal lobby (10th Street entrance). After sign-in, participants shall wait in the main lobby near the receptionist’s desk which is located in the northeast corner of the Forrestal Building (corner of Independence Ave and L’Enfant Plaza). The tour guide will meet attendees at that location and instruct them on how the tour will progress, including when they will need to use their own transportation to move from one location to another.

NO questions will be allowed during the site visit. All questions are to be held and submitted afterwards in writing to the Contract Specialist and those questions will be answered to all interested parties, whether they attend or not, through GSA eBuy. The purpose of the site visit, as indicated above, is only to provide an opportunity to tour certain areas where security services are provided.

Question Submittal Instructions:

**After the site visit, questions may be submitted in writing to the Contract Specialist regarding the DOE Protective Force Support Services RFQ via GSA eBuy by no later than 4:00pm (Local EST) on February 2, 2021.**

1. **CONTRACTS REGARDING FUTURE EMPLOYMENT**

Quoters may contact incumbent contractor employees about future employment except where prohibited by law. These contacts must take place outside the normal working hours of the employees.

1. **L.22 AVAILABILITY OF REFERENCED DOCUMENTS**

An electronic reading room is available at the following Web address: <https://netl.doe.gov/business/site-support>

1. **List of Exhibits**

EXHIBIT DESCRIPTION

1. SF-18
2. Fill-In Clauses
3. Pricing Exhibit

# EVALUATION SECTION - EVALUATION FACTORS FOR AWARD

1. **QUOTE EVALUATION - GENERAL**

The Quoter selected for award will be the responsible Quoter whose quote is determined to be the best overall value to the Government based on the evaluation criteria set forth in this section. Only quotes offering the full range of services in the Performance Work Statement, all items identified in Part I, Section B for the base period and option periods, are eligible for award.

1. **COMPLIANCE WITH THE REQUEST FOR QUOTE**

Volume I Offer and Other Documents will not be point scored or adjectively rated. The quote preparation instructions contained in Instruction Section are designed to provide guidance to Quoters concerning the type and depth of information the Government considers necessary to conduct an informed evaluation of each quote.

The Quoter's compliance with the quote instructions as outlined in Volume I, Quote and Other Documents (such as format and content) will be reviewed and serve as the basis for a determination of responsiveness to the requirements contained in this solicitation.

If the quote fails to comply with material RFQ requirements or to meaningfully address major portions of the RFQ as to be grossly and obviously deficient it may be eliminated from further consideration before a detailed evaluation is performed. Deviations/exceptions taken to this solicitation will not necessarily cause a quote to be considered unacceptable. However, a large number of deviations/exceptions or one or more significant deviations may result in the rejection of the quote as unacceptable. In the event a quote is rejected, a notice will be sent to the Quoter stating the reason(s) that the quote will not be considered for further evaluation.

1. **BASIS FOR CONTRACT AWARD AND EVALUATION FACTORS**

**This procurement is being conducted in accordance with FAR Subpart 8.4. This is not a FAR Part 15 Contracting by Negotiation procurement.** The Government intends to award one Task Order award contract to the responsible Quoter whose quote is responsive to the solicitation and is determined to be the best value to the Government; however, as stated in Part IS, Instruction Section, Number of Awards, the Government reserves the right to make any number of awards, or no award, if considered to be in the Government's best interest to do so.

The Contracting Officer will conduct a “down-select” after initial evaluation of quotes for Criterion 1- Past Performance. Each Quoter shall be evaluated under Past Performance to determine if its record of Past Performance is Highly Favorable, Favorable, Neutral, Non-Favorable, or Highly Non-Favorable. Those Quoters whose past performance is rated as Highly Favorable, Favorable, or Neutral shall continue to be evaluated for the other factors identified below. The Government has determined that a Quoter with a Past Performance of Non-Favorable or Highly Non-Favorable presents a risk of unsuccessful performance that is high, and the Government would not make award to such a Quoter for this specific action regardless of ratings in the other criteria or price. If eliminated during the "down-select" process, the Government will not evaluate eliminated quotes under the remaining factors. Eliminated quotes will receive no further consideration for award. The Contracting Officer may or may not notify eliminated Quoters that their quote is no longer under consideration for award.

In determining the best value to the Government, the Technical Quote Criteria are more important than the Total Evaluated Price (e.g. the total evaluated price is the sum of all FFP CLINs for the Base Year plus all Option Years. The plug numbers provided by the Government will not be included in the evaluation.).

