

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE OF PAGES 1 15
2. AMENDMENT/MODIFICATION NO. 0001		3. EFFECTIVE DATE 05-May-2003	4. REQUISITION/PURCHASE REQ. NO. RCI BAH-3038- ----	
6. ISSUED BY CONTRACTING DIVISION PO BOX BALTIMORE MD 21203- ----		CODE CA31	7. ADMINISTERED BY (If other than item 6) See Item 6	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)			<input checked="" type="checkbox"/> 9A. AMENDMENT OF SOLICITATION NO. DACA31-03-R-0020	5. PROJECT NO.(If applicable)
			<input checked="" type="checkbox"/> 9B. DATED (SEE ITEM 11) 01-May-2003	
			10A. MOD. OF CONTRACT/ORDER NO.	
			10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended.				
Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).				
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The solicitation for the Basic Allowance for Housing (BAH) Rent Payment Management Services is hereby amended to make corrections to the solicitation package, as indicated on the attached pages. Replacement pages are attached for ease in insertion of the corrections. The proposal due date has not changed and remains at 4:00P.M. on 03 June 2003				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
			TEL: _____ EMAIL: _____	
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)		15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)	
			16C. DATE SIGNED 05-May-2003	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

The following have been added by full text:

SUMMARY OF CHANGES

Below, is a listing of the Summary of Changes in the Solicitation Package. The changes are in italics:

Delete pages 10 through 14 of 233 (Statement of Work) and replace with attached new pages (changes are on page 10, paragraphs 1.2 and 1.3).

Page 17 of 233, Required Input Format, Change from EXHIBIT 2 to EXHIBIT 3 (replacement page attached).

Add Exhibit 4, Anticipated Transaction Periods for RCI Sites, page 23A of 233 (new page attached).

Delete pages 227 through 229 of 233 (Section L) and replace with attached new pages 227 through 229a of 233.

Delete pages 230 through 233 of 233 (Section M) and replace with attached new pages.

SECTION C - DESCRIPTIONS AND SPECIFICATIONS

The following have been modified:

STATEMENT OF WORK

Congress for approval. Once approval has been granted (no more than 60 days later), the Government will execute the plan and transfer operation to the developer-partner according to the schedule in the CDMP. At this time it is expected that a thirty (30) to sixty (60) day transition period will elapse between full Government operations and full contractor operations.

1.2 PURPOSE: The Army intends to find a commercial source for a fully automated financial/BAH payment system to interface with DFAS; to facilitate starting, managing, tracking, updating, and stopping military payroll allotments; and to pay the collected rent to the developer-partner in support of the RCI privatized housing program. This financial/BAH payment system must be beta-tested and fully operational and implemented by a date to be determined separately for each installation but at least two months prior to the estimated transfer date as identified in Exhibit 4. *Other DoD sites may be added to this contract as they are approved in the FY03 through FY06 Military Family Housing Privatization Initiative.*

1.3 GENERAL: The Army requires financial administrative support services to facilitate movement of funds from military members' individual military payroll accounts to the selected developer-partner at each installation, where the RCI program will be implemented. The contractor may need to develop or modify computer software to make it compatible with automated Government created payroll and other files. Cost to develop and test the rent payment system will be recovered by payment of a not to-exceed amount of \$21,000.00 Over the term of the contract, costs to provide the services of the BAH rent payment system to the developer-partner will be recovered by the contractor monthly via a transaction fee. A transaction, as used in this solicitation, is the monthly payment of the rent. The transaction fee is earned when the rent is paid for a housing unit. The rent is paid when the third-party vendor transfers the funds to the developer-partner. If a tenant has insufficient funds to pay the rent then there is no transaction fee earned. For any tasks that need to be performed by non-contractor personnel, the contractor shall provide easily understood, step-by-step, written procedures. Task requirements are described in Section 3.0.

1.4 As an independent contractor and not as an agent of the Government, the contractor shall provide labor, material and services to perform the type of functions specified in this Statement of Work except as specified by the Government. The contractor is required to interface with both the Government and the developer-partner

in order to accomplish the tasks set forth in the Statement of Work.

