

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE Z	PAGE OF PAGES 1   11
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 03-Dec-2008	4. REQUISITION/PURCHASE REQ. NO. DNAR90052		5. PROJECT NO.(If applicable)
6. ISSUED BY DEFENSE SECURITY COOPERATION AGENCY-CON JANET SZATMARY 201 12TH STREET SOUTH SUITE 203 ARLINGTON VA 22202	CODE HQ0013	7. ADMINISTERED BY (If other than item 6) <b>See Item 6</b>		
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		X	9A. AMENDMENT OF SOLICITATION NO. HQ0013-09-R-0002	
		X	9B. DATED (SEE ITEM 11) 03-Dec-2008	
			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.)  1. The purpose of this amendment is to correct FAR 52.212-1 and 52.212-2 of the solicitation. 2. All other terms and conditions remain unchanged and in full effect.				
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  04-Dec-2008

## SECTION SF 30 BLOCK 14 CONTINUATION PAGE

**SUMMARY OF CHANGES**

## SECTION SF 1449 - CONTINUATION SHEET

The following have been modified:

## 52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (JUN 2008)

(a) North American Industry Classification System (NAICS) code and small business size standard. The NAICS code and small business size standard for this acquisition appear in Block 10 of the solicitation cover sheet (SF 1449). However, the small business size standard for a concern which submits an offer in its own name, but which proposes to furnish an item which it did not itself manufacture, is 500 employees.

(b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show--

(1) The solicitation number;

(2) The time specified in the solicitation for receipt of offers;

(3) The name, address, and telephone number of the offeror;

(4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;

(5) Terms of any express warranty;

(6) Price and any discount terms;

(7) "Remit to" address, if different than mailing address;

(8) A completed copy of the representations and certifications at FAR 52.212-3 (see FAR 52.212-3(b) for those representations and certifications that the offeror shall complete electronically);

(9) Acknowledgment of Solicitation Amendments;

(10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and

(11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.

(c) Period for acceptance of offers. The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.

(d) Product samples. When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, these samples shall be submitted at no

expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.

(e) Multiple offers. Offerors are encouraged to submit multiple offers presenting alternative terms and conditions or commercial items for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately.

(f) Late submissions, modifications, revisions, and withdrawals of offers:

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

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

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

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

(C) If this solicitation is a request for proposals, it was the only proposal received.

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

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

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

(5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.

(g) Contract award (not applicable to Invitation for Bids). The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.

(h) Multiple awards. The Government may accept any item or group of items of an offer, unless the offeror qualifies the offer by specific limitations. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.

(i) Availability of requirements documents cited in the solicitation. (1)(i) The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to--GSA Federal Supply Service Specifications Section, Suite 8100, 470 East L'Enfant Plaza, SW, Washington, DC 20407, Telephone (202) 619-8925, Facsimile (202) 619-8978.

(ii) If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.

(2) Most unclassified Defense specifications and standards may be downloaded from the following ASSIST websites:

(i) ASSIST (<http://assist.daps.dla.mil>).

(ii) Quick Search (<http://assist.daps.dla.mil/quicksearch>).

(iii) ASSISTdocs.com (<http://assistdocs.com>).

(3) Documents not available from ASSIST may be ordered from the Department of Defense Single Stock Point (DoDSSP) by--

(i) Using the ASSIST Shopping Wizard (<http://assist.daps.dla.mil/wizard>);

(ii) Phoning the DoDSSP Customer Service Desk (215) 697-2179, Mon-Fri, 0730 to 1600 EST; or

(iii) Ordering from DoDSSP, Building 4, Section D, 700 Robbins Avenue, Philadelphia, PA 19111-5094, Telephone (215) 697-2667/2179, Facsimile (215) 697-1462.

(4) Nongovernment (voluntary) standards must be obtained from the organization responsible for their preparation, publication, or maintenance.

