

SECTION L

INSTRUCTIONS, REQUIREMENTS, CONDITIONS, AND NOTICES TO OFFERORS

1. GOVERNMENT FUNDING

This requirement is funded by revenue generated by Air Force Morale, Welfare, and Recreation (MWR) programs worldwide. No Appropriated funds or Tax Dollars are used. Offeror is required to meet all solicitation requirements.

2. AMENDMENTS TO SOLICITATIONS

If this solicitation is amended, then all terms and conditions that are not modified remain unchanged. Offeror shall acknowledge receipt of any amendment to this solicitation by:

- 2.1. Signing the amendment in Blocks 13A, 13B and 13C and return the signed amendment with the proposal per Section A, Cover Page of Solicitation, time and date specified in Block 7.
- 2.2. Identify the amendment number and date in Section K, Certifications and Representations, Para. 7. Acknowledgement of Amendments.

3. OFFER PREPARATION INSTRUCTIONS

Marketing and Informational material will NOT be evaluated and will count towards page limits. The following documents constitute the offer – failure to submit any of the below documents may be cause for rejection of the offer:

- 3.1. Complete all fillable/required (A, B, F, H, I & K) information in Sections A thru K. In doing so, the Offeror accedes to the contract terms and conditions as written in the solicitation Sections A through K. These sections constitute the model contract.
- 3.2. Insert proposed unit price and extended prices in Section B for each line item in all 12 worksheets highlighted in yellow. Offeror must also complete the 3 scenarios in worksheet labeled Scenarios. These scenarios will be used to evaluate pricing less the Performance Allowance percentage offered. Totals of all 3 scenarios will be added to arrive at the total amount used for evaluation.
- 3.3. The entire solicitation Sections A through K shall be returned in their entirety.
- 3.4. FALSE CLAIMS ACT

The Offeror must certify that the submitted data is current, accurate, and complete. Offeror may be found liable for fraud under the Claims Act for defective pricing if they deliberately withhold or falsify such information.

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4. OFFER SUBMISSION INSTRUCTIONS

Contract Documentation- Offers in response to this solicitation shall be submitted in Adobe PDF format with the exception of Section B Pricelist which should be submitted in Excel format to reach the issuing office indicated at page 1, Section A of the solicitation, Block 7. In addition, submissions of offers must follow the guidance:

- 4.1. Only electronic copies of proposals will be accepted via DoD SAFE. Offeror must ensure electronic copies are virus free.
- 4.2. Submit Contract Documentation, Pricing, Technical Performance, and Past Performance as follows:
 - 4.2.1. One (1) electronic copy of the Contract Documentation that includes complete applicable sections of the RFP per Para. 7 below. In doing so, the Offeror agrees to the contract terms and conditions as written in the RFP Sections A through K. Each applicable section must be addressed and all applicable back up must be provided.
 - 4.2.2. One (1) electronic copy for Pricing per Para. 8 below.
 - 4.2.3. One (1) electronic copy for Technical Performance per Para. 9 below.
 - 4.2.4. One (1) electronic copy for Past Performance per Para. 10 below.
- 4.3. Proposals may be modified or withdrawn by written notice only. Modifications to proposals must be received at any time **BEFORE** closure of this solicitation and written notice to withdraw must be received at any time BEFORE award of the contract. Send written notice by email to gerardo.gamez.1@us.af.mil and peggy.hudel.1@us.af.mil. Acknowledgement by written response from the Contracting Officer must be obtained. Facsimile proposals, modifications, or withdrawals WILL NOT be considered.
- 4.4. For proposal delivery, Offeror is required to send an email to gerardo.gamez.1@us.af.mil and peggy.hudel.1@us.af.mil requesting permission to upload to safe.apps.mil. Please include email which will receive the approval. PLEASE DO NOT REQUEST ACCESS BEFORE 7 DAYS OF THE RFP CLOSE DATE. Once the request is received, Offeror will receive an email from DoD SAFE **with a link to submit documentation.**
- 4.5. Delivery of electronic documents must be made **NO LATER THAN 4:30 PM, Central Standard Time, on Tuesday, 20 December 2022.**

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- 4.6. In the “Short note to the Recipients” section of DoD SAFE, Proposals must be marked as follows:

Solicitation Number / RFP#: F41999-22-R-0010 Air Force Services Center (AFSVC)

Closing Date/Time: **4:30 PM, Central Standard Time, Tuesday, 20 December 2022.**

- 4.7. All offer documentation in response to this solicitation shall be English, to include but not limited to Statement of Assurance (SOA), Bonding, and Insurance, when applicable.