2.0 REQUIRED AND REFERENCE DOCUMENTS:

All documents, reports, regulations and other products to be used for the accomplishment of this contract will be provided to the contractor as required. Data shall be limited to material on hand. The Contracting Officer's Representative (COR) is the point of contact to receive requests for any additional data, documents or information required to perform tasks under this contract.

3.0 REQUIREMENTS:

3.1 GENERAL: The contractor shall furnish financial administrative support services to facilitate movement of funds from individual military member payroll accounts to the Government selected developer-partner at each installation listed in Exhibit 4. Anticipated tasks shall include: 3.1.1 Prepare an electronic data file containing information on transactions to start an allotment or deduction, for each military member who signs a lease for a privatized housing unit. DFAS will specify the format for and the media in which to transmit this data file (See Exhibits 1, 2 and 3). The contractor will be required to enter this file directly into the DFAS computer system. The Government will provide a schedule for the data file to be prepared monthly.

3.1.2 Prepare an electronic data file containing information on transactions to stop an allotment, or deduction, for each military member who terminates a lease for a privatized housing unit. DFAS will specify the format for and the media in which to transmit this data file. The contractor will be required to enter this file directly into the DFAS computer system (See Exhibits 1 and 2). The Government may provide a schedule for the data file to be prepared monthly.

3.1.3 Receive from DFAS, monthly data files which contain information on changes to military members' monthly BAH; create new electronic data files composed of transactions necessary to adjust rent payments, according to rules provided by the Government.

3.1.4 Consolidate all start, stop, and change transactions into a single electronic data file in a format prescribed by DFAS in Exhibit 3; resolve discrepancies, and submit to DFAS monthly. The contractor will be required to enter this file directly into the DFAS computer system and transmit the data electronically.

3.1.5 Submit the consolidated transactions file to a designated Government official certified as accurate, prior to submitting the electronic data file to DFAS, if the Government determines that this is necessary.

3.1.6 Collect monthly, the amounts allotted by military members for their rents; consolidate the payments and transfer for deposit a single payment into the bank

account designated as the receiving “lockbox” account for the rent revenue due the selected developer-partner at each installation. The funds will be transferred to the developer-partner within 24 hours of receipt from DFAS.

3.1.7 Prepare automated reports to support the developer-partner and the Government as specified by the developer-partner and the Government monthly as the contractor-partner or the Government directs.

3.1.8 Provide customer service to the military members, the developer-partner, and the Government, as needed. Resolve problems with allotment starting, stopping, or changing amounts paid to the developer-partner, and with service members' personal information on record. During the transition period from the Government operation to operation by the developer-partner, the contractor may be required to provide a significantly higher level of service than would be required for routine operations.

3.1.9 Keep records according to Generally Accepted Accounting Principles (GAAP). Personal information of military members, other residents and Government employees shall be protected according to the Privacy Act. This personal information may not be used for any purpose other than for the management of rent payments for RCI projects. Any other use, especially commercial use, is strictly prohibited.

3.2 PERSONNEL:

3.2.1 Project Manager – Serves as the single point of contact (POC) for the contractor. The COR will formally define tasks and staffing efforts with the POC.

3.3 ADMINISTRATIVE REQUIREMENTS:

3.3.1 Computer Generated Data File Format – The contractor shall have the capability to deliver computer generated data/documentation/presentation materials as specified.

3.3.2 Electronic Mail – Each of the contractor’s personnel, who work offsite and who communicate with their counterparts within the RCI staff, shall have access to two-way, specific address electronic mail communications (with file transfer capability) via the internet.

3.3.3 Reporting – During development of the system, the contractor will provide a weekly progress report to the COR. The reporting will demonstrate progress and system performance in accordance with the schedule and cost provided by the contractor in responding to the solicitation.

4.0 PERIOD OF PERFORMANCE:

4.1 The period of performance for line item 0001 is sixty (60) days from the date of

contract award. The contractor shall develop, test and field a system capable of handling each installation (see Exhibit 4). The initial period of performance (base period) for line item 0002 will begin with the first installation transfer date (see Exhibit 4). Subsequent fielding must occur in such a way that each site is prepared for the transition period to begin according to the estimated scheduled transfer date in Exhibit 4.

