

E.2 INSTRUCTIONS TO OFFERORS

1.0 QUOTE SUBMISSION

All quotes shall be submitted and mailed in an electronic format on disc (PDF or MS Word) and shall be assembled as follows:

Section 1: Offer Form (Standard Form 1449) - Original signature and date; Contract Administration Data; DUNS Number; Acknowledgement of Solicitation Amendments.

Section 2: Pricing shall be submitted as requested in the Schedule of Supplies/Services comprised within the solicitation document. No price/cost information should be included in the technical quote document. Offerors are not required to submit detailed cost and pricing information with their initial offer beyond the overall price.

Section 3: The offeror must submit a completed copy of the provision at FAR 52.212-3, Offeror Representations and Certifications - Commercial Items. An offeror shall complete only paragraph (b) of this provision if the offeror has completed the annual representations and certifications electronically at <https://www.sam.gov/portal/public/SAM/>

Section 4: Technical Quote - Submit technical quote in a format which clearly addresses the evaluation factors. Each response shall address each factor/sub factor in the sequence listed below and clearly identify which factor is being addressed. The offeror must identify any subcontractors proposed under this solicitation. All technical elements applicable to the utilization of subcontractors must be addressed in the technical quote and detail provided.

The Technical Volume shall not exceed twenty five (25) pages in length (minimum 12-point font). Page limitation includes any drawings, charts, etc., and excludes section dividers, table of contents, list of figures/tables, glossary of terms and cross-referencing indices and resumes (all of which are not considered content pages).

Section 5: Past Performance - Identify all federal, state, and local government contracts as well as any private/commercial contracts of similar scope, size, complexity that are ongoing or have been completed within the last three (3) years. List the following information for each contract:

- Company Name and Address
- Description of Services Performed
- Name, telephone number and e-mail address of responsible individuals who have first-hand knowledge of performance relative to the same type of services
- Dates of Contract Performance
- Contract Type (e.g. fixed-price, cost reimbursable) and total contract value

Failure to submit a complete quote may result in the quote being deemed technically unacceptable.

2.0 AWARD BASIS

The Government will award a firm fixed priced contract to the responsible offeror whose offer, conforming to the requirements in this request for quote, will be most advantageous to the Government, price and other factors considered. A best value award will be made based upon the following factors: Technical/Management Approach, Past Performance, Socio-Economic Status and Usage, and Price.

Factor I Technical

Offeror shall submit company's detailed technical approach/methodology for completing all requirements of the Performance Work Statement (PWS). The submission shall include but not limited to:

- Resume of each proposed instructor detailing the instructor's personnel qualifications
- Contingency plan for downtime, scheduled and unscheduled leave
- Number of years' experience providing the required services (5 years minimum)
- Location of contractor facility (Contractor shall maintain and provide a facility within 25 miles of Durham VA Medical Center, Durham, North Carolina)

Factor II Past Performance

Past performance information will be utilized to determine the quality of the contractor's past performance as it relates to the probability of success of the required effort. The Government will evaluate customer satisfaction, responsiveness to customer needs, and past demonstration of meeting delivery schedules and the delivery of quality services. Emphasis will be on recent, relevant past performance in the previous 3 years. Recent is defined as work performed within the last three years. Relevant is defined as work similar in size and scope of the work described in the Performance Work Statement (PWS).

Past performance information is one indicator of an offeror's ability to perform the contract successfully. Current and relevant information, source of information, context of data, and general trends in Contractor's performance shall be considered as it pertains to the performance of work described in this solicitation. Offerors may provide information on problems encountered on identified contracts and the offeror's corrective action. The Government shall consider this information as well as information obtained from any other sources when evaluating the offeror's past performance.

Since the Government may not necessarily interview all of the sources provided by the offerors, it is incumbent upon the offeror to explain the relevance of the data provided. Offerors are reminded that the Government may elect to consider data obtained from other sources.

Offerors with no relevant past performance or whom information is not available, shall not be evaluated favorably or unfavorably on past performance

Offerors are required to have past performance surveys completed by 3 identified references and sent from the identified reference office within one day of the solicitations closing date (See Section D - Past Performance Survey.)

Factor III Socioeconomic Status and Usage

VA recognizes the contributions of our Nation's Veterans, and we strive to make contract awards to small businesses owned by Veteran-and service-disabled Veterans. In an effort to achieve socioeconomic small business goals, VA will evaluate offerors based on their service-disabled Veteran-owned small business (SDVOSB) or Veteran-owned small business (VOSB) status, and their proposed use of eligible service-disabled Veteran-owned small businesses and Veteran-owned small businesses as subcontractors. Eligible service-disabled Veteran-owned offerors will receive full credit, and offerors qualifying as Veteran-owned small businesses will receive partial credit for this Service-Disabled Veteran-Owned and Veteran-Owned Small Business Status evaluation factor. To receive evaluation credit, an offer or must be verified in VetBiz.gov Vendor Information Pages (<http://www.VetBiz.gov>).

Non-Veteran offerors proposing to use service-disabled Veteran-owned small businesses or Veteran-owned small businesses as subcontractors in proportions which meet or exceed the VA subcontracting goals for these firms (regardless of business size) will receive the lowest amount of credit under this evaluation factor. Offerors must state in their quotes the names of the SDVOSBs and VOSBs with whom they intend to subcontract and provide a brief description of the proposed subcontracts and the approximate dollar values of the proposed subcontracts. In addition, the proposed subcontractors must be verified in the VetBiz.gov Vendor Information Pages (VIP) (<http://www.vetbiz.gov>).

SDVOSB offerors will weighed higher than Veteran Owned Small Business (VOSB), if quotes are considered technically equal considering all factors and quoted prices are significantly balanced.

Non-Veteran offerors which use no service-disabled Veteran-owned or Veteran-owned small businesses as subcontractors shall receive no credit under this evaluation factor.

Factor IV Price

Total price will be evaluated by the Government. In evaluating the offeror's proposed price for this project, the government concern includes determining whether:

- a. Proposed price reflects a clear understanding of the requirements, and is consistent with the various elements of the offeror's quote.
- b. Proposed price is reasonable in comparison with proposed prices received in response to the solicitation.
- c. Proposed price is reasonable in comparison with prices with the independent Government cost estimate.

Unrealistically low or high proposed prices, initially or subsequently, may be grounds for eliminating a quote from competition either on the basis that the offeror does not understand the requirement or the offeror has provided an unrealistic quote.

Note that FAR part 13 Simplified Acquisitions Procedures; 13.5 Test Program for Certain Commercial items procedures will be used. A contractor may be eliminated from consideration without further exchanges if technical and/or pricing quotes are not among those Offerors considered most advantageous to the Government based on a best value determination.

3.0 TECHNICAL QUESTIONS

Offerors should submit all technical questions regarding this solicitation to the Contracting Officer in writing on or before 4:00 PM EST November 8, 2013 no question will be accepted after that date. Questions must be sent via e-mail to patricia.hoagland@va.gov address your subject line as follows: Microsoft Office Instruction Durham VAMC.

Telephonic (verbal) questions **Will Not** Be Addressed. All responses to questions, which may affect offers, will be incorporated into a written amendment to the Request for Quotation.

4.0 DUE DATES

All quotes shall be submitted by 4:00 PM EST November 26, 2013 to the following address:
Department of Veterans Affairs
VISN 6 Network Contracting Office
Attn: Patricia Hoagland
100 Emancipation Drive, Building 27
Hampton, VA 23667

Facsimile and electronic submission is not authorized under this announcement.