

## **04b - TECHNICAL PROPOSAL**

**ALL OFFERORS MUST COMPLETE THIS EXHIBIT.**

**NOTE:** The technical proposal shall only include the technical information described below. **No pricing information** shall be included in any portion of the technical proposal. Pricing is to be provided separately per the guidance found in Document 05 – Commercial Sales Practice Format and Document 06 – Proposal Price List Preparation. **Page Limitations:** If the offeror submits pages in excess of the limitations, the Government will only read and evaluate the stated number of pages of the offeror's technical proposal as specified below:

<b>SUB-FACTORS</b>	<b>PAGE LIMITATION</b>
A. Corporate Experience	10 pages
B. Organization and Professional Staff	Provide only the requested information
C. Technical Approach	Provide only the requested information
D. Past Performance	Provide only the requested information

**SUB-FACTOR A - CORPORATE EXPERIENCE**

- a) **Summary of Experience:** Offerors shall demonstrate that it has at least two (2) years corporate experience in delivering medical laboratory testing and related services to Federal, State, or Local Government(s) or Commercial Entities. The demonstration shall include offerors' resources, experience, capabilities, and relevant information regarding organization stability and strengths. If corporate experience is not available, an offeror may substitute relevant experience information regarding predecessor companies, key personnel who have relevant experience or subcontractors that will perform major or critical aspects of the requirement. **If an offeror makes this substitution; the summary must clearly state so and identify the entity, personnel, or subcontractor that performed the services. The offeror shall clearly indicate how this experience relates or compares to that necessary to complete the services under each SIN offered.**
- b) **Project Description(s):** The offeror shall describe one or more project(s) that demonstrates a wide range of skills similar to the size and scope of the tasks contemplated herein. It shall include SIN, client and point of contact (name, address, telephone, fax, e-mail), a project description of the medical laboratory testing and related services provided, period of performance (to include planned and actual start and completion dates), contract number and dollar value. The projects must be submitted in the following format:
- SIN
  - Project Description
  - Client and Point of Contact
  - Telephone and Facsimile Number
  - Period of Performance
  - Contract Number
  - Dollar Value
- c) **Project Reference(s):** For each project presented, provide the client Agency/Company name and a point of contact. This information will allow the Government to accurately match the references provided under Sub-Factor D with their respective projects described under this factor. The Government reserves the right to contact any point of contact listed for clarification or performance information provided by the offeror. Further, the Government reserves the right to use any information that comes to the attention of the Government in the evaluation of the offer.

**SUB-FACTOR B – ORGANIZATION AND PROFESSIONAL STAFF:**

**Sub Factor B.1 – Organization**

- a) Certification: Each Offeror shall submit all required certifications with the proposal, including Federal Clinical Laboratory License Number, Medicare Supplier Code Number, Medicaid Certificate Number, and any additional applicable facility licensing or accreditations, e.g., (National Institute of Drug Abuse (NIDA) Certification for Toxicology, College of American pathologists, Clinical Laboratory Improvement Amendments (CLIA), etc.)
- b) Accreditations: Photocopies of any facility accreditation held by Offeror and Offerors current applicable state licensing and/or Center for Prevention and Disease Control (CDC) accreditation or proof that such documents are being processed must be furnished by Offeror. The documentation must include the scope of services that are accredited and/or licensed.
- c) Medical Malpractice Insurance Certificate: Each Offeror shall provide a copy of their Medical Malpractice Insurance Certificate.
- d) Use of Subcontractors: If subcontractors are proposed to be used during the life of the contract, it is required that the offeror disclose any subcontract relationship to the FSS Contracting Officer, provide a copy of the subcontractor agreement demonstrating that it complies with paragraph (e) of clause 852.237-7, and provide copies of certificates and endorsements with the same information as described above in items a), b), and c),. Any tests to be performed by subcontractors approved under the contract must be specifically identified, by line item, for each subcontractor. Under no circumstances shall charges exceed the negotiated FSS price awarded under the contract (i.e., no additional charges for test “send-outs” or other services performed by subcontractors are permitted).
- e) Specimen Tracking Protocol: Offerors shall submit a copy of protocol for specimen tracking. Offerors shall propose a carrier for transport and provide assurance that the carrier can comply with the protocol.

