

**SECTION B – SUPPLIES OR SERVICES AND PRICES - Amendment 1**

This Request for Proposal (RFP) is issued under the provisions of Federal Acquisition Regulation (FAR) Part 12 (“Acquisition of Commercial Items”) and FAR Part 15 (“Contracting by Negotiation”) and various other FAR Parts as applicable.

This RFP for commercial services is being prepared in accordance with (IAW) FAR 12.6 and supplemented with additional information included in this notice. The North American Industry Classification Code (NAICS Code) is 624190 (Other Individual and Family Services), business size standard of \$7.0 Million in annual receipts.

If you are interested, you may participate by submitting your response IAW the instructions included herein.

**CCR and/or SAM Registration**

All Offerors must be registered with the Central Contractor Registration, [www.ccr.gov](http://www.ccr.gov), or its replacement System for Award Management, [www.sam.gov/portal/public/SAM/](http://www.sam.gov/portal/public/SAM/).

**Contracting Officer (CO) and Contact Information for Inquiries**

The CO for this requirement is William Galvin. All questions regarding this RFP must be submitted via e-mail to [William\\_Galvin@nbc.gov](mailto:William_Galvin@nbc.gov) and [Christopher\\_S\\_Morningstar@nbc.gov](mailto:Christopher_S_Morningstar@nbc.gov).

**Evaluation Overview**

The Government will make one award to the Offeror whose proposal represents the “best value” to the Government. In determining which proposal represents the “best value”, a “tradeoff process” (reference FAR 15.101-1) as stipulated in Section M will be used.

## **SECTION B – SUPPLIES OR SERVICES AND PRICES**

### **B.1 Consideration and Payment**

B.1.1 The anticipated award is a firm-fixed priced contract.

B.1.2 The Offeror shall invoice for this effort IAW the CLIN structure in Section J, Attachment 1.

B.1.2.1 Definitions: CLIN X001 Tiers 1-11. The tier system outlined in CLIN X001 is designed to allow the Government and the contractor to establish a base level of operation aligning expected call volume with contractor staffing, and to move between tiers to accommodate fluctuations in call volume. The Contractor shall invoice for the tier corresponding to the actual call volume (incoming and outbound calls) experienced each month.

B.1.2.2 Definitions: CLIN X009 Ad Hoc Labor (Optional).

Optional CLINS are designed to accommodate additional needs of service members and their families, which cannot be fully anticipated at the time of award. Optional CLINS may be activated as often as necessary, but will not exceed the total quantity as specified within the CLIN structure. Any quantities not exercised in any performance period may be carried forth to any subsequent exercised option period. If additional capacity is required after the exhaustion of all optional quantities in the current period of performance, optional quantities from future option periods may be transferred to the current period. Any quantities carried from other than the current period of performance shall be exercised at the rate(s) for the current performance period.

### **B.2 Labor Hour Rates**

The minimum personnel qualifications for the labor categories are described in Sections L, M and within the performance work statement (PWS). [The chart with accepted labor rates from Proposal Volume III, Tab D, will be incorporated upon contract award.](#)

### **B.3 Other Direct Costs**

The CO shall determine the allowability of Other Direct Costs (ODCs) IAW FAR 31.2.

### **B.4 Travel**

All travel shall be approved in advance, in writing, by the Contracting Officer's Representative (COR) prior to travel. Once approved, the Offeror shall be reimbursed for the actual costs of transportation, lodging, meals and incidental expenses during the authorized travel IAW FAR 31.205-46, which incorporates the Federal Travel Regulations (FTR). Current Per Diem rates can be accessed electronically at <http://www.defensetravel.dod.mil/site/perdiem.cfm>.

## B.5 CLIN Descriptions

X represents the option period of the contract (e.g., 0001 for Base Year, 1001 for Option Year 1, 2001 for Option Year 2, etc.). All CLINs are subject to the availability of funds.