4.2 The initial period of performance (base period) for line item 0002 shall not exceed three (3) years from the first installation transfer date, except as noted in Section 5.0.

5.0 AWARD TERM:

5.1 The award term concept is an adaptation of the commercial industry practice of establishing long-term, win-win relationships with quality contractors. An advantage for the Government in pursuing this incentive is a continued relationship with a reliable producer of quality goods or services. For the contractor, the motivation is the opportunity of maintaining a stable, partnering relationship.

5.2 This contract contains an Award Term Plan (ATP) in Section J, Attachment 1. The award term plan is only applicable to Line Item 0002 of this contract. This plan provides the basis for the contractor to earn additional periods of performance. An Award Term Review Board (ATRB) uses this Award Term Plan to evaluate contractor performance and makes a recommendation to the Term Determining Official (TDO). The TDO is responsible for making the final decision on the contractor's score for that evaluation period. Based on the contractor's score the performance period of this contract can be extended. Actual award term determinations and the methodology for determining the award term are unilateral decisions made solely at the discretion of the Government and are not subject to the disputes clause of the contract. The period of performance on this contract with maximum award term (for line item 0002) will not exceed ten (10) years. The initial period of performance (base period) for line item 0002 will be three (3) years. The award term will be in periods of 3 years, 2 years and 2 years (maximum award term available is 7 years).

5.3 The award term benefits both RCI and the contractor. The award term rewards quality contractors. The award term facilitates process improvements and capital investments, which should result in cost benefits in the long term. The award term provides feedback to the contractor on their performance through continuous and in-depth reviews. Thus, a successful, long-term relationship provides the benefit of reducing the administrative cost of frequently reacquiring the services provided by the contractor.

6.0 PLACE OF PERFORMANCE:

Work may be performed on-site at each installation or off-site at the contractor's location (to be specified and agreed upon prior to award). The Contracting Officer will make any changes to location.

7.0 SECURITY REQUIREMENTS:

7.1 Contractor staff who must work on-site, must be able to qualify for access to the installation "no escort required" policy. Within two days of start of the contract, the contractors shall provide information of sufficient detail to allow background checks to begin for building passes on individuals who are likely to need to visit an Army installation, DFAS, or other Government agencies. All contractor staff must execute a non-disclosure agreement regarding the proprietary practices or information of the developer-partner.

7.2 Within two days of start of the contract, the contractor shall provide information to the Contracting Officer of sufficient detail to process security checks in order to obtain access and passwords to DJMS.

8.0 DATA RIGHTS:

8.1 The contractor may use proprietary software to perform the tasks as specified in this contract, but in the event of contract default or liquidation subject to bankruptcy, the Government reserves the right to claim and take possession of all software, proprietary or not, used in the execution of this contract. All data resulting from this contract shall always be the property of the Government with unlimited rights and shall be constantly protected as specified in Section 3.1 above.

9.0 CONTRACTING OFFICER: Mary C. (Cathey) Robertson
(410) 962-3788 (office)
(410) 962-0933 (fax)

10.0 CONTRACTING OFFICER REPRESENTATIVE (COR):
Roderick M. Bricksin
(703) 692-4982 (office)
(703) 614-2658 (fax)

11.0 CONTRACTING OFFICER TECHNICAL REPRESENTATIVE (COTR) – It is the intent of the Government to appoint a COTR at each installation. The Contracting Officer shall duly appoint the COTR in writing after contract award at each installation.

12.0 BONDING REQUIREMENT - The contractor is required to be bonded for \$2,000,000.00 by a bonding company with an A.M. Best Guide Rating of no less than A-(7). The Government has the discretion to increase this bonding requirement based on the number of housing units in the program.

EXHIBIT 3.