(j) Data Universal Numbering System (DUNS) Number. (Applies to all offers exceeding \$3,000, and offers of \$3,000 or less if the solicitation requires the Contractor to be registered in the Central Contractor Registration (CCR) database. The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" or "DUNS +4" followed by the DUNS or DUNS +4 number that identifies the offeror's name and address. The DUNS +4 is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the offeror to establish additional CCR records for identifying alternative Electronic Funds Transfer (EFT) accounts (see FAR Subpart 32.11) for the same concern. If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one. An offeror within the United States may contact Dun and Bradstreet by calling 1-866-705-5711 or via the internet at <http://fedgov.dnb.com/webform>. An offeror located outside the United States must contact the local Dun and Bradstreet office for a DUNS number. The offeror should indicate that it is an offeror for a Government contract when contacting the local Dun and Bradstreet office.

(k) Central Contractor Registration. Unless exempted by an addendum to this solicitation, by submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the CCR database prior to award, during performance and through final payment of any contract resulting from this solicitation. If the Offeror does not become registered in the CCR database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror. Offerors may obtain information

on registration and annual confirmation requirements via the Internet at <http://www.ccr.gov> or by calling 1-888-227-2423 or 269-961-5757.

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

- (1) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.
- (2) The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.
- (3) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.
- (4) A summary of the rationale for award;
- (5) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror.
- (6) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

(End of provision)

**ADDENDUM TO FAR 52.212-1 INSTRUCTION TO OFFERORS - - COMMERCIAL ITEMS (OCTOBER 2000)**

1. The Defense Security Cooperation Agency (DSCA), is releasing this solicitation electronically only. This on-line version of the Request for Proposal (RFP) is the official version for this acquisition. In cases of conflict between the electronic (on-line) version of this RFP and any downloaded version of the RFP, the on-line RFP prevails. No hard copy of this solicitation will be issued. Offerors are encouraged to check the GSA websites [www.gsa-ebuy.gov](http://www.gsa-ebuy.gov).

2. Questions - **The cut-off date for all questions is December 9, 2008 at 11:00 A.M.** Request that the offeror email all questions to the following individual. [Ali.beshir@dscamail](mailto:Ali.beshir@dscamail). No responses to questions via telephone will be answered. All questions must be in writing.

3. Responses to all questions will be in the form of an amendment and returned to the offeror.

4. Proposals must be delivered by **December 17, 2008 at 02:00 P.M.** via U.S. Postal, UPS, FEDEX or hand delivered to the following address by the closing date and time. Someone will be present at the agency to accept proposals. No electronic copies of any proposal will be accepted. No exceptions.

Defense Security Cooperation Agency (DSCA)

201 12<sup>th</sup> Street South, Ste 203  
Arlington, VA 22202  
(703) 601-3728 / 703-602-1341  
Attn: Janet Szatmary / Ali Beshir

Offerors may deposit their proposal in the "Proposal Drop Box" on the second floor or hand deliver the proposal to the Security Guard. The hours of operation for DSCA are Monday through Friday from 8:00 A.M. to 5:30 P.M.

5. Addendum to Paragraph (b) Submission of offers. In addition to those requirements as stated in paragraph (b), the following are added and shall apply to the submission requirements in response to this solicitation:

(1) Proposal Format

All offerors must submit written proposal materials as described below and in the quantities of each volume as stated. In addition, the Offeror should also provide an electronic version of its proposal on Microsoft Windows-

compatible 3.5-inch 1.4 MB diskette(s) or 650 MB CD-Rom (CD-R) in Microsoft Windows (latest version) and Excel format or latest version. Any pricing information will be on separate disk(s) from the technical information. In the case of a conflict between the electronic and the hard copy, the hard copy will be considered the correct version.

Volume I – Technical Capability (Submit 1 with original documents, and 1 sanitized copy) - The Technical Capability Statement will consist of a 50 page or less document that outlines the understanding of the Government’s requirement and approach to performing the work to include its skills and capability to meet the requirements of this acquisition. The Technical Evaluation Team (TET) will stop reviewing the proposal after the 50th page. Offerors must demonstrate capability and experience in the areas of; understanding of the Government’s requirement and approach to performing the work as described in Paragraph 2 (Proposal Composition Requirements and instructions) below. The Technical Capability Statement will be evaluated against the criteria listed under Evaluation Factors in the addendum to FAR 52.212-2, Evaluation, Commercial Items.

