

SECTION E - SOLICITATION PROVISIONS

ADDENDUM to FAR 52.212-1 INSTRUCTIONS TO OFFERORS—COMMERCIAL ITEMS

Provisions that are incorporated by reference (by Citation Number, Title, and Date), have the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

The following provisions are incorporated into 52.212-1 as an addendum to this solicitation:

E.1 INSTRUCTIONS TO OFFERORS – COMMERCIAL ITEMS

(a) *Submission of Offers:*

- (1) Offers shall be received on or before the date and time specified in Section (xv) of the Combined Solicitation.

Note: Offers received after the due date and time **shall not** be considered.

- (2) All Offerors shall submit their offers electronically via email to Christopher.Humphrey@va.gov . Hand deliveries will not be accepted.

- (3) Offers shall be based on the documents issued in the solicitation.

(b) *Solicitation Questions:*

Questions of a technical nature shall be submitted to the Contracting Officer in writing via e-mail to Christopher.Humphrey@va.gov. Oral questions of a technical nature are not acceptable due to the possibility of misunderstanding or misinterpretation. The cut-off date and time for receipt of questions is specified in Section (xv) of the Combined Solicitation. Questions received after this date and time may not be answered. All questions will be answered in a formal amendment to the solicitation so all interested parties can see the answers.

(c) *Amendments:*

Amendments to this solicitation will be posted at <http://www.fedbizopps.gov>(FBO). Paper copies of the amendments will NOT be individually mailed. By registering to receive notifications on FBO, offerors will be notified by email of any new amendments that have been issued. No other notification of amendments will be provided. Potential Offerors are advised that they are responsible for obtaining and acknowledging any amendments to the solicitation. Failure to acknowledge an amendment may result in your offer being considered unacceptable.

(d) *System for Award Management (SAM):*

The General Service Administration's (GSA) Office of Government-wide Policy is consolidated the government-wide acquisition and award support systems into one new system - SAM. SAM is a free web-site which is streamlining processes, eliminating the need to enter the same data multiple times, and consolidating hosting to make the process of doing business with the government more efficient. Currently, Central Contractor Registration (CCR), FedReg, ORCA and EPLS have been migrated into SAM. Over the coming years, additional system migrations will be completed. For more information please visit <https://www.sam.gov/portal/public/SAM/>.

Federal Acquisition Regulations require that federal contractors register in the SAM database at <http://www.sam.gov> and enter all mandatory information into the system. Award cannot be made until the

contractor has registered. Offerors are encouraged to ensure that they are registered in SAM prior to submitting their quotation.

(End)

E.2 QUOTATION PREPARATION INSTRUCTIONS

(a) *Quotation Preparation Costs:*

The Contracting Officer is the only individual legally authorized to commit the Government to the expenditure of public funds in connection with this procurement. The solicitation does not commit the Government to pay any costs for the preparation and submission of an offer in response to this solicitation.

(b) *Quotation Format:*

(1) *General:*

The submission shall be clearly indexed and logically assembled. Each volume shall be clearly identified and shall begin at the top of a page. All pages of each volume shall be appropriately numbered and identified by the complete company name, date and solicitation number in the header and/or footer. Proposal page limitations **are** applicable to this procurement. All files will be submitted as an Adobe Acrobat (PDF) file or compatible as indicated in Table One (1). Page size shall be no greater than 8 1/2" x 11". The top, bottom, left and right margins shall be a minimum of one inch each. Font size shall be no smaller than 12-point. Arial or Times New Roman fonts are required. Characters shall be set at no less than normal spacing and 100% scale. Tables and illustrations may use a reduced font size not less than 8-point and may be landscape. Line spacing shall be set at no less than single space. Each paragraph shall be separated by at least one blank line. Page numbers, company logos, and headers and footers may be within the page margins **ONLY**, and are not bound by the 12-point font requirement. Footnotes to text shall not be used.

(2) *File Packaging:*

All of the proposal files may be compressed (zipped) into one file entitled "proposal.zip" using WinZip version 6.2 or later version. The proposal files may also be submitted individually using the naming convention identified in Table One (1) (below).

(3) *Content Requirements:*

All information shall be confined to the appropriate volume. The titles and file type requirements for each file are shown in the Table below:

Table 1

Volume Number	Evaluation Factor	File Name	Page Limitations
Volume I	Price	Price.pdf	NONE
Volume II	Technical	Tech.pdf	40

Volume III	Past Performance	PastPerf.pdf	10
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***Note page limitations:** A Cover Page, Table of Contents, resumes and/or a glossary of abbreviations or acronyms will not be included in the page count of the technical Volume. However, be advised that any and all information contained within any Table of Contents and/or glossary of abbreviations or acronyms submitted with an Offeror's proposal will not be evaluated by the Government. Individual resumes shall not exceed 3 pages per resume.