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REQUIRED INPUT FORMAT**AD01****START - DEPENDENT SUPPORT (CARD 1)**

ITEM	TITLE	CHAR	POS	LENGTH	REMARKS
1	TRAILER RECORD IND		1	1	Must be 'A' with 1 trailer card.
2	FORMAT-ID		2-3	2	AD
3	ACTION INDICATOR		4-5	2	01
4	MEMBER'S SSAN		6-14	9	
5	NAME 1 ST FIVE		15-19	5	
6	YR-MO ALLOTMENT EFF		20-23	4	Must = current or next month
7	ALLOTMENT AMOUNT		24-29	6	The amount entered in this field should equal the amount of Basic Allowance for Housing (BAH) for the soldier's grade. This amount is extracted from the BAH tables on the Internet or from Data Manpower Data Center (DMDC).
8	ALLOTMENT NAME ID		30	1	Must = '1'
9	FAMILY RELATIONSHIP		31	1	Must = 'SPACE'
10	BLANK		32	1	
11	ALLOTMENT RECPT TYPE		33	1	Must = '6'
12	ACCOUNT NUMBER		34-50	17	This is the account number for the Contractor/Vendor. The account the money will be deposited into.
13	TYPE OF ACCOUNT		51	1	Must be 'P'
14	BLANK		52	1	
15	COMPANY CODE		53-59	7	This is the company code provided to the contractor/vendor for this allotment. This code will be specific for these payments.
16	BLANK		60-67	8	
17	COMMON DATA		68-80	13	This data will be the general information for each record. Positions 68-71 is the ADSN making the input; 72-73 is the Input Source; 74-75 is the Cycle Number for the input; 76 is an @ sign; and 77-80 is the transaction number in consecutive number order.

EXHIBIT 4

ANTICIPATED TRANSACTION PERIODS FOR RCI SITES

<u>Installation</u>	<u>Estimated Transfer Date</u>	<u>Estimated Number of Units</u>
Fort Shafter/Schofield Barrack, HI	August, 2004	6,618
Fort Leonard Wood, MO	December, 2004	2,472
Fort Sam Houston, TX	May, 2005	935
Fort Bliss, TX	October, 2005	2,763
Fort Drum, NY	February, 2004	2,272
Carlisle Barracks, PA	July, 2005	316
Fort Benning, GA	November, 2005	4,055
Fort Rucker, AL	February, 2006	1,516
Redstone Arsenal, AL	May, 2006	303
Fort Knox, KS	November, 2005	3,308
Fort Leavenworth, KS	February, 2006	1,580
Fort Gordon, GA	May, 2006	876

Each unit equals a potential BAH transfer transaction each month (assumes 100% occupancy, which is high). Each installation will have a single developer/asset manager to receive funds transfer.

Other DoD sites may be added to this contract as they are approved in the FY03 through FY06 Military Family Housing Privatization Initiative.

SECTION L - INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

The following have been modified:

INSTRUCTIONS TO OFFERORS

Page 227 of 233

The Technical Proposal shall not exceed **one hundred fifty (150)** one-sided pages in length. Pages beyond this limitation will not be evaluated. Type shall be no smaller than 12 point. Smaller type on tables and graphics is allowed but it must be readable without the aid of any magnification. Tables, graphs, photographs, information provided by subcontractors, etc., shall count toward this limitation, regardless of numbering. The offeror shall not submit verbatim sections of and/or appendices to this RFP as part of the proposal. All pages shall be numbered, and no pages shall exceed 8-1/2 inches in width and 11 inches in length; however, foldout pages depicting such items as schedules and charts may be used. Pages larger than 8-1/2 by 11 inches will count as only one page. Title page, Table of Contents, Lists of Tables and/or Figures, Tabs, glossary and covers will not count toward the page limitation. Pages beyond the limitation will not be evaluated.