Volume II - Past Performance Information (Submit 1 with original documents, and 1 sanitized copy) - The offeror must submit Past Performance Documentation in accordance with instructions provided below in the proposal composition requirements and instructions.

Volume III - Contracting/Pricing Volume - (Submit 1 with original document, and 1 copy): Contracting/Pricing Volume will be submitted separately with all executed RFP Documents. Prices will be evaluated for reasonableness. Instructions for preparation of the Contracting/Pricing Proposal are provided at Paragraph 2 (Proposal Composition Requirements and instructions) below.

1. The Contracting/Pricing Volume shall consist of the OFFER (the solicitation document as completed and signed to include, as a minimum, the pricing sheet /schedule B, filled in for the 6 months or 180 days after contract award.
2. The offerors are cautioned that no reference to proposed price(s) shall be made in any other volumes but volume III.
3. Offerors shall comply with all requirements of the proposal submission instructions. Deviations shall be fully explained; however, inclusion of price/cost in documents other than the Price Proposal is not an acceptable deviation.

## (2) Proposal Composition Requirements and Instructions

The following Evaluation Factors will be used to evaluate the proposals:

### **Technical**

- Proven capability of providing Helpdesk services to other agencies of similar size and configuration.
- Ability to provide a workforce that meets the personnel security standards of DoDD 5200.2-R.

### ***Past Performance***

Past performance will be rated in a narrative manner and the risk associated with the past performance will be categorized as low, moderate, or high. Bidders will be requested to provide client references from prior Helpdesk contracts. The Government may contact the references provided in the offer, former customers, etc. to enquire about past performance to include, but not limited to, its reputation for conforming to terms and conditions, for accurately estimating and controlling costs, for adherence to contract schedules (including the administrative aspects of performance); for reasonable and cooperative behavior, and commitment to customer satisfaction. The Government may contact references other than those identified by the offeror.

Cost

The price for each CLIN will be evaluated separately. Price will be evaluated for price reasonableness in accordance with FAR 13.106-3 based on the total proposed price for the base period of performance and all option periods together. The determination that the total price is reasonable will be made by a comparison of other offers received. If only one offer is received, the determination may be based on a comparison to the IGCE or by any other reasonable basis.

**RELATIVE ORDER OF IMPORTANCE OF EVALUATION FACTORS:**

All evaluation factors will be rated, either quantitatively or adjectively. The major evaluation factors (Technical, Past Performance, Cost) are listed in order of importance in Section II above. Within each major factor, the sub-factors are also listed in order of importance. When combined, all non-price factors are significantly more important than price. However, when all of the most highly rated proposals are equal technically, price will be the overarching factor.

**Proposal preparation costs** – This Request for Proposal does not commit the Government to pay any costs incurred in the preparation and submission of your proposal or in making any necessary studies for the preparation thereof, or for any visit the Contracting officer may request for the purpose of clarification of the proposal or for preparation of negotiations. By the submission of its offer, the offeror assumes all cost associated.

2. Addendum to Paragraph (c) Period for acceptance of offers: This paragraph (c) is changed to read as follows: The Offeror agrees to hold the prices in its offer firm for 120 calendar days from the date specified for receipt of offers, unless another time period is specified in an amendment to the solicitation.

3. Addendum to Paragraph (e) Multiple offers. This paragraph (e) is changed to read as follows: Multiple offers presenting alternative terms and conditions will not be accepted.

4. Addendum to Paragraph (h) Multiple awards. This paragraph (h) is changed to read as follows: The Government may accept any item or group of items of an offer. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.

End of Addendum to 52.212-1

(End of provision)

**52.212-2 EVALUATION--COMMERCIAL ITEMS (JAN 1999)**

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

1. Technical Capability
2. Past Performance
3. Price

**I. OBJECTIVE:**

This procurement is for services to provide Helpdesk services to DSCA HQ. DSCA is seeking a vendor who can perform these services with minimal disruption of service to the DSCA user.

The award will be a Fixed-Price Hybrid contract. The period of performance will consist of a base period of 12 months and 4 option years. Selection will be based upon the best value to the Government.

