

ADDENDUM TO FAR 52.212-1: INSTRUCTIONS TO OFFERORS – COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (W912LN-26-Q-A019)

A. SUBMISSION REQUIREMENTS & INSTRUCTIONS

1. Electronic Submission Mandate

In accordance with FAR 52.212-1(b), offers for this solicitation must be submitted strictly in accordance with the instructions provided in this addendum. All quotes and associated proposal documents must be submitted electronically through the Procurement Integrated Enterprise Environment (PIEE) Solicitation Module.

2. Prohibited Submission Methods

Alternative methods of submission will be deemed non-responsive and will not be evaluated by the Government. The following methods are strictly prohibited:

- Email
- Facsimile (Fax)
- Postal Mail or Courier
- Hand-Delivery
- Submission via SAM.gov

3. System Registration and Roles

Offerors are solely responsible for ensuring they have an active PIEE account and are assigned the correct roles required to submit a proposal (e.g., "Proposal Manager"). Offerors are strongly cautioned that account registration and role approval processes may take several days. Waiting until the quote deadline to verify system access is done at the offeror's own risk.

4. PIEE System Issues, File Limitations, and Late Submissions

Offerors are highly encouraged to submit quotes well in advance of the deadline (e.g., at least 24 hours prior) to avoid transmission delays or account access issues.

- **System Outages:** In the event of a documented, systemic outage of the PIEE network that interrupts normal Government operations and prevents submission, the provisions of FAR 52.212-1(f)(4) will apply.
- **User-End Technical Difficulties:** Individual vendor technical issues (e.g., forgotten passwords, expired roles, local internet outages, or failure to account for large file upload times) do not constitute a systemic PIEE outage and will not serve as justification for accepting a late proposal. While offerors should contact the PIEE Help Desk (866-618-5988) for assistance, possessing a help desk ticket number does not grant an automatic extension or excuse a late submission.
- **File Size and Formats:** Offerors must ensure their files comply with PIEE size limitations. Individual files must not exceed 50 MB, and the total submission size must not exceed 200 MB. Proposals shall be submitted in standard, accessible formats (e.g., Microsoft Word, Microsoft Excel, or Adobe PDF). The use of compressed files (e.g., .ZIP) or encrypted/password-protected files is strictly prohibited. If a file cannot be opened by the Government, it will not be evaluated.
- **Late Submissions:** Handled strictly in accordance with FAR 52.212-1(f). The official time of receipt is the time-stamp generated by the PIEE system upon the successful, completed upload of all proposal documents.

B. GENERAL PROPOSAL INSTRUCTIONS

Please read the Performance Work Statement (PWS) and these Instructions carefully to ensure your quote meets all submittal requirements. Each quote shall be separated into the distinct volumes as outlined below.

The attached Sample Business Associate Agreement (BAA) is provided for informational purposes only to notify offerors of the post-award HIPAA compliance requirements. Offerors shall not submit a signed or filled-out BAA with their proposal package. The final BAA will be completed, tailored, and executed solely between the Government and the successful awardee upon contract award.

1. Cover Page (1 page maximum)

Each quote SHALL include a standalone Cover Page that does not count against any other volume's page limits. The Cover Page must include:

- Offeror Name
- Address
- Unique Entity Identifier (UEI)
- CAGE Code
- Point of Contact (Name, Phone Number, and Email Address)

2. Volume I – Price Proposal (Submit 1 Copy)

- Offerors shall insert proposed unit and extended prices for each Contract Line Item Number (CLIN) outlined in the SF 1449. The costs associated with Key Personnel and all mandatory deliverables shall not be priced separately and must be fully burdened and incorporated into the overarching Firm-Fixed-Price (FFP) CLIN(s) for Services.
- Offerors shall fully complete and submit the provided Excel Pricing Workbook. The 'Total CLIN Price' outputs from the workbook must exactly match the totals entered into the SF 1449.
- *Note: There is no page limit for the Price Proposal.*

3. Volume II – Technical Proposal (Submit 1 Copy; 13 pages total)

The Technical Capability volume shall be specific, detailed, and complete, clearly demonstrating how the Offeror intends to execute the PWS requirements. This volume is limited to 13 pages and shall consist of:

- Subfactor 1: Quality Control Plan (QCP) (Not to exceed 5 pages). A preliminary QCP outlining the methodology for identifying, correcting, and preventing performance deficiencies, and managing timelines.
- Subfactor 2: Technical Approach and Methodology (Not to exceed 5 pages). A narrative explaining the approach to coordinating care, managing MEB/PEB cases, staffing off-site mobilization events, and protecting HIPAA/PHI.
- Subfactor 3: Key Personnel Resume (Lead RN Case Manager) (Not to exceed 2 pages plus a one-page letter of commitment). A resume for the designated Key Personnel position demonstrating they meet the qualifications in PWS Sections 5.25.2 and 5.25.3.

Compliance Note: By submitting a proposal, the Offeror certifies that all personnel, including non-key personnel, shall meet the minimum qualifications in the PWS. Verification of non-key personnel qualifications is a post-award matter.

4. Volume III – Past Performance Information (Submit 1 Copy; 10 pages total)

- Offerors shall submit a Past Performance volume not to exceed a total of 10 pages. This volume must include a written narrative (not to exceed 2 pages) detailing similar work performed within the last five (5) years.

- Provide any available information (letters, metrics, etc.) demonstrating customer satisfaction.
- Provide a contract reference worksheet for no more than two (2) of the most relevant contracts.
- If using teaming arrangements or subcontractors, provide complete information as to the arrangement and a consent letter from subcontractors for the release of their past performance information.

C. FORMATTING & PAGE LIMIT COMPLIANCE

- Page Size: 8.5" x 11" paper. Fold-outs (11" x 17") are permitted for charts but count as two pages.
- Font: Minimum 12-point font (e.g., Arial, Times New Roman). Tables and graphics may use a minimum 10-point font.
- Enforcement: Pages exceeding the limitations set forth in Volume II will not be read or evaluated.

Volume	Volume Title	Max # of Pages
I	Price Proposal	SF 1449 and One Page Pricing Worksheet
II	Technical Proposal	13 Pages
III	Past Performance	10 Pages Last Five Years

D. DEADLINE AND SUBMISSION

Quotes are due by the date and time listed in the PEE solicitation module and must be submitted exclusively via the PEE solicitation module. There are no Defense Priorities and Allocations System (DPAS) assigned ratings for this acquisition.

ADDENDUM 52.212-2

Basis of Award & Evaluation Factors

1.0 BASIS FOR AWARD

Award will be made to the responsible Offeror whose proposal conforms to the solicitation requirements and is determined to provide the Best Value to the Government, price and other factors considered.

Relative Importance of Factors:

The factors are ranked in the following order of importance: Factor III (Price) is significantly more important than the non-price factors (Factor I, Technical Capability and Factor II, Past Performance) when combined. Among the non-price factors, Factor I is significantly more important than Factor II.

While the Government will use a best value tradeoff process, Price is the predominant evaluation factor. The Government reserves the right to award to other than the lowest-priced offeror if a higher-priced proposal provides significantly superior technical capability or past performance that justifies the price premium. However, as the price difference between proposals increases, the

technical and past performance superiority must be increasingly significant to justify award to a higher-priced offeror.

2.0 EVALUATION DEFINITIONS

During the evaluation of Factor I (Technical Capability), the Government will identify findings using the following standard definitions:

Significant Strength: An aspect of an Offeror's proposal that has appreciable merit or exceeds specified performance or capability requirements in a way that will be of considerable advantage to the Government.

Strength: An aspect of an Offeror's proposal that has merit or exceeds specified performance or capability requirements in a way that will be advantageous to the Government.

Weakness: A flaw in the proposal that increases the risk of unsuccessful contract performance.

Deficiency: A material failure of a proposal to meet a Government requirement.

3.0 FACTOR I: TECHNICAL CAPABILITY

The Government will evaluate Technical Capability using a Combined Technical/Risk Rating process. Proposals will be evaluated to determine if they meet the minimum requirements (Acceptable) and will be assessed for Strengths that exceed the requirements to the advantage of the Government.