L.4 TECHNICAL PROPOSAL:

This volume shall include a description of personnel, resources, equipment, and major work processes to be used in accomplishing the services identified in Section C, Statement of Work (SOW), and Section 3.0 Requirements. Offerors are cautioned to keep in mind the criteria against which the proposals will be evaluated. Special attention should be made to the following minimum requirements:

L.4.1 Technical:

- a. The offeror shall provide a summary of its understanding of the requirements set forth in the solicitation, describe its approach to accomplishment of the task, identify any technical uncertainties and assumptions, and provide specific recommendations for resolution. Offeror shall provide any innovative techniques proposed for data gathering.
- a. Offerors shall provide documentation of the ability to prepare electronic data files for military service members. Specific examples are required. (Ref. SOW 3.1.1 thru 3.1.6)
- a. Offerors shall provide documentation of the ability to process reject criteria and provide corrective action as required.
- d.. Offerors shall provide evidence of how allotment changes will be handled, (examples: start, stop, changing amounts, and change of status)
- a. Discuss understanding of implementing applicable regulatory requirements. (Ref. SOW 3.1.9)
- a. Discuss means of complying with administrative requirements. (Ref. SOW 3.3).

L.4.2 Relevant Experience:

- a. The offeror shall describe work accomplished on Federal government contracts and subcontracts it has held within the last *five (5)* years and all contracts currently in progress which are of similar scope, magnitude and complexity as detailed in Section C of the RFP. The information must be clear whether the work by the offeror was done as a prime contractor or as a subcontractor.

b. The offeror is requested to discuss Customer Service in significant detail (Ref. SOW 3.1.8)

(1) The offeror shall provide a summary of company customer service policies and *personnel*.

(2) For each of the contracts above, the offeror shall provide specific evidence of quality customer service and satisfaction to customers! such as reports, awards, etc.

(3) The offeror shall discuss specifically how customer service policies will be implemented for each installation.

L.4.3 Organization:

The offeror should provide a brief summary of company background and history. In addition, the following information is requested:

a. Identification of Key Personnel

(1) Provide a resume of education, qualifications, and experience of the person to be the Project Manager for this contract.

(2) Provide a tabulated summary of all technical personnel scheduled to perform work under this contract by (a) name, (b) title, (c) education and training, (d) years and type of experience.

b. Based on the identification of key personnel, identify how each of the persons impact the work flow process and provide examples of their individual tasking as applicable to the Statement of Work.

L.4.4 Past Performance:

The offeror shall describe its past performance on directly related *similar* Federal government contracts and subcontracts it has held within the last five (5) years which are of similar scope magnitude and complexity to that which is detailed in the RFP. The information must be clear whether the work by the offeror was done as a prime contractor or as a subcontractor.

a. The offeror shall describe its past performance on directly related *similar* Federal government contracts and subcontracts it has held within the last five (5) years which are of similar scope magnitude and complexity to that which is detailed in the RFP. The information must be clear whether the work by the offeror was done as a prime contractor or as a subcontractor.

- *Contract number(s) and type of contract.*
- *Procuring agency name and reference point(s) of contact telephone, fax numbers and email addresses at the Federal entity for which the contract was performed.*

- *Dollar value of the contract.*
- *Period or performance.*
- *Detailed description of the work performed.*

b. The elements used to evaluate the Past Performance factor include the following:

- *Provide evidence that the offeror's past performance is relevant to the required services for this effort.*
- *Demonstrate evidence of quality technical support to customers is a minimum requirement.*
- *Evidence of customer satisfaction.*
- *Evidence of the ability to provide solutions*
- *Evidence to resolve any problems encountered*

L.5 CONTRACT PRICING PROPOSAL:

This volume and all copies shall be submitted in a sealed envelope. The Contract Pricing Proposal shall include the Standard Form 33, "Solicitation, Offer and Award" duly executed with an original signature by an official authorized to bind the company. The offeror shall submit a copy of Section B of the RFP with all prices appropriately inserted as part of the Cost Pricing Proposal together with all supporting cost information. Prices for the base year and the option years will be evaluated. Include the following documentation also:

a. Acknowledgement of all amendments (if issued) to the solicitation in accordance with the instructions on the Standard Form 30, Amendment of Solicitation/Modification of Contract shall be included.

b. Representations and Certifications required by Section K of the solicitation

c. An offer is presumed to represent the offeror's best efforts to respond to the solicitation. Any inconsistency, whether real or apparent, between promised performance and cost or price should be explained in the proposal. For example, if the use of new and innovative techniques is intended, impact on cost or price should be explained.