5. EXPLANATION TO PROSPECTIVE OFFERS

- 5.1. Any prospective Offeror desiring to ask questions or who need an explanation or clarification of the solicitation, drawings, specifications, etc., must submit a request in writing (by email) **NO LATER THAN 4:30 PM, Central Standard Time, Wednesday, 24 August 2022** to allow a reply to reach all prospective Offerors prior to the submission of their offer. Questions must be submitted via email to: peggy.hudel.1@us.af.mil and gerardo.gamez.1@us.af.mil.
- 5.2. The Contracting Officer will respond to all written requests received by the submission deadline no later than, **4:30 PM, Central Standard Time, Tuesday, 06 September 2022.**

6. FORMATTING & DOCUMENT ORGANIZATION

- 6.1. The section provides general guidance for preparing proposals as well as specific instructions on the format and content of the proposal. To assure timely and equitable evaluation of proposals, the Offeror’s proposal is required to include all data and information requested by Section L: Instructions to Offerors and must be submitted in accordance with these instructions. Offeror is also required to meet all solicitation requirements, including terms and conditions, representations and certifications, and technical requirements, in addition to those identified as evaluation factors or sub-factors. The Offeror must be compliant with the requirements as stated in the Request for Proposal (RFP) – Section B CLINs and Section C Statement of Work. The Offeror is confirming that its firm will perform all the requirements specified in the solicitation by submitting a proposal. Offeror must clearly identify any exception to the solicitation terms and conditions, and provide complete accompanying rationale.
- 6.2. The proposal validity period shall be at least **180 calendar days** from the closing date of this solicitation.

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6.3. Offeror is expected to examine the drawings, specifications, schedule, and all instructions. Failure to do so will be at the Offeror's risk. The Offeror must provide pricing for each applicable item In Accordance With (IAW) Section B: Supplies and Price. Additionally, **all** total price blocks must be completed. In case of a discrepancy between a unit price and an extended price, the unit price will be presumed to be correct, subject, however, to correction to the same extent and in the same manner as any other mistake. Proposals for supplies other than those specified will not be considered unless authorized by the solicitation. Offeror must provide a tentative time for delivery of supplies or for performances of services, unless otherwise specified in the solicitation. Time, if stated as a number of days, will include Saturdays, Sundays, and holidays.

6.4. Sufficient Detail

6.4.1. The proposal must be clear and must include sufficient detail for effective evaluation and for substantiating the validity of stated claims. Proposal shall include at a minimum a narrative addressing each paragraph in Section C (SOW): the technical requirements, qualifications, and deliverables. The narrative shall outline Offeror's complete understanding of the requirement and how the Offeror will fulfill all requirements of Section C.

The Offeror must provide convincing rationale to address how requirements will be met. These instructions are intended to elicit brief and specific responses; **however, simply stating that the requirements are understood and that it is the intent to comply with this effort or paraphrasing statements in the RFP is inadequate.**

6.4.2. Offeror must assume that the NAFI has no prior knowledge of their facilities and experience, and evaluation will be based on the information presented in the Offeror's proposal.

6.5. No Cross-Referencing

Each response to each factor and sub-factor must be self-contained. No cross referencing between factor and sub-factor responses is allowed.

6.6. Tables of Contents

6.6.1. Each file must contain a detailed Table of Contents to delineate the paragraph and subparagraphs within that file.

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6.6.2. The Table of Contents will not count against the page limitations for the respective file.

6.6.3. Contract Documentation, must contain a Master Table of Contents, which consolidates the individual Table of Contents for all files (I through IV).