The Government is more concerned with obtaining a superior Technical Quote than making an award at the lowest Total Evaluated Price. However, the Government will not make an award at a price premium it considers disproportionate to the benefits associated with the evaluated superiority of one technical quote over another. Thus, to the extent that Quoters’ Technical Quotes are evaluated as technically equivalent (equal or so close to be considered equal in merit), the Total Evaluated Price is more likely to be a determining factor.

**As this award will be made under FAR Subpart 8.4, formal debriefings will not be conducted. In accordance with FAR 8.405-3(d), a brief explanation of the basis for the award decision shall be provided upon request.**

1. **OVERALL RELATIVE IMPORTANCE OF EVALUATION CRITERIA**

The following Criterion listed below are in descending order of importance:

Criterion 1 – Past Performance

Past Performance is of equal importance to Criterion 2, Technical Approach. Past Performance will be evaluated in a down-select process where quoters will be evaluated as Highly Favorable, Favorable, Neutral, Non-Favorable, or Highly Non-Favorable. After completion of the down-select process, the Government anticipates all remaining quoters will have either Favorable, Highly Favorable, or Neutral Past Performance to be considered further.

Criterion 2- Technical Approach

Technical Approach is of equal importance to Criterion 1, Past Performance.

Criterion 3- Management and Organization Approach

Management and Organization Approach is of less importance than Criterion 1, Past Performance and Criterion 2, Technical Approach.

The evaluation factors (1, 2 and 3) for the Technical Quote (Volume II), when combined, are significantly more important than price (Volume III.)

Volume II, Technical Quote will be adjectively rated.

The individual elements that comprise Criterion 1, 2 and 3 are not listed in order of importance and will not be individually weighted, but rather will be considered as a whole in developing an overall rating for each criterion.

Criterion 1 will be evaluated using the below adjectival rating scale:

|  |  |
| --- | --- |
| **Highly Favorable** | Based on the Quoter’s performance record, essentially no doubt exists that the Quoter will successfully perform the required effort. A Quoter in this rating would demonstrate very low risk of performance. |
| **Favorable** | Based on the Quoter’s performance record, essentially little doubt exists that the Quoter will successfully perform the required effort. A Quoter in this rating would demonstrate low risk of performance. |
| **Neutral** | Based on the Quoter’s performance record, the past performance is either off set by favorable and non-favorable performance or no relevant past performance record. A Quoter in this rating would demonstrate either unknown or neutral risk of performance. |
| **Non-Favorable** | Based on the Quoter’s performance record, doubt exists that the Quoter will have the ability to successfully perform the required effort. A Quoter in this rating would demonstrate high risk of performance. |
| **Highly Non-Favorable** | Based on the Quoter’s performance record, extremely doubtful that the Quoter can successfully perform the required effort. A Quoter in this rating would demonstrate very high risk of performance. |

Criterion 2 and 3 will be rated using the below adjectival rating scale:

|  |  |
| --- | --- |
| Outstanding | The quote demonstrates a comprehensive understanding of the contract requirements and a highly effective approach to perform the work that results in a very high probability of successful contract performance with likelihood that performance expectations will be significantly exceeded.  Such a quote would normally exhibit very limited risk, significant strengths and/or strengths, and no significant weaknesses and/or few, if any, weaknesses. |
| Good | The quote demonstrates a good understanding of the contract requirements and an effective approach to perform the work that results in high probability of successful contract performance with likelihood that performance expectations will be exceeded.  Such a quote would normally exhibit limited risk, significant strengths and/or strengths, and few, if any, significant weaknesses and/or weaknesses. |
| Satisfactory | The quote demonstrates a satisfactory understanding of the contract requirements and an acceptable approach to perform the work that results in a likely probability of successful contract performance, which will also meet performance expectations.  Such a quote would normally exhibit some risk, significant strengths and/or strengths, and offsetting significant weaknesses and/or weaknesses or few, if any, strengths or weaknesses. |
| Marginal | The quote demonstrates a limited understanding of the contract requirements and a minimal approach to perform the work that results in an unlikely probability of achieving successful contract performance and meeting performance expectations.  Such a quote would normally exhibit significant risk, significant weaknesses and/or weaknesses, and few, if any, significant strengths and/or strengths. A deficiency or deficiencies may exist. |
| Unsatisfactory | The quote demonstrates an inadequate understanding of the contract requirements and an inadequate approach to perform the work that results in a highly unlikely probability of achieving successful contract performance and meeting performance expectations.  Such a quote would normally exhibit an unacceptable level of risk, no significant strengths and/or strengths, numerous significant weaknesses and/or weaknesses, and at least one deficiency. |