Subfactor 1: Quality Control Plan (QCP)

- **Evaluation Standard:** To receive an "Acceptable" rating, the QCP must demonstrate a clear methodology for identifying, correcting, and preventing performance deficiencies, and include processes for meeting the strict timelines established in the PWS (e.g., 1-day eCase creation, 3-day charting).
- **Trade-Off Potential (Strengths):** The Government may assign a Strength or Significant Strength if the QCP proposes an approach that exceeds the minimum requirements in a way that is advantageous to the Government. This may include, but is not limited to:
 - Implementing automated or real-time performance tracking dashboards that provide the COR with immediate visibility into PWS metrics.
 - Proposing a proactive quality audit frequency that exceeds PWS minimums to further reduce performance risk.
 - Demonstrating a superior method for maintaining quality during rapid surge or mobilization events that minimizes the burden on Government oversight.

Subfactor 2: Technical Approach and Methodology

- **Evaluation Standard:** To receive an "Acceptable" rating, the narrative must demonstrate a sound methodology for coordinating with military health systems, civilian providers, and Soldier commands, and present a feasible approach to staffing off-site mobilization events (e.g., Fort Bliss).
- **Trade-Off Potential (Strengths):** The Government may assign a Strength or Significant Strength if the Technical Approach proposes methodologies or efficiencies that exceed the

minimum requirements in a way that is advantageous to the Government. This may include, but is not limited to:

- Proposing a streamlined methodology for MEB/PEB file preparation that demonstrably reduces the "days-to-completion" for case processing.
- Providing evidence of a highly robust recruitment and retention strategy that ensures zero gaps in mission coverage during surge periods.
- Demonstrating advanced expertise in military-specific medical regulations (e.g., AR 40-501) that reduces the training and technical oversight required from Government personnel.

Subfactor 3: Key Personnel Resume and Commitment

(a) Submission Requirements & Personnel Clarification:

The Government requires a total of five (5) personnel to perform this contract (one [1] Lead RN Case Manager, two [2] RN Case Managers, and two [2] Medical Records Technicians).

However, only the Lead RN Case Manager is designated as Key Personnel.

Therefore, the Offeror shall submit the following documents for the Lead RN Case Manager ONLY:

1. Resume: A resume (not to exceed two (2) pages) detailing the candidate's relevant education, credentials, and experience.
2. Letter of Commitment: A signed Letter of Commitment from the specific candidate proposed. This letter must explicitly affirm the individual's availability, their agreement to the proposed role, and their intent to perform the required duties for the contract's duration. *Proposals lacking a signed letter of commitment for the proposed Key Personnel may be deemed Unacceptable.*

Note regarding Non-Key Personnel: Resumes and Letters of Commitment are NOT required for the two (2) RN Case Managers and two (2) Medical Records Technicians at the time of proposal submission. The Contractor is responsible for ensuring that all non-key personnel meet the mandatory minimum qualifications outlined in PWS Sections 5.25.2 and 5.25.4 prior to the commencement of performance.

(b) Evaluation Standard:

The Government will evaluate the submitted resume to determine if the proposed individual meets the mandatory minimum education and experience requirements established in PWS Sections 5.25.2 and 5.25.3.

(c) Trade-off Potential (Strengths):

While a candidate must meet the mandatory minimums to be rated "Acceptable," the Government may assign a Strength if the proposed candidate possesses preferred qualifications that reduce Government risk or training time, as described in PWS 5.25.3. Examples include:

- A Bachelor of Science in Nursing (BSN) or higher degree.
- A Certified Case Manager (CCM) or equivalent professional credential.
- Documented, recent experience (within the past five (5) years) directly utilizing Army medical readiness IT systems and databases (e.g., MEDCHART, MHS GENESIS).

(d) Key Personnel Substitution Notice:

The Government relies heavily on the qualifications of the proposed Key Personnel in its

evaluation and award decision. Offerors are advised that the individual named and evaluated in the proposal is expected to perform on the contract. Unauthorized post-award substitution (a "bait and switch") is strictly prohibited. Post-award substitutions will be strictly governed by the contract's Special Contract Requirements (Section H).