6.7. Lists of Tables and Figures

6.7.1. Each file must contain a list of all tables and figures within that file.

6.7.2. The List of Tables and Figures will not count against the page limitation for the respective files.

6.8. Glossary of Abbreviations and Acronyms

6.8.1. Each file must contain a glossary of all abbreviations and acronyms used, with an explanation for each.

6.8.2. One glossary may be developed for the entire proposal and provided in each file.

6.8.3. Glossaries do not count against the page limitations for their respective files.

6.9. Proposal Copies

6.9.1. All electronic copies of an Offeror's proposal must be submitted together.

6.9.2. Be sure to identify appropriate markings as described in Section L: Instructions to Offerors.

6.10. Electronic Copies (E-Copies)

6.10.1. All electronic copies must be submitted in Adobe Acrobat (Portable Document Format (PDF) Searchable Text Format).

6.10.2. Sound or video (e.g. MPEG) files **must not be** embedded in the proposal files.

6.10.3. Electronic file titles and organization (e.g. File I - IV) must reflect the titles and organization of these instructions.

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6.10.4. Each electronic file must contain a Table of Contents for that particular file.

6.10.5. Offeror must ensure electronic copies are virus free.

6.11. Page Format Restrictions and Limitations

6.11.1. Page Format:

6.11.1.1. Pages must be 8.5 x 11 inches, with the exception of pages used for charts, tables, or diagrams, which must not exceed 11 x 17 inches and which font must not be smaller than 10 point.

6.11.1.2. Text pages must be portrait orientation. Graphics and tables may be landscape orientation, if required, to properly present the information.

6.11.1.3. Pages must be typed with at least single-line spacing.

6.11.1.4. No condensed fonts are allowed. **Font must be Times New Roman, size 12 point.**

6.11.1.5. Proprietary statements, security markings, and page numbers can fall within the defined margin area.

6.11.1.6. Each required section within a volume must be numbered consecutively.

6.11.2. Page Limitations

Page limitations must be treated as maximums and must be adhered to as indicated in Table L-2 below. Pages exceeding the page limitations set forth in Section L will not be read or considered in the evaluation of the proposal. The excess pages will be removed.

6.11.3. Pages NOT Counted in Page Limitation

6.11.3.1. Cover Pages

6.11.3.2. Table of Contents

6.11.3.3. List of Figures

6.11.3.4. Glossaries

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- 7. FILE ONE – CONTRACT DOCUMENTATION** – Complete applicable sections of the RFP. In doing so, the Offeror agrees to the contract terms and conditions as written in the RFP Sections A through K.

7.1. File Organization

- 7.1.1. Executive Summary
- 7.1.2. Master Table of Contents
- 7.1.3. Table of Contents
- 7.1.4. List of Tables and Figures
- 7.1.5. Glossary of Abbreviations and Acronyms
- 7.1.6. Validity Statement
- 7.1.7. Contact Information
- 7.1.8. Exceptions to Terms and Conditions
- 7.1.9. Proposal Sections A – K Completed

7.2. Executive Summary

- 7.2.1. The Executive Summary is a concise, narrative summary of the entire proposal, including significant risks, and highlights of any key or unique features, excluding price.
- 7.2.2. The salient features should tie in with Section M: Evaluation Factors for Award criteria.
- 7.2.3. Any summary material presented here must NOT be considered as meeting the requirements for any portions of the proposal.

7.3. Standard Proposal Information

- 7.3.1. Provide a Master Table of Contents for the entire proposal.
- 7.3.2. Provide a Table of Contents for File I
- 7.3.3. Provide a List of Tables and Figures for File I

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7.3.4. Provide a Glossary of Abbreviations and Acronyms for File I

7.4. Validity Statement

The proposal validity period is specified in Section A: Solicitation/Contract Form, Block 11 of the RFP

7.5. Contact Information

Offeror must provide a single point of contact and one alternate for all matters dealing with its proposal. Provide a name, position title, address, phone number, and email address.

7.6. Exceptions to Terms and Conditions

7.6.1. Offeror is required to meet all solicitation requirements, such as terms and conditions, representations and certifications, functional and technical requirements, in addition to those identified as evaluation factors or sub-factors.