As indicated in the above adjectival rating scale, Criterion 2 and Criterion 3 will be evaluated for strengths, significant strengths, weaknesses, significant weakness, and deficiencies. These terms are defined as follows:

|  |  |
| --- | --- |
| **Significant Strength** | Is an aspect of a quote that has merit and significantly exceeds specified performance or capability requirements in way that will be advantageous during contract performance and that will be very low risk to the Government. |
| **Strength** | Is an aspect of a quote that has merit and exceeds specified performance or capability requirements in way that will be advantageous during contract performance and that will be low risk the Government. |
| **Weakness** | Means a flaw in the quote that increases the risk of unsuccessful contract performance. |
| **Significant Weakness** | Means, in the quote, there is a flaw that appreciably increases the risk of unsuccessful contract performance. |
| **Deficiency** | A material failure of a quote to meet a Government requirement or a combination of significant weaknesses in a quote that increases the risk of unsuccessful performance to an unacceptable level. |

1. **EVALUATION CRITERIA – TECHNICAL QUOTE**

DOE will use the information provided in IS.10 Preparation Instructions to evaluate the Quoter’s quote. The Quoter is encouraged to read the instructions carefully and respond to every information request. Failure to provide the information requested will result in a lowered rating. The quote will be evaluated in accordance with the following criteria.

**CRITERION 1 – PAST PERFORMANCE**

DOE will evaluate the Quoter's quality of past performance to determine the Quoter’s potential for successfully performing the requirement and risk associated with the past performance. Quoters with no identified past performance shall not be evaluated as either favorable nor non-favorable and shall receive a neutral adjectival rating.

Should a Quoter submit its parent or other affiliated company’s past performance in response to this factor, unless it demonstrates that the resources of the parent, member, or affiliated company will be provided or relied upon in contract performance such that the parent or affiliate will have meaningful involvement in contract performance, the DOE **will not** evaluate it.

**CRITERION 2 – TECHNICAL APPROACH**

DOE will use the information requested under IS.10 Criterion 2 to evaluate the technical approach. DOE will evaluate the information to determine the Quoter's understanding of the requirement, their knowledge of the task areas (e.g., guard services, security operations, related support services, etc.), the effectiveness, efficiency, and viability of the quoter’s approach to provide services (as identified in the PWS and as requested in section IS.10).

# CRITERION 3 – MANAGEMENT AND ORGANIZATION APPROACH

## DOE will use the information requested under IS.10 Criterion 3 to evaluate the management and organizational approach. DOE will evaluate the information to determine the Quoter's understanding of the requirement, their management and organizational knowledge of large-scale security operations, and the effectiveness, efficiency, and viability of the quoter’s approach to providing services and managing contract personnel.

DOE will use the information requested in IS.10 Criterion 3 Key Personnel and Essential Personnel to evaluate the key personnel proposed by the Quoter. Key personnel and essential personnel will be evaluated to determine if they meet the minimum qualifications as addressed in this RFQ. DOE will also evaluate the Quoter’s proposed Key Personnel and Essential Personnel on the extent, depth, and quality of the proposed individual’s relevant qualifications, capabilities and experience. Key personnel and essential personnel who do not meet or exceed the minimum requirements may result in the Quoter receiving a lower rating or in rejection of the quote. All Key Personnel and essential personnel will be evaluated under this criterion, regardless of company affiliation. Failure to provide a letter of commitment, as prescribed in Section IS.10 above, for each individual proposed as a Key Person will result in the Quoter receiving a lower rating.

1. **EVALUATION CRITERIA – PRICE**

Volume III, Price Quote will neither be point-scored, nor adjectively rated, but will be evaluated to determine reasonableness. For evaluation purposes, the total evaluated price is the sum of all FFP CLINs for the Base Year plus all Option Years. The plug numbers provided by the Government will not be included in the evaluation. All Quoters are encouraged to provide discounts from their GSA pricing list and explain those discounts.

1. **52.217-5 EVALUATION OF OPTIONS. (JUL 1990)**

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate quotes for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).