Color	Rating	Description
Blue	Outstanding	Quote indicates an exceptional approach and understanding of the requirements and contains multiple strengths, and risk of unsuccessful performance is low.
Purple	Good	Quote indicates a thorough approach and understanding of the requirements and contains at least one strength, and risk of unsuccessful performance is low to moderate.
Green	Acceptable	Quote meets requirements and indicates an adequate approach and understanding of the requirements, and risk of unsuccessful performance is no worse than moderate.
Red	Unacceptable	Quote does not meet requirements of the solicitation, and thus contains one or more deficiencies, and/or risk of unsuccessful performance is unacceptable. Quote is not awardable.

FACTOR 2 - Past Performance:

The Government will conduct a comprehensive past performance evaluation to assess the Government's confidence in the offeror's ability to successfully meet the requirements of this solicitation. This assessment will be based on the recency, relevancy, and quality of the offeror's past performance.

A. Definitions

- **Recency:** To be considered recent, past performance must have been performed within five (5) years from the date of issuance of this solicitation.
- **Relevancy:** The Government will assess relevancy by comparing the scope, magnitude, and complexity of the offeror's past projects to the requirements of this solicitation. The relevancy ratings are: *Very Relevant*, *Relevant*, *Somewhat Relevant*, and *Not Relevant*, as defined in Table 2.

B. Submission Requirements

Offerors shall provide the following as part of their Past Performance volume:

1. **Contract References:** A list of no more than two (2) of the most relevant contracts performed for Federal agencies or commercial customers within the last five (5) years.
2. **Customer Satisfaction Information:** Any available information (e.g., letters of commendation, customer surveys, performance metrics) that demonstrates customer satisfaction. Offerors must also explain any corrective actions taken for past substandard performance, if applicable.
3. **Subcontractor Consent:** If applicable, provide a consent letter from all major

subcontractors allowing the release of their past performance information to the prime offeror.

C. Government Evaluation & Reserved Rights

The Government's evaluation is not limited to the information provided by the offeror.

- **Use of Official Databases:** The Government reserves the right to evaluate an offeror's past performance using data obtained from official Government databases, including but not limited to the Contractor Performance Assessment Reporting System (CPARS), the System for Award Management (SAM), and the Federal Awardee Performance and Integrity Information System (FAPIIS).
- **Verification of References:** The Government reserves the right, but is not obligated, to contact the Points of Contact (POCs) provided by the offeror to verify past performance information. The Government's inability to reach a specific reference will not automatically result in the rejection of the proposal.

D. Lack of Past Performance

In accordance with FAR 15.305(a)(2)(iv), an offeror without a record of relevant past performance, or for whom information on past performance is not available, will not be evaluated favorably or unfavorably on this factor. Such offerors will receive a rating of "Neutral Confidence." To be considered for this rating, an offeror with no relevant past performance must affirmatively state so in their proposal. The Government may still consider the performance of predecessor companies, key personnel, or critical subcontractors.

E. Final Assessment

Based on an integrated assessment of the information obtained, the Government will assign a single Performance Confidence Assessment rating, as defined in Table 3. To be considered for award, an offeror must receive a rating of "Satisfactory Confidence" or higher, or "Neutral Confidence."

Past Performance Relevancy Rating Method:

Past performance will be evaluated to assess the relevance of the offeror's recent efforts and to determine the probability of successfully meeting the solicitation requirements. The Government will consider the currency, relevancy, source, and context of the information provided, as well as general trends in the contractor's performance.

Each recent contract submitted will be evaluated individually and assigned an adjectival relevancy rating based on a comparison of the past project's scope, magnitude, and complexity to the current requirement. Offerors must provide a written narrative detailing similar work performed within the last five (5) years from the date of issuance of this solicitation.

Scope of Evaluated Entities (Primes, Subcontractors, and Joint Ventures):

The Government will evaluate the present and past performance of the Offeror, including formally established partnerships and Joint Ventures. Furthermore, the Government will accept and evaluate an offeror's past performance on relevant federal contracts where the Offeror performed either as the Prime Contractor or as a Subcontractor.

Table 2 - Past Performance Relevancy Ratings Definition

Rating	Definition
Very Relevant	Present/past performance effort involved essentially the same scope and magnitude of effort and complexities this solicitation requires.
Relevant	Present/past performance involved similar scope and magnitude of effort and complexities this solicitation requires.
Somewhat Relevant	Present/past performance effort involved some of the scope and magnitude of effort and complexities this solicitation requires.
Not Relevant	Present/past performance effort involved little or none of the scope and magnitude of effort and complexities this solicitation requires.