7.6.2. Failure to meet a requirement may result in an offer being ineligible for award. Offeror must clearly identify any exception to the solicitation requirements and provide complete accompanying rationale.

7.6.3. Offeror must list each exception and the related paragraph in the solicitation to which the exception is taken.

7.6.4. Provide rationale in support of the exception and fully explain its impact, if any, on the performance, schedule, price, and specific requirements of the solicitation.

7.6.5. This information must be provided in the format and content of Table L-1 below.

TABLE L-1: SOLICITATION EXCEPTIONS

SOLICITATION DOCUMENT	PARAGRAPH/ PAGE	REQUIREMENT/ PORTION	RATIONALE
Contract Clause, RFP paragraph, etc.	Applicable page and paragraph numbers	Identify the requirement or portion to which exception is taken	Justify why the requirement will not be met

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7.7. Sections A-K Completed.

Return Sections A through K in accordance with the guidelines provided in this solicitation. Responses must be self-contained; no cross-referencing is allowed. Back-up documentation must be furnished, where applicable, for all information required by the solicitation. Simply stating that the requirements are understood or paraphrasing statements in the RFP is inadequate.

8. FILE TWO – PRICING (Reference Section B: Pricing & Section M: Evaluation Factors for Award, Price Evaluation)

8.1. File Organization

8.1.1. Table of Contents

8.1.2. List of Tables and Figures

8.1.3. Incremental and Total Price Summary

8.2. Standard Proposal Information

8.2.1. Provide a Table of Contents for File II

8.2.2. Provide a List of Tables and Figures for File II

8.2.3. Incremental and Total Price Information for File II

8.2.4. Offeror will propose unit prices for each yellow highlighted area in Section B of this solicitation. Failure to provide prices as stated above might result in rejection of the proposal. Total evaluated price will be a 1 year firm fixed contract price.

9. FILE THREE – TECHNICAL PERFORMANCE (Reference Section C: Statement of Work (SOW) & Section M: Evaluation Factors for Award, Technical Acceptability)

9.1. File Organization

9.1.1. Executive Summary

9.1.2. Table of Contents

9.1.3. List of Tables and Figures

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9.1.4. Glossary of Abbreviations and Acronyms

9.1.5. Technical Performance Summary

9.2. Standard Proposal Information

9.2.1. Provide a duplicate copy of the Executive Summary in File I, Contract Documentation

9.2.2. Provide a Table of Contents for File III

9.2.3. Provide a List of Tables and Figures for File III

9.2.4. Provide a Glossary of Abbreviations and Acronyms for File III

9.3. Technical Performance Summary

9.3.1. The Offeror must provide a Contractor Technical Solution Statement (CTSS). The CTSS defines tasks required to meet the Section C, Statement of Work. The Offeror must provide a written response outlining its technical solution to each paragraph and subparagraph in Section C. "Yes," "Met," and other ambiguous responses that do not provide an actual technical solution will be deemed unacceptable. The NAFI will evaluate the CTSS as part of Technical Performance.

9.3.2. Do not include past performance information as part of the CTSS.

9.3.3. Marketing information must not be included; however, promotional and descriptive literature plus color photos of each of the collections proposed of the line items being offered are acceptable. Proposals submitted without promotional, descriptive literature and color photos will be considered non responsive and will not be considered for award.

10. FILE FOUR – PAST PERFORMANCE (Relevant/Recent) – (Reference Section M: Evaluation Factors for Award, Past Performance)

10.1. File Organization

10.1.1. Executive Summary (duplication of executive summary in File I, Contract Documentation)

10.1.2. Table of Contents

10.1.3. Past Performance Summary

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- 10.1.4. Organizational Structure Change History
- 10.1.5. Past Performance Information (PPI)
- 10.2. Standard Proposal Information
 - 10.2.1. Provide a duplicate copy of the executive summary narrative as required in File I, Contract Documentation
 - 10.2.2. Provide a Table of Contents for File IV
 - 10.2.3. Provide a Glossary of Abbreviations and Acronyms for File IV
- 10.3. Organizational Structure Change History, if applicable