Volume I – Price Factor Requirement: The Pricing Volume Shall Consist of the following:

(1) *Proposal Summary/Cover Sheet including:*

- i. Date submitted;
- ii. Contractor's name;
- iii. Contractor technical lead contact information;
- iv. All subcontractor(s) (if applicable) and the description of their planned subcontracting effort;
- v. Statement that the contractor's offer remains valid for no less than one hundred and twenty (120) calendar days from the RFQ closing date.

(2) Completed Price Schedule located in Section (v) of the Combined Solicitation with any additional charges listed below the provided price schedule. **Please ensure all shipping and handling charges, if applicable, are included as part of the line item pricing; the Government will not pay the shipping or delivery charges separately.**

Volume II – Technical Factor Requirements: Technical Sub factors, whose subfactors are of equal importance, are: (1) Corporate Experience/Capabilities; (2) Management Approach; (3) Licenses and Insurance. Offerors shall propose a detailed approach that addresses the following:

- (1) Corporate Experience/Capability: The offeror's proposal shall be evaluated to determine if the organization has the experience and capabilities to manufacture and supply quality dental prosthesis in a timely efficient manner. VA will assess current and proposed organizational structure, resources, and internal capabilities to meet all requirements and standards within the PWS. VA will evaluate the offerors capacity to meet the services they indicate that they can provide. Provide detailed information regarding your ability to:
 - a. Meet all of the requirements, terms and conditions stated in the Performance Work Statement.
 - b. Meet or exceed the Turnaround Times (TAT) stated in the Performance Work Statement.
 - c. Provide local site pickup and delivery at each facility either by the contractor and/or shipping service.
- (2) Management Approach: The proposed management approach will be evaluated for reasonableness, longevity, feasibility, expectation of quality service, and expectation of success in meeting all requirements and standards contained within the PWS. Evaluation will include analysis of the following:
 - a. Offeror's proposed solution for the planned management, communication, coordination and oversight procedures to meet all PWS requirements and standards, to include how orders will be processed and handled.

- b. Offeror's Explanation of the planned management, communication, coordination and oversight procedures to meet all PWS requirements and standards.
 - c. The Offeror's approach to risk management, including the processes and methodologies for identifying, mitigating and monitoring risks.
 - d. Quality Assurance and Quality Control: The Offeror's approach to quality control, including the Offeror's processes and methodologies. Describe your quality management system that is currently in place as it will be evaluated for meeting the needs of the PWS Standards for Acceptable Delivery requirements. Please also provide any quality certifications or licenses obtained.
 - e. Proposed Staffing.
- (3) Licenses and Insurance: The contractor and all sub-contractor's facilities shall have all licenses, permits, certifications and insurance as required by local and state authorities to provide dental laboratory services. The contractor will provide a copy of all licenses, permits, certifications and insurance for dental laboratory services in accordance with all applicable Federal, State, Municipal, and local regulations. This documentation will serve as part of the pre-award responsiveness and responsibility determination and needs to be submitted as part of the solicitation response.
- a. The contractor must prove that they are a licensed dental laboratory and are licensed to perform all of the dental laboratory services as required in the Performance Work Statement, or have the capability to be licensed prior to start of performance.
 - b. Contractor must submit evidence that any subcontractor is qualified and legally able to provide services
 - c. Provide proof of all appropriate insurance.

Volume III – Past Performance Factor Requirements: Offerors shall address the following:

- (1) Submit past performance references for any federal, state, or private sector contracts (prime contracts, task/delivery orders, and/or all subcontracts) in performance at any point during the three (3) years immediately prior to the quotation submission date, which are relevant to the efforts required by this solicitation. Areas of relevance include specific experience with similar work of comparable size and scope for providing dental laboratory services for an integrated healthcare system. A Past Performance Worksheet is attached to this solicitation for your use.
- (2) Offerors shall provide a specific narrative explanation of each contract listed in Section 1 describing the objectives achieved and detailing how the effort is relevant to the requirements of this solicitation. For any contract(s)/task order(s) that did not/do not meet original schedule or technical performance requirements, provide a brief explanation of the reason(s) for the shortcoming(s) and any corrective action(s) taken to avoid recurrence. The Offerors shall list each time the delivery schedule was revised and provide an explanation of why the revision was necessary. The Offerors shall indicate if any of the contracts listed were terminated and the type and reasons for the termination.
- (3) Past Performance Surveys are to be sent directly by email to Christopher.Humphrey@va.gov as part of your quotation package. Questionnaires received after the solicitation close date will not be considered.
- (4) The Government reserves the right to obtain information for use in the evaluation of past performance from any and all sources. In the case that an offeror without a record of relevant past performance or for whom information on past performance is not available, in accordance with FAR 15.305 the offeror may not be evaluated favorably or unfavorably on past performance. However, the proposal of an offeror with no record of

past performance, while rated “neutral” in past performance may not represent the most advantageous proposal to the Government all factors being considered.