L.5.1 All financial information submitted for this RFP will be protected from public disclosure if the offeror identifies and justifies the information as proprietary, and requests such protection at the time of submission. Information that is considered proprietary should be clearly marked as such on each page.

L.5.2 Any significant inconsistency, if unexplained, raises a fundamental issue of the offeror's understanding of the nature and scope of work required of the proposal. The burden of proof as to cost credibility rests with the offeror.

L.6 SUBCONTRACTING PLAN: (if applicable)

The offeror shall submit a Small Business Subcontracting Plan in accordance with FAR 52.219 for review and approval to meet small business goals, Small businesses are not required to submit a subcontracting plan.

L.7 AWARD TERM PLAN

The offeror shall submit an original, signed copy of Page 1 of the Award Term Plan (Section J, Attachment 1) with their proposal.

Section M – Evaluation Factors for Award

(e) Offerors shall demonstrate a thorough understanding of implementing applicable regulatory requirements as outlined in SOW Section 3.1.9.

(f) Evidence of the ability to fulfill administrative requirements as outlined in SOW Section 3.3.1, 3.3.2 and 3.33.

M.4.2 Relevant Experience:

The elements used to evaluate the Relevant Experience factor include the following:

- a. Relevant experience provided within the last three (3) years which is similar in scope, magnitude, and complexity to the effort detailed in the RFP.
- b. Evidence of quality customer service personnel and policies as outlined in SOW Section 3.1.8 is a minimum requirement. Specific information is required.
- c. Evidence of how customer services will be implemented at each installation.

M.4.3 Organization:

The element used to evaluate the Organization factor include the following:

- (a) Resume of education, qualifications, and experience of the person to be Project Manager for this contract.
- (b) Tabulated summary of all technical personnel scheduled to perform work under this contract.
- (c) Evidence of key personnel and how they will be utilized in the work flow process and individual tasks applicable to the SOW.

M.4.4 Past Performance:

The elements used to evaluate the Past Performance factor include the following:

- a. The offeror shall describe its past performance on directly related *similar* Federal government contracts and subcontracts it has held within the last five (5) years which are of similar scope magnitude and complexity to that which is detailed in the RFP. The information must be clear whether the work by the offeror was done as a prime contractor or as a subcontractor.
 - *Contract number(s) and type of contract.*
 - *Procuring agency name and reference point(s) of contact telephone, fax numbers and email addresses at the Federal entity for which the contract was performed.*
 - *Dollar value of the contract.*
 - *Period or performance.*
 - *Detailed description of the work performed.*
 - *The elements used to evaluate the Past Performance factor include the following:*
- b. *Provide evidence that the offeror's past performance is relevant to the required services for this effort.*

- *Demonstrate evidence of quality technical support to customers is a minimum requirement.*
- *Evidence of customer satisfaction.*
- *Evidence of the ability to provide solutions*
- *Evidence to resolve any problems encountered*

- (a) Provided evidence that the offeror's past performance is relevant to the required services for this effort.
- (b) Demonstrate evidence of quality technical support to customers is a minimum requirement.
- (c) Evidence of customer satisfaction.
- (d) Evidence of the ability to provide solutions and resolve any problems encountered

M.4.5 Subcontracting Plan: (if applicable)

The elements used to evaluate the Subcontracting factor include the following:

Submission of a Small Business Subcontracting Plan in accordance with FAR 52.219-9 for review and approval to meet small business goals.

M.4.6 Contract Pricing:

The contract pricing proposal will be evaluated to determine whether the submission is reasonable and realistic. Award of the contract will be made to the offeror that provides the Best Value to the Government. The Government will award a contract resulting from this solicitation to a technically acceptable offeror, the price or estimated cost of which is not necessarily the lowest offer so as to justify payment of a higher price or estimated cost.

The following documents shall also be included in the contract pricing proposal:

- (a) Submission of the Standard Form 33, duly executed with an original signature by an official authorized to bind the company.
- (b) Submission of a completed Section B of the RFP.
- (c) Acknowledgement of all amendments to the RFP (if applicable).
- (d) Representations and Certifications required by Section K of the RFP.

(End of Summary of Changes)