Many companies have acquired, been acquired by, or otherwise merged with other companies, and/or reorganized their divisions, business groups, subsidiary companies, etc. In many cases, these changes have taken place during the time of performance of relevant, present or past efforts, or between conclusion of recent past efforts and this source selection. As a result, it is sometimes difficult to determine what past performance is relevant to this acquisition. To facilitate this relevancy determination, include in this proposal file a “roadmap” describing all such changes in the organization of the Offeror and its team members. As part of this explanation, show how these changes impact the relevance of any efforts you identify for past performance evaluation/performance confidence assessment. Since the NAFI intends to consider present and past performance information provided by other sources as well as that provided by the Offeror (s), the “roadmap” should be both specifically applicable to the efforts identified and general enough to apply to efforts on which the NAFI receives information from other sources.

- 10.4. Past Performance Information (PPI)
 - 10.4.1. Offeror must provide PPI narratives on at least three (3) recent and relevant projects of similar magnitude and scope. The NAFI will consider the performance quality of recent past performance, focusing on efforts that are relevant to the Requirements in the SOW. This information may include data on efforts performed by other divisions or critical sub-cs ontractor, if such resources significantly influence the performance of the proposed effort.
 - 10.4.2. Offeror must explain what aspects of the projects are deemed relevant to the proposed effort. Offeror must describe the rationale supporting

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the assertion of relevance of the submitted requirement to this acquisition. Offeror must clearly link the past performance to the aspects of the Offeror's proposed efforts.

- 10.4.3. Offeror must include information regarding efforts accomplished to resolve problems encountered on prior projects as well as past efforts to identify and manage requirement risk. The Offeror is required to demonstrate clear management actions employed in overcoming problems and the effects of those actions in terms of improvements achieved or problems rectified. For example, submission of quality performance indicators or other management indicators could show how the Offeror has overcome problems. Submission of this information may allow the Offeror to earn a higher confidence rating.
- 10.4.4. Subcontractor Consent: PPI pertaining to a subcontractor cannot be disclosed to the Prime Contractor without the subcontractor's consent. Provide, with the proposal, a letter from all subcontractors that will perform major or critical aspects of the requirement, consenting to the release of their past performance information to the Prime Contractor.
- 10.4.5. Consent Letters/Client Authorization Letters: The Offeror must submit, along with the information required in this paragraph, a consent letter, executed by each subcontractor, and/or joint venture partner authorizing release of adverse past performance information to the Offeror so that the Offeror can respond to such information. For identified effort for a commercial customer, the Offeror must submit a client authorization letter authorizing release to the NAFI of requested information on the Offeror's performance. Refer to Attachment 2 as a guide.
- 10.4.6. The Source Selection Evaluation Team (SSET) will send Past Performance Questionnaires to the references identified on the PPI. Please ensure all information is included in PPI to allow for questionnaires to be sent.

11. ACCEPTANCE OF PROPOSALS

The NAFI reserves the right to consider as acceptable only those proposals, submitted in accordance with the requirements set forth or referenced in this solicitation, that demonstrate an understanding of the issues involved and the scope of the project. All other proposals may be considered deficient and may not be considered for further evaluation or selection.

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12. INCURRED COSTS

The NAFI will not be liable for any costs incurred by the Offeror in submitting proposals or oral presentations in response to this solicitation.

13. ORAL PRESENTATIONS

- 13.1. This written contract includes the entire agreement between the parties. The NAFI will not be bound by an oral or written representation not included in the written contract or a change of amendments thereto.
- 13.2. Any Oral Presentations will be requested ONLY if the NAFI deems them necessary. This will be done at the expense of the Offeror. The NAFI will send notification should the NAFI wish for Oral Presentations. The NAFI cannot predict Oral Presentations will be requested at any time, during the duration of the RFP.
- 13.3. The NAFI will not be bound by any terms on Offeror forms or letters unless such terms are specifically agreed to and incorporated into the contract and signed by the Contracting Officer.

14. PROPOSAL ORGANIZATION/DISTRIBUTION/NUMBER OF COPIES/PAGE LIMITS

- 14.1. Table L-2 Proposal Organization
 - 14.1.1. The Offeror must prepare the proposal as set forth herein
 - 14.1.2. The titles and contents of the files must be as defined in this section
 - 14.1.3. All titles and contents must be within the required page limits.