**Sub Factor B.2 – Professional Staff –**

- a) List of Professional Staff: The offeror must provide a list of professional staff and their respective curriculum vitae (CV). Additionally, the offeror shall provide specific information describing the qualifications of the personnel who will be utilized in the performance of this contract, e.g. types of experience, years of experience, education, and licenses (e.g. for pathologist – medical education including internship and residency programs, board certifications, licenses, and work history).
- b) Organizational Chart: The offeror must provide an organizational chart of personnel involved in the performance of this contract and provide position titles, e.g. Supervisory Personnel, Quality Control Manager, Quality Assurance Manager, etc. This chart shall clearly show organizational relationships, lines of authority and responsibility and span of control.
- c) Letter of Commitment: If subcontractors/consultants perform a major or critical aspect of the work, the offeror must submit a Letter of Commitment from that individual(s) and the letter must indicate how long (number of months or years) this commitment is valid.

## **SUB FACTOR C – TECHNICAL APPROACH**

Understanding the Requirements/Technical approach must include the following:

- a) Services Offered per SIN: Sufficient information to describe services offered per SIN. Submit documentation demonstrating the ability, knowledge and experience with medical laboratory testing and analysis services.
- b) Order Performance Methodology: The Offeror shall demonstrate in its proposal the methodology used to accomplish completion of a task order. What steps will be taken to ensure the work will be completed on time and that all requirements will be successfully met.
- c) Quality Assurance Plan: The Offeror shall describe the control systems implemented to assure quality service performance under the contract. The Offeror shall provide a Quality Assurance Plan addressing the following:
  - o Laboratory Operations - A description of key aspects of their laboratory operations, e.g. pre-analytical, analytical and post-analytical and a description of each quality assurance monitor that is used to identify and prevent defects in the quality of service performed.
  - o Records Description - A description of the records to be kept to document inspections and corrective or preventive actions protocol.
  - o Specimen Pickup through Results Delivery - A step-by-step description of performance under the task order, detailing the following
    - Notification by ordering activity
    - Pickup of specimens
    - Specimen tracking protocol for specimen transportation, including sample record, shipping method, and proposed carrier
    - Analysis protocol
    - Delivery of results (i.e. method, notification process, etc.)
- d) Reperformance of Services – The offeror shall describe the protocol for reperformance of services when requested by the ordering activity. Per clause 52.212-4(a) Contract Terms and Conditions – Commercial Items (see Document 02 – Solicitation Document), the ordering activity reserves the right to request reperformance, if possible, of any nonconforming service.

**SUB-FACTOR D - PAST PERFORMANCE**

Offeror must submit the following information **for each offered SIN** as part of their proposal for both the offeror and any proposed major subcontractors:

- a) **Summary of Contracts**: All contracts performed, **relative to the offered SIN(s)**, during the last three years, up to a total of seven, beginning with the latest completed contract and including current active contracts. Contracts listed may include those entered into by the Federal Government, agencies of state and local governments and commercial customers. Offerors that are newly formed entities without prior contracts should list contracts and subcontracts as required above for all key personnel (Officers of the Company – e.g., President, Vice President, Production Supervisors, Technical Experts, etc.) Include the following information for each contract and subcontract:
  - 1) Name of Contracting Activity
  - 2) Contract Number, Type, and Total Value
  - 3) Contract Work (additionally, identify the matching offered SIN(s))
  - 4) Contracting Officer and Telephone Number
  - 5) Program Manager and Telephone Number
  - 6) Administrative Contracting Officer (if different from item f) and Telephone Number
  - 7) List of Major Subcontractors
  
- b) **Problem Resolution**: The offeror may provide information on problems encountered on the contracts and subcontracts identified in (i) above and corrective actions taken to resolve those problems. Offerors should not provide general information on their performance on the identified contracts. General Performance will be obtained from the references.
  
- c) **Quality Awards**: The offeror may describe any quality awards that indicate the offeror possesses a high quality process for developing and producing the product required. Identify what segment of the company (one division or the entire company) that received the award. Describe when the award or the certification was presented. If the award or certification is over three years old, present evidence that the qualifications still apply.

**Review and Evaluation**: The Government will evaluate the offeror’s past performance in successfully completing projects relevant to the types of tasks outlined in the Statement of Work. To accomplish this, the Government will send a separate survey attachment to the references provided in Document 07 – Past Performance Evaluation. The Government will consider the offeror’s performance in the following key areas:

Overall Rating	Attitude of Personnel	Quality of Service
Timeliness	Total Cost	Delivery Quantities
Problem Responsiveness	Technical Support	

The Government will review all surveys and any other pertinent information and rate an offeror either “acceptable” or “unacceptable” for each survey report. Those offers demonstrating a pattern of consistent acceptable performance will receive a rating of “acceptable.” Offerors will be given the opportunity to clarify information concerning the relevance of any adverse past performance information to which the offeror has not previously had an opportunity to respond.