## **II. EVALUATION FACTORS AND RATINGS:**

The following factors will be used to evaluate the proposals:

### **Technical**

Proven capability of providing Helpdesk services to other agencies of similar size and configuration.  
Ability to provide a workforce that meets the personnel security standards of DoDD 5200.2-R.

### **Past Performance**

Past performance will be rated in a narrative manner and the risk associated with the past performance will be categorized as low, moderate, or high. Bidders will be requested to provide client references from prior Helpdesk contracts.

### **Price**

The price proposal will be analyzed for realism, reasonableness, and completeness and will receive a narrative analysis. Price: The price for each CLIN will be evaluated separately. Price will be evaluated for price reasonableness in accordance with FAR 13.106-3 based on the total proposed price for the base period of performance and all option periods together. The determination that the total price is reasonable will be made by a comparison of other offers received. If only one offer is received, the determination may be based on a comparison to the IGCE or by any other reasonable basis.

## **III. RELATIVE ORDER OF IMPORTANCE OF EVALUATION FACTORS:**

All evaluation factors will be rated, either quantitatively or adjectively. The major evaluation factors (Technical, Past Performance, Cost) are listed in order of importance in Section II above. Within each major factor, the sub-factors are also listed in order of importance. When combined, all non-price factors are significantly more important than price. However, when all of the most highly rated proposals are equal technically, price will be the overarching factor.

## **IV. BASIS FOR AWARD:**

An award will be made to the responsible offeror whose proposal conforms to the solicitation requirements and presents the BEST VALUE to the Government as determined by the evaluation criteria described herein. BEST VALUE will be based on an integrated assessment by the source selection authority of the results of the evaluation of all areas and factors set forth herein with due consideration to the relative order of importance. Accordingly, the Government may award any resulting contract to other than the offeror proposing the lowest price or other than the offeror achieving the highest adjectival rating. The Government does reserve the right of such flexibility in evaluation to ensure award of a contract is in best interest of the Government. In this acquisition,

credible ability to perform is more important than price, within the vicinity of the IGCE, because of the high cost to the USG of failure to perform.

## **V. EVALUATION APPROACH**

Selection of the successful offeror will be made based upon the evaluation criteria stated below:

### **A. TECHNICAL CAPABILITY**

The Government will evaluate the offeror's proposal regarding the extent to which the offeror's proposal presents a sound detailed approach and demonstrates the capability to perform the requirements outlined in the Solicitation as appropriate. In particular, it includes an evaluation of the adequacy of the proposed personnel.

### **B. PAST PERFORMANCE.**

The Government will conduct a performance risk assessment based upon the quality of the offeror's past performance as it relates to the probability of successful accomplishment of the required effort. When assessing performance risk, the Government will focus its inquiry on the past performance of the offeror's schedule, quality, and performance, including the contractor's adherence to contract schedules, including the administrative aspects of performance: the contractor's history for reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the contractor's business attitude concerning interests of its customers. This assessment will also include the success of the offeror's former clients in providing Helpdesk services.

Each performance risk assessment will consider the number and severity of problems, the effectiveness of corrective actions taken, and the overall work record. The assessment of performance risk is not intended to be the product of mechanical or mathematical analysis of an offeror's performance on a list of contracts, but rather the product of subjective judgment of evaluation team after it considers all available;

High Performance Risk: Based on the offeror's performance record, or lack of related experience on which past performance may be measured, significant doubt exists that the offeror will successfully perform the required effort within the estimated cost and schedule.

Moderate Performance Risk: Based on the offeror's performance record, some doubt exists that the offeror will successfully perform the required effort within the estimated cost and schedule.

Low Performance Risk: Based on the offeror's performance record, little doubt exists that the offeror will successfully perform the required effort within the estimate cost and schedule.

### **C. PRICE**

Price: The price for each CLIN will be evaluated separately. Price will be evaluated for price reasonableness in accordance with FAR 13.106-3 based on the total proposed price for the base period of performance and all option periods together. The determination that the total price is reasonable will be made by a comparison of other offers received. If only one offer is received, the determination may be based on a comparison to the IGCE or by any other reasonable basis.