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TABLE L-2 – PROPOSAL ORGANIZATION

File	Title	Page Limit	E-Copies
I	CONTRACT DOCUMENTATION		1
	Executive Summary	2	
	Master Table of Contents	N/A	
	Table of Contents	N/A	
	Glossary of Abbreviations and Acronyms	N/A	
	Validity Statement	2	
	Contact Information	2	
	Exceptions to Terms and Conditions	10	
	Proposal Sections A-K Completed	UNLIMITED	
II	PRICING		1
	Table of Contents	N/A	
	List of Tables and Figures	N/A	
	Incremental and Total Price Information (Reference SECTION B, SUPPLIES OR SERVICES AND PRICES	10	
III	TECHNICAL PERFORMANCE		1
	Executive Summary	2	
	Table of Contents	N/A	
	List of Tables and Figures	N/A	
	Glossary of Abbreviations and Acronyms	N/A	
	Technical Performance Summary	60	
IV	RELEVANT PRESENT / PAST PERFORMANCE		1
	Executive Summary	2	
	Table of Contents	N/A	
	Past Performance Summary	5	
	Organizational Structure Change History	5	
	Past Performance Information (PPI) for Prime Contractor	18 (6 Pgs. for Ea. reference)	
	Past Performance Information (PPI) for each Subcontractor	18 (6 Pgs. for Ea. reference)	

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Attachment 1

SAMPLE PAST PERFORMANCE INFORMATION (PPI)

(The Offeror shall fill out one worksheet for each reference. Please type or print clearly.)

OFFEROR SUBMITTING REFERENCE

1. Reference Company/Division Name:

2. Reference Company Physical and Mailing Address (if different):

3. Reference Company Contact (POC):

Name & Title: _____

Phone Number: _____

Email: _____

4. Program/Project title (for similar projects that have been completed within the last five years):

5. Contract number/solicitation number for referenced project or program (as applicable):

6. Description of the contract/project effort (please include magnitude and level of complexity as compared to our project requirements):

7. Type of contract/project – list all that apply (e.g., Firm Fixed Price, Time and Materials, Cost Plus): _____

8. Period of performance: _____

a. Original schedule: _____

b. Current or actual schedule: _____

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c. Number of project scope or requirements changes over the course of the contract, up to and including product/application sustainment: _____

d. Primary causes of changes: _____

9. Contract dollar value at time of selection/closing: _____

a. Original project dollar value: _____

b. Current or actual value at time of completion: _____

c. Number of times it was changed: _____

d. Primary causes of changes: _____

10. Current or actual contract value including all changes and exercised options:

11. Current or actual completion date, and if not complete, percentage of completion:

12. Specify role(s) of any sub-contractors (if any) and the person(s) and/or organization(s) identified as participants in the referenced project (please provide name, title, affiliation, business address, and telephone and fax number for each of the team members):

Name/Title: _____

Affiliation: _____

Business Address: _____

Telephone & Fax Numbers: _____

Name/Title: _____

Affiliation: _____

Business Address: _____

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Telephone & Fax Numbers: _____

Name/Title: _____

Affiliation: _____

Business Address: _____

Telephone & Fax Numbers: _____

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Attachment 2

SAMPLE OF SUBCONTRACTOR/TEAMING PARTNER CONSENT LETTER FOR THE RELEASE OF PAST PERFORMANCE INFORMATION TO THE PRIME CONTRACTOR

Dear “Contracting Officer:”

We are participating as a (*insert “subcontractor” or “teaming partner”*) with (*insert name of prime contractor or name of entity providing proposal*) in responding to the Department of the Air Force, (*insert name of Air Force Base*), Request for Proposal (*insert RFP number – F41999-22-R-_____*) for(*insert project name*).

We understand that the NAFI is placing increased emphasis on past performance in order to obtain best value in source selections. In order to facilitate the performance confidence assessment process we are signing this consent letter to allow you to discuss our past performance information with the prime contractor during the source selection process.

Signature and title of individual who has authority to sign for and legally bind the company _____

Date

[END OF SECTION L]