(End)

(End of Addendum to 52.212-1)

E.11 52.212-2 EVALUATION—COMMERCIAL ITEMS (OCT 2014)

(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:

Technical
Past Performance
Price

Non-Price Factors, when combined, are significantly more important than price.

(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)

E.12 ADDENDA TO FAR CLAUSE 52.212-2

A. BASIS FOR AWARD

Any award will be made based on the best overall (i.e., best value) proposal that is determined to be the most beneficial to the Government, with appropriate consideration given to the three following evaluation Factors: Technical, Past Performance, and Price. The Technical Factor is significantly more important than the Past Performance Factor, which is significantly more important than the Price Factor. The non-Price Factors when combined are significantly more important than the Price Factor. Offerors are cautioned that the award may not necessarily be made to the lowest Price offered or the most highly rated technical proposal.

B. EVALUATION APPROACH

All proposals shall be subject to evaluation by a team of Government personnel. The Government reserves the right to award without discussions based upon the initial evaluation of proposals. The proposal will be evaluated strictly in accordance with its written content. Proposals which merely restate the requirement or state that the requirement will be met, without providing supporting rationale, are not sufficient. Offerors who fail to meet the minimum requirements of the solicitation will be rated Unacceptable and will

be ineligible for award. Additionally, proposals that merely restate the PWS requirements will be rated Unacceptable.

1. TECHNICAL EVALUATION APPROACH

- i.) Understanding of the Problem – The proposal will be evaluated to determine the extent to which it demonstrates a clear understanding of all features involved in solving the problems and meeting and/or exceeding the requirements presented in the solicitation and the extent to which uncertainties are identified and resolutions proposed.
- ii.) Feasibility of Approach – The proposal will be evaluated to determine the extent to which the proposed approach is workable and the end results achievable. The proposal will be evaluated to determine the level of confidence provided the Government with respect to the Offeror's methods and approach in successfully meeting and/or exceeding the requirements in a timely manner.
- iii.) Completeness – The proposal will be evaluated to determine whether the Offeror's methods and approach have adequately and completely considered, defined, and satisfied the requirements specified in the solicitation. The proposal will be evaluated to determine the extent to which each requirement has been addressed (i.e., met and/or exceeded) in accordance with the proposal submission instructions of the solicitation.

2. PAST PERFORMANCE EVALUATION APPROACH

The Past Performance evaluation will assess the relative risks associated with an Offeror's likelihood of success in fulfilling the solicitation's requirements as indicated by that Offeror's record of past performance. In this context, "Offeror" refers to the proposed prime contractor and all proposed major subcontractor(s). A major subcontractor is defined as one who will be providing critical services or whose subcontract is for more than 49% of the total proposed price. In either case, the prime contractor and proposed major subcontractor(s) will be assessed individually and the results will then be assessed in their totality to derive the Offeror's Past Performance rating.

The Government will conduct a performance risk assessment based on the quality, relevancy and recency of the Offeror's past performance, as well as that of its major subcontractors, as it relates to the probability of successful accomplishment of the required effort. Offerors are cautioned that the Government will review available past performance data available in the Past Performance Information Retrieval System (PPIRS). The Government reserves the right to obtain past performance information from any available source and may contact customers other than those identified by the Offeror when evaluating past performance. Since the Government may not necessarily interview all of the sources provided by the Offerors, it is incumbent upon the Offerors to explain the relevance of the data provided. Offerors are reminded that the burden of proving low performance risk rests with the Offerors.

In the case of an Offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance and will receive a neutral rating.

3. PRICE EVALUATION APPROACH

Fixed Price: The Government will evaluate offers by adding the total of all line item prices, including all options. The Total Evaluated Price will be that sum. If the offeror fails to provide pricing for, at a minimum, the line items identified in the pricing schedule located in the solicitation, the offer may be considered unacceptable. "Materially Unbalanced" prices and/or unreasonably high or low prices may cause the offer to be determined unacceptable. Prices which are unrealistically high or low may be indicative of the Offeror's lack of understanding of the work effort or the ability to successfully perform the task order.