Performance Confidence Assessments Rating Method

All recent contracts evaluated as Very Relevant, Relevant, and Somewhat Relevant, for which past performance information is provided will be considered; and based on all the recent, relevant past performance information, a performance confidence rating will be assigned for each offeror, as described below.

TABLE 3 - Performance Confidence Assessments

Rating	Definition
Substantial Confidence	Based on the offeror's recent/relevant performance record, the Government has a high expectation that the offeror will successfully perform the required effort.
Satisfactory Confidence	Based on the offeror's recent/relevant performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort.
Neutral Confidence	No recent/relevant performance record is available, or the offeror's performance record is so sparse that no meaningful confidence assessment rating can be reasonably assigned. The Offeror may not be evaluated favorably or unfavorably on the factor of past performance.
No Confidence	Based on the offeror's recent/relevant performance record, the Government has no expectation that the offeror will be able to successfully perform the required effort.

Factor 3 - Price

The Price proposal shall be submitted using the one-page price sheet. Each Offeror shall provide a firm-fixed price. The Total Price proposed shall be for a firm-fixed price and will be utilized for the evaluation of the Offeror. The Government will evaluate proposed prices for fairness and reasonableness using price analysis techniques. The Government also reserves the right to evaluate for price realism to determine if the proposed prices are unrealistically low, which may reflect a lack of technical understanding or create a performance risk.

Steps to Submit a quote in the PIEE Solicitation Module:

To submit a quote to the U.S. Government through the Procurement Integrated Enterprise Environment (PIEE) Solicitation Module, follow these steps:

- 1. Login to PIEE:** Visit the PIEE website and log in with your credentials. Make sure your role and access permissions are set to “Vendor” or the appropriate access level for submitting proposals.
- 2. Access the Solicitation Module:** From the PIEE home page, navigate to the “Solicitation” module, which is designed for vendors to view solicitations and submit proposals.
- 3. Find the Solicitation:** Use the search functionality in the Solicitation module to locate the specific solicitation by Solicitation Number, Contract Number, or keyword.
- 4. Review Solicitation Details:** Carefully review all the details and documents associated with the solicitation, **52.212-1**, and submission requirements.
- 5. Prepare Your Proposal:** Prepare your proposal according to the format and requirements outlined in the solicitation documents. Make sure to include all required documents (e.g., technical, price, past performance) and ensure they comply with the submission guidelines.
- 6. Submit the Proposal:** Within the Solicitation module, find the “Submit Proposal” or “Respond to Solicitation” option associated with the solicitation. This will open up the submission portal. Upload the required documents (e.g., PDFs, Excel sheets) as specified in the solicitation. Verify that all files are properly attached and formatted according to the instructions.
- 7. Complete Submission:** After uploading the documents, confirm the submission by following the on-screen instructions. The system will ask you to verify all details before final submission.
- 8. Receive Confirmation:** Once submitted, you should receive a confirmation message within the system, and an email confirmation will likely be sent to your registered email address. You can monitor the status of your submission within the PIEE portal.
- 9. Post-Submission:** You can return to the Solicitation module to check updates on the solicitation, review clarifications or amendments, and monitor the proposal status.

Additional Tips:

Check for Amendments: When viewing the solicitation ensure you are viewing the latest amendment. After submitting, keep an eye on amendments or changes to the solicitation. **You must update your offeror if the solicitation is amended.** Before submitting an offeror click the "Please notify me of amendments to this solicitation" in the upper left-hand corner.

Ensure Compliance: Make sure your proposal complies with all submission requirements, including format, deadlines, and documentation.

Technical Support: If you encounter any issues, PIEE has support resources available, including help desks and user guides. This process ensures your proposal is securely and properly submitted to the government through the designated PIEE platform.

There are no Defense Priorities and Allocations System (DPAS) assigned rating for this acquisition.

Quotes are due by the date and time listed in the PIEE solicitation module and must be submitted exclusively via the PIEE solicitation module.