## VI. DEFINITION OF ADJECTIVAL RATINGS

Adjectival ratings will be used at two levels:

1. To rate the overall proposal
2. To rate each of the factors

The former will be derived by aggregating the latter.

### **Proposal Rating**

- (1) Excellent. Proposed offer was excellent in all respects and demonstrates excellent understanding of requirements. Offeror has a very good probability of success in completing the contract. In order to receive an overall rating of excellent, the factor designated as the most important must be rated as “excellent, and the remaining non-priced factors must receive a rating of at least “good/low to moderate”, “as applicable.
- (2) Good. Proposed offer presents high quality in most areas and demonstrates good understanding of the requirements. Offeror has a good probability of success in completing the contract. In order to receive an overall rating of “good,” the factor designated as the most important must be rated at least “good” and the remaining non-price factors must receive a rating of at least “satisfactory”.
- (3) Satisfactory. Proposed offer presents adequate quality and demonstrates acceptable understanding of the Government’s requirement. Offer has a moderate probability of success in completing the contract. In order to receive an overall rating of “satisfactory”, the factor designated as the most important must be rated at least “satisfactory” and the remaining non-price factors received a rating of at least “satisfactory”.
- (4) Unsatisfactory. Proposed offer contains major errors, omissions and deficiencies and does not demonstrate and acceptable understanding of the Government’s requirement. The proposal cannot meet requirements of the solicitation without major re-write or revisions. The offeror received an unsatisfactory on one or more factors.

### **Factor Rating**

- (1) Excellent. The offeror proposed approach exceeds the Government requirements. The approach identifies advantages/enhancements with no identifiable weaknesses or deficiencies. In order to receive an overall rating of “Excellent” all sub factors, if applicable, designated as the most important must be rated as “excellent: and the remaining sub factors, if applicable, must be rated at least “good”. For past performance the proposal risk is low.
- (2) Good. The offeror’s proposal will exceed some of the Government requirements. The approach has no more than two identifiable weaknesses and no deficiencies. In order to receive an overall rating of “Good” all sub factors, if applicable, designated as the most important must be rated as “Good” and the remaining sub factors, if applicable, must be rated at least “satisfactory”. For Past Performance the proposal risk is low to moderate.

- (3) Satisfactory. The offeror's proposal will meet the Government requirement. The approach contained no more than four weaknesses and no deficiencies. In order to receive an overall rating of "Satisfactory" all sub factors, if applicable, designated as the most important must be rated as "Satisfactory" and the remaining sub factors, if applicable, must be rated at least "Satisfactory". For Past Performance the proposal risk is moderate.
- (4) Unsatisfactory. The offeror's proposal approach does not meet the Government requirement and contains more than two significant weaknesses. Contained at least one identifiable deficiency. For Past Performance the proposal risk is high.
- (5) Neutral. This rating applies to past performance only. Offeror who has not identifiable past performance for itself, sub or key personnel will only be rated favorable or unfavorable.

## VII. ADDITIONAL DEFINITIONS.

1. Deficiency. A material failure of a proposal to meet a Government requirement or a combination of significant weaknesses in a proposal that increases the risk of unsuccessful contract performance to a unacceptable level. Examples of deficiencies include a statement by the offeror that it cannot or will not meet a requirement, an approach that clearly does not meet a requirement, or omission of data required to assess compliance with the requirement.
2. Weakness. A flaw in the proposal that increases the risk of unsuccessful contract performance. A "significant weakness" in the proposal is a flaw that appreciably increases the risk of unsuccessful contract performance.
3. Advantage/Enhance. An advantage/enhancement describes some element of a response that notable enhances as aspect of the offeror's ability to perform the effort or that represents a significant benefit to the Government.
4. Clarifications. Limited exchanges, between the Government and offerors that may occur when awarded without discussions is contemplated. These limited exchanges may be used to clarify certain aspects of proposals (e.g., the relevance of an offeror's past performance information and adverse past performance information to which the offeror has not previously had an opportunity to respond) or to resolve minor or clerical errors.

(b) Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of provision)

(End of Summary of Changes)