CLIN # & Type	CLIN Title and Description
<b>X001 FFP</b>	<p><b>Call Center Operations:</b> The Contractor shall invoice a monthly fixed price for Call Center Operations. The monthly price will be based on the tiered pricing as provided in Section J-1, CLIN Structure, which is <u>based-contingent upon</u> the total call volume for the month invoiced (e.g., 37,000 incoming calls + 25,000 outgoing calls equals 62,000 total calls, <u>would be invoiced at which falls under the Tier 6 monthly price</u>). This CLIN shall also include the variable program management per tier to accommodate fluctuations in call volume.*</p> <p><i>*This CLIN shall not include any pricing for Telephonic/Electronic Counseling, which shall be invoiced <u>against</u> CLIN X003. <u>Although interpretation services are delivered and invoiced in CLIN X001, document translation services shall be invoiced against CLIN X007.</u></i></p>
<b>X002 FFP</b>	<p><b>EAP Web Presence:</b> The Contractor shall invoice monthly, on a firm-fixed-price basis.</p>
<b>X003 NTE</b>	<p><b>Non-Medical Counseling:</b> The Contractor shall invoice monthly for the actual number of non-medical counseling sessions delivered. Each type of non-medical counseling session will be invoiced at the price per session as listed in Section J-1, CLIN Structure. The quantities listed for each type of non-medical counseling under CLIN X003 are based on historical data and subject to change.*</p> <p><i>*“Tax Consultations” shall be invoiced against CLIN X003; “Tax Filing” shall be invoiced against CLIN X007, ODCs.</i></p>
<b>X004 FFP</b>	<p><b>Strategic Outreach and Fulfillment:</b> The Contractor shall invoice a monthly firm fixed price, capturing the labor associated with shipping and replenishing of educational and informational materials.*</p> <p><i>*Material, warehousing, and shipping costs shall be captured in CLIN X007, ODCs.</i></p>
<b>X005 FFP</b>	<p><b>Joint Family Support Assistance Program (JFSAP):</b> The Contractor shall invoice a monthly firm-fixed-price for the JFSAP, including program management.* <u>The monthly firm-fixed-price is based on the delivery of 55 JFSAP consultants. If the number of JFSAP consultants drops below 55, the contractor will have 360 days (IAW QASP) to replace the unfilled position(s) with properly qualified personnel. When an unfilled position exceeds 360 days, the contractor shall reduce the next invoice by the JFSAP consultant’s fully burdened rate for the length of time the position remains unfilled.</u></p> <p><i>*JFSAP Travel shall be captured in CLIN X008, Travel.</i></p>
<b>X006 FFP</b>	<p><b>Program Management:</b> The Contractor shall invoice a monthly firm-fixed-price for program management. This CLIN shall include program management for EAP services, to include training, documenting, reporting, quality control, IT and IA services, and Return to Operation/Disaster Recovery.*</p> <p><i>*This CLIN shall not include any program management for CLIN X001, Call Center Operations, or CLIN X005, JFSAP.</i></p>

<b>X007 Reimbursable</b>	<p><b>Other Direct Costs (ODCs):</b> The Contractor shall invoice monthly all direct costs <u>allowable and</u> allocable to this contract against a Not-to-Exceed (NTE) ceiling that are not included in any other CLIN. Receipts are required for all items invoiced under this CLIN. The Contractor may invoice under this CLIN for any additional costs* associated with higher levels of background checks, as required by Section C 5.9.1. <i>*Background checks normally provided as part of a commercial EAP service <u>shall not be assessed under this CLIN; they shall be part of the Contractor's overhead.</u></i></p>
<b>X008 Reimbursable</b>	<p><b>Travel:</b> The Contractor shall invoice monthly in accordance with the current FTR for travel expenses against a Not-To-Exceed Ceiling. The Contractor shall group travel expenses in categories that make them traceable to each MOS component (e.g., JFSAP).</p>
<b>X009 FFP (Optional)</b>	<p><b>Ad Hoc Labor:</b> The CO may exercise this Optional CLIN via contract modification in accordance with the guidelines at B.1.2.2.</p>
	<p><b>CLIN X009A, Call Center Operations:</b> If exercised, the Contractor shall invoice a monthly amount against a NTE ceiling for supplemental support of CLIN X001. Labor categories and rates invoiced under this optional CLIN shall match the labor categories and rates used to establish the Tier pricing under CLIN X001.</p> <p><b>CLIN X009B, Non-Medical Counseling:</b> If exercised, the Contractor shall invoice a monthly amount against a NTE ceiling for supplemental support of CLIN X003. Individual session pricing invoiced under this optional CLIN shall match the individual session pricing under CLIN X003.</p>
<b>X010 FFP</b>	<p><b>Transition In:</b> The Contractor shall invoice a firm fixed price for Transition-In, only upon a successful transition as defined and accepted by the Government. <del>The firm fixed price for this CLIN may be in addition to costs that occur simultaneously but that are allocated to other CLINs.</del></p>