

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE <b>J</b>	PAGE OF PAGES <b>1   22</b>
2. AMENDMENT/MODIFICATION NO. <b>0001</b>	3. EFFECTIVE DATE <b>25-Nov-2015</b>	4. REQUISITION/PURCHASE REQ. NO. <b>N6298015RCMA440</b>		5. PROJECT NO.(If applicable)	
6. ISSUED BY CODE <b>N00244</b> NAVSUP FLC SAN DIEGO REGIONAL CONTRACTS (CODE 200) 3985 CUMMINGS ROAD BUILDING 116 - 3RD FLOOR SAN DIEGO CA 92136-4200		7. ADMINISTERED BY (If other than item 6) CODE  <b>See Item 6</b>			
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)				<input checked="" type="checkbox"/>	9A. AMENDMENT OF SOLICITATION NO. <b>N00244-16-R-0007</b>
				<input checked="" type="checkbox"/>	9B. DATED (SEE ITEM 11) <b>05-Nov-2015</b>
					10A. MOD. OF CONTRACT/ORDER NO.
					10B. DATED (SEE ITEM 13)
CODE		FACILITY CODE			
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning <u>1</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
<b>12. ACCOUNTING AND APPROPRIATION DATA (If required)</b>					
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
<b>14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)</b>  The purpose of this amendment is to: a) Incorporate questions from industry and answers from the Government. b) Correct the name of the requesting agency from Naval Medical Hospital to Naval Hospital in the PWS. c) Add the following MILSTRIP N6298015RCMA440 to all CLINS <b>ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.</b>					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
			TEL: _____ EMAIL: _____		
15B. CONTRACTOR/OFFEROR  _____ (Signature of person authorized to sign)		15C. DATE SIGNED	16B. UNITED STATES OF AMERICA  BY _____ (Signature of Contracting Officer)		16C. DATE SIGNED  <b>25-Nov-2015</b>

## SECTION SF 30 BLOCK 14 CONTINUATION PAGE

## SUMMARY OF CHANGES

## SECTION SF 30 - BLOCK 14 CONTINUATION PAGE

The following have been added by full text:

QUESTIONS AND ANSWERS

**1) Question**

In regards to completing the "*Corporate Experience and Past Performance Information Form*"- how much of this form do we complete? The form makes reference to an Offeror, Customer, and a Contractor. Just to confirm, which one is our company in this scenario? Also, do I only fill out the top portion of this document (informational) and the detailed description of work performed from previous contract interaction? The rest appears to be a contractor critique of our past performance of the old contract - do I complete on of these questions?

**Answer**

- Offeror or Contractor used interchangeably refer to the quoter or bidder
- The Customer: the company that will give reference to the quoter

Referring to "*Corporate Experience and Past Performance Information Form*", the quoter or offeror **may fill out** the top portion of the form (informational) ONLY and have the customer fill out the rest **OR** the customer can fill out the entire form.

**2) Question**

I wanted to receive clarification on the "*Corporate Experience and Past Performance Information Form*" (VOL II - Past Performance) in regards to what sections I (the contractor) am supposed to complete. