**DEPARTMENT OF THE AIR FORCE**

**65TH Contracting Flight (USAFE)**

**Bldg T-615**

**Lajes Field, Azores**

**PREPARED BY: TSgt Terry Hester**

***Combined Synopsis/Solicitation***

***Information Referral Specialist – Reference (F2N3FR4076A001)***

***SOLICITATION DATE: 24 March 2014***

***QUOTES DUE: 3 April 2014***

Purchasing Agency: 65th Contracting flight – 65 CONF/LGCB

This is a combined synopsis/solicitation for a commercial item prepared in accordance with the format in FAR Subpart 12.6, as supplemented with additional information included in this notice. This announcement constitutes the only solicitation; quotes are being requested and a written solicitation will not be issued.

This solicitation is issued as a request for quotation IAW FAR Part 12 and 13. Submit written quotes in reference to Request for Quote (RFQ) reference number ***F2N3FR4076A001***.

Due to the overseas location of this solicitation, no set-aside will be used. The NAICS code for this requirement is 561110, Office Administrative Services.

This solicitation document and incorporated provisions and clauses are those in effect through *Federal Acquisition Circular 2005-72 effective 30 Jan 2014, DPN 20140311 effective 11 Mar 2014,* and *AFAC 2013 effective 21 Oct 2013.*

Potential bidders are to provide a quote for the services outlined in the Performance-based Work Statement (PWS), which is included as an attachment to this solicitation.

**Addendum 1 to FAR 52.212-1 – Instructions to Offerors:**

Quote shall include a unit price and total price for the following bid schedule:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| BID SCHEDULE | | | | | | |
| Line Item Number | Description | Period of Performance | Quantity | Unit | Unit Price | Total Price |
| 0001 | FY14 – Information Referral Specialist | 7 Apr 2014  To  26 Sep. 2014 | 1000 | hrs |  |  |

DUNS NO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CAGE CODE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TAX Identification No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Point of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contractor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Prices shall be all inclusive (i.e. all material, transportation, labor, etc.).
* Prices shall be quoted in USD ($)/Euros and quotes shall be valid for a minimum of 60 days.
* See Pg 5 of this solicitation “Instruction to Vendors” for further instructions on submitting quotations.

The Defense Priorities and Allocation System (DPAS) assigned rating is: *none*

**Quotes are due to this office NLT 3 Apr 2014, @ 1400.** Quotes may be dropped off in person at Lajes Field Air Base, BLDG. T-615 or sent via email to TSgt Terry Hester [terry.hester@us.af.mil](mailto:terry.hester@us.af.mil);

or TSgt Casey Hamann casey.hamann@us.af.mil.

***General Information:*** *All quotes must include the following general information:*

*1. Company’s or individual’s complete mailing and remittance address.*

*2. Discount for prompt payment – if any.*

*3. Quotes must be valid for a period of no less than 60 days.*

*4. Copy of Offeror Representations and Certifications; please see FAR 52.212-3 ALT I, for additional direction.*

***Price Information:*** *Vendor must complete the bid schedule found on this page (pg. 2) of this solicitation. (Determining Factor - The vendor whose total prices per line item will be added together to arrive at a total price. The vendor whose price is the lowest will be deemed the “lowest price”.) The Government will compare the vendor’s quote with competitive quotes received from other companies in the industry.*

***Technical Information:*** *Vendor must provide valid evidence of the following, in the form of electronic or paper copies, in order to establish technical acceptability:*

1. Along with pricing, offeror shall provide a synopsis consisting of at least (2) two paragraphs on past information referral specialist experience with a focus on any marketing experience/advertising work done. Synopsis shall also include experience with software applications (ex: Microsoft Word, Outlook, Excel, etc.) used to perform these duties and friendly/professional customer service experience/capabilities. The synopsis shall be written so the offeror clearly demonstrates the capability to read, write and therefore speak fluent English.
2. Offeror must possess a High School Diploma and provide a copy with their proposal.
3. Individual will be required to receive Information Assurance (IA) training prior to use of government computers.
4. Contractor must personally perform the services, or if not available; contractor must subcontract duties. The subcontract must be performed by someone of equal proficiency. Also, must be approved by the contracting official prior to services being rendered.

***AWARD BASIS: As a result of the Government’s evaluation, only those vendor’s whose quotes are determined to be technically acceptable will be considered for award. No trade-offs will be permitted between price and the non-price factors. Award will be based on the lowest priced-technically acceptable in accordance with FAR 15.101-2.***

**Primary Point of Contact:**

TSgt Terry Hester

Contracting Specialist

65 CONF/LGCB

Lajes Field, Portugal

Email: terry.hester@us.af.mil

DSN: 314.535.6492

Comm: 011.351.295.57.6492

**Secondary Point of Contact:**

TSgt Casey Hamann

Contracting Officer

65 CONF/LGCB

Lajes Field, Portugal

Email: casey.hamann@us.af.mil

DSN: 314.535.6493

Comm: 011.351.295.57.6493

**The following clauses and provisions apply to this solicitation and are included by reference:**

**Federal Acquisition Regulation (FAR) Clauses and Provisions:**

52-204-7 System for Award Management

52.209-6 protecting the Government’s interest when subcontracting with Contractors Debarred, Suspended or Proposed for Debarment

52.212-1 Instructions to Offerors – Commercial Items (see addenda below)

52.212-2 Evaluation – Commercial Items

52-212-3 Offeror Representations and Certifications – Commercial Items, *Alt 1*

52.212-4 Contract Terms and Conditions – Commercial Items

52.212-5 Contract Terms and Conditions Required to Implement Statues or Executive Orders – **(Deviation)**

52.222-19 Child Labor-Cooperation with Authorities and Remedies

52.222-50 Combating Trafficking in Persons

52.223-10 Waste Reduction Program

52.232-33 Payment by Electronic Funds Transfer (EFT) – CCR

52.233-3 Protest After Award

52.233-4 Applicable Law for Breach of Contracts

52.237-1 Site Visit

52.237-2 Protection of Government Buildings, Equipment, and Vegetation

52.252-1 Solicitation Provisions Incorporated by Reference

52.252-5 Authorized Deviations in Provisions

52.252-6 Authorized Deviations in Clauses with the following fill-in: Department of Defense (48 CFR Chapter 2)

52.253-1 Computer Generated Forms

**Department of Defense Federal Acquisition Regulations (DFAR):**

252.203-7002 Requirement to Inform Employees of Whistleblower Rights

252.204-7004 Alternate A (Required Central Contractor Registration)

252.212-7001 Contract Terms and Conditions Required to Implement Statues or Executive Orders – **(Deviation)**

252.222-7002 Compliance with Local Labor Laws (Overseas)

252.225-7042 Authorization to Perform

252.229-7000 Invoices Exclusive of Taxes or Duties

252.229-7007 Verification of United States Receipt of Goods

252.232-7003 Electronic Submission of Payment Requests

252.233-7001 Choice of Law (Overseas)

**Air Force Federal Acquisition Regulations (AFFAR):**

5352.201-9101 Ombudsmen

5352.223-9001 Health and Safety on Government Installations

5352.242-9000 Contractor Access to Air Force Installations

The full text of the FAR, DFAR, and AFFARS can be accessed on the Internet at <http://farsite.hill.af.mil>.

Contractors must be actively registered with the System for Award Management (SAM) at <http://www.sam.gov>, and at Wide Area Work Flow (WAWF) at <http://wawf.eb.mil>.

**Attachment(s):**

Performance-based Work Statement (PWS)

Information and Referral Specialist Services (I&R)

Lajes Field Airman & Family Readiness Center (A&FRC)

Revised 20 March 2014

**1. Description of Services:** The Information and Referral Specialist will support Lajes airmen and families with relocation actions throughout the Lajes Transition. Information and Referral Specialist shall have English language skills, experience in military lifestyle and computer-related experience necessary to provide information and referral assistance to the clients at Lajes Airman & Family Readiness Center (A&FRC), bldg T-126. Services required are limited to the scope of work, tasks, and requirements listed below.

**2.** **Scope of Work:** I&R program specialist will implement and administer comprehensive information, referral and follow-up service in the A&FRC. The I&R program specialist will provide the initial screening of customers to identify issues and/or concerns to ensure appropriate referrals within the A&FRC or to other base agencies or local community partners. The I&R program specialist will use A&FRC web based tracking & reporting system (AFFIRST) to maintain records associated with client visits. Note: It generally takes about one month to learn to use the AFFIRST system.

**SPECIFIC TASKS**

**2.1. Customer Service-** I&R program specialist will:

**2.1.1.** Provide accurate referrals and/or information using A&FRC reference guides and materials to include programs and services offered by the Integrated Delivery System (IDS) or other base information listings.

**2.1.2.** Ensure all customers are registered into the Airman & Family Readiness Center web based tracking & reporting system (AFFIRST).

**2.1.3.** Use AFFIRST to enroll customers in all classes, briefings & workshops offered by the A&FRC staff.

**2.1.4.** Verify eligibility, issue & track customers’ vouchers for programs as determined by the A&FRC Chief (i.e. Give Parents a Break, Car Care Because We Care, etc.)

**2.1.5.** Provide assistance & additional information to customers participating in A&FRC tours. Maintain close contact with tour providers to ensure A&FRC customer needs are met. Ensure tour providers are provided number of customers to expect and any special needs 12 hours prior to tour start.

**2.1.6.** Refer customers and sponsors to websites for sponsorship training and newcomers’ information and answer related questions. **2.1.7.** Provide computer sign-in service for customers wanting to utilize computers in the A&FRC, this service will consist of checking I.D.’s to ensure they are authorized users, having them read and correctly fill out the sign-in sheet, and logging them on to a computer, and then ensuring the computer is logged off after the customer is done using the computer.

**2.1.8.** Provide customer assistance and direction for the use of the “800” line, DSN phone and fax machine. Ensure authorized members correctly fill out the sign-in ledger.

**2.1.9.** Coordinate and reserve customers requesting the use of the A&FRC classroom, kitchen or Internet café according to the A&FRC policy and facility checklist. For after-hours usage an AF IMT 1297 is completed prior to the issuance of the facility keys.

**2.2 A&FRC Official File System-** I&R program specialist will:

**2.2.1.** maintain the A&FRC information and referral system and keep all documentation updated and/or current. Training will be available to ensure records are maintained properly.

**2.2.2.** Be responsible for both automated and written directories/documentation within the Information & Referral Center.

**2.2.3.** Maintain the A&FRC Official File system that includes updating all I&R Continuity Binders, generating, filing, retrieving files/folders as requested (including Air Force Records Management System Records Management or AFRIMS). Note: It takes an average of one month to learn AFRIMS.

**2.2.4.** Maintain the confidentiality of all concerns and issues of A&FRC customers; shall ensure all individual and family identification data containing sensitive, personal, or private information, is accessed by A&FRC personnel only.

**2.2.5.** Ensure Privacy Act Information AF Form 3227 must be placed on top of all customers’ personal information to ensure privacy

**2.2.6.** Ensure all documents and folders must be filed as soon as possible to ensure current information is in filing cabinets for retrieval.

**2.3. Marketing & Publicity-** I&R program specialist will:

**2.3.1.** Use A&FRC marketing & publicity program and the Force Support Squadron marketing section to ensure all promotional products meet Squadron standards and eliminate printing duplication.

**2.3.2.** Provide information to the American Forces Network (AFN) the third Friday of each month publicizing all A&FRC activities and programs for the upcoming month. Publish monthly calendar including all A&FRC activities for the month; calendar must be completed and distributed to all media sources by the first of each month.

**2.3.3.** In support of marketing and I&R outreach:

**2.3.3.1.** Maintain Spouse’s e-mail address listing.

**2.3.3.2.** Ensure the list is current and revisions will be made as soon as possible or at least on a monthly basis.

**2.3.3.3.** Send publicity of programs and services to spouses via the Spouse e-mail system.

**2.3.4.** Prior to publication all publicity and marketing documentation shall be reviewed by one of the following POC’s: the Chief, A&FRC or FSS Marketing Section Director to ensure relevant, current and accurate information will be distributed.

**2.3.5.** Monitor supplies of marketing/publicity materials, and shall notify the A&FRC Chief when supplies are low.

**2.3.6** Be responsible for updating the indoor & outdoor electronic signs. Remove all outdated material immediately and verify information accuracy weekly. Training on updating information to signs will be provided.

**2.4. Loan Closet-** I&R program specialist will:

**2.4.1.** Check-in and check-out all loan closet items. Provide applicable documentation for borrowed items and suspense according to A&FRC policy. Ensure a complete inventory is completed prior to checking-in and checking-out all items. Refer customers to Chief, A&FRC to determine actions to replace any missing or broken items

**2.5. Emergency Family Assistance Center (EFAC)-** I&R program specialist will

**2.5.1.** Assist with setup, sustainment and tear down of the EFAC as directed by the Chief, A&FRC. During real world emergencies I&R program specialist will be required to work a flexible schedule (evenings, nights, or weekends).

**2.5.2**. Be required to work no more than eight consecutive hours.

**3.0 MISCELLANEOUS REQUIREMENTS-** I&R program specialist will:

**3.1.** Ensure that the workstation is clean and orderly at all times to include the reception area. At the end of each day, all booklets, binders, magazines and the children’s area must be straightened and kept orderly. Ensure at the end of each day that kitchen area is clean, and that no dishes are left in the sink and dishwasher is started/emptied and is ready for use on the following morning. Consult with Airman and Family Services Flight Chief or FSS Director or Deputy to approve any changes in the display of information.

**3.2.** Wear appropriate business casual attire Monday-Friday.

**3.3.** Attend a mandatory contractor orientation provided by the Airman and Family Services Flight Chief or his/her designee on or about the first workday of the contract.

**3.4.** Attend US Government training classes and/or Computer Based Training (CBT) in operations security (OPSEC) and communications security (COMSEC), AFFIRST, and AFRIMS and shall pass an end of course test to verify understanding. This training will be conducted after the award of the contract, and shall be of no cost to the contractor. Within one month of contract award, contractor will complete all necessary forms and test to receive a Network account for computer access and this will be provided at no cost to the contractor.

**3.5.** Attend A&FRC staff and program planning meetings.

**3.6.** Be responsible for performing kitchen cleaning duties for the A&FRC on an as scheduled basis. This duty rotates on a monthly basis for all personnel working in the A&FRC and includes ensuring the dishes in the kitchen are put away at the end of the day, watering the plants throughout the A&FRC, ensuring the refrigerator is stocked (authorized personnel will go to the commissary for the contractor if they don’t have commissary privileges) and ensuring cleanliness of the general kitchen area.

**3.7.** Complete all work in a professional, timely, and caring manner. Invoices for work completed must be submitted at the end of each month to the A&FRC director, who will certify the accuracy of the subject invoice before it is submitted for payment to the COR. Contractor may not invoice in WAWF earlier than 30 days.

**4. SERVICES SUMMARY**

4.1. Services Summary Table:

|  |  |  |
| --- | --- | --- |
| **Performance Objective** | **PWS Para.** | **Performance Threshold** |
| **Contractor Performance Criteria: (Language skills, computer experience, performance of tasks per PWS)** | 1.0, 2.0 | Able to communicate with customers in English, possess/use computer skills, friendly service use to perform various work tasks |
| **Customer Service: Deliver customer service as identified in PWS** | Section 2. para 2.1.1-2.1.10 | No more than 8 negative customer complaints per month |
| **Marketing & Publicity: Ensure A&FRC monthly events calendar is created and distributed to base populace** | Section 2.3. para 2.3.1-2.3.5 | Post A&FRC calendar to base populace no later than the first of each month |
| **Loan Closet: 100% asset accountability** | Section 2.4. para 2.4.1 | Conduct loaner kit inventory when checking out and receiving return loan kits |

**5. GENERAL INFORMATION**

**5.1 GOVERNMENT FURNISHED PROPERTY:**

**5.1.1.** Desk space at Building T-126 on Lajes Field Air Force Base and keys for access to Building T-126. I&R program specialist will be issued a facility key to T-126 and adhere to local lock-up procedures for building security at close of business when necessary.

**5.1.2.** Access to a Government computer on the Lajes domain.

**5.1.3.** Duplication/ordering of forms and publications necessary for the operation of A&FRC information and referral programs and services.

**5.1.4.** The electronic security code to the supply room will be provided to I&R program specialist for access to office supplies necessary for the operation of the A&FRC information and referral program.

**5.1.5.** Access to copy machine/reproduction services for materials directly related to A&FRC information and referral.

**5.1.6.** Access to Defense Switched Network (DSN) phone lines to be used for official use only in direct support of A&FRC information and referral.

**5.2 Duty hours.**  Normal duty hours at Lajes Air Field are Monday through Friday from 0800 hours to 1700 hours. I&R program specialist will work 8 hours per day between the hours of 0800-1700. I&R program specialist may occasionally be required to work after duty hours or on a Saturday for special projects. These non-normal duty hours will be compensated with compensatory time off as mutually agreed upon by both the I&R program specialist and the Airman and Family Services Flight Chief or designee, prior to the time to be worked. I&R program specialist is authorized a daily lunch break, not to exceed one hour, which shall be coordinated with the Airman and Family Services Flight Chief. I&R program specialist will not work on the following American holidays

New Year’s Day, Jan 1st;

Martin Luther King Day

Washington’s Birthday

Memorial Day

Independence Day

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day

Christmas Day, Dec 25th.

**5.3 Leave of Absence.** In the event the I&R program specialist takes a leave of absence, they are responsible to ensuring that the services are provided in their absence. At least one week before the I&R program specialist’s absence, I&R program specialist will notify the Contracting Officer or designated representative, and provide the name of their replacement, as well as their subcontractor’s qualifications and experience for approval to the contracting officer and any other designated representative. I&R program specialist will inform the A&FRC Chief of anticipated absence at least 7 days (1 week) prior to anticipated leave except in emergency situations. Non-emergency leave of 1 week or more must be scheduled with the Airman and Family Services Flight Chief or designee at least 2 weeks in advance and may not exceed two weeks at a time with a maximum of 4 weeks in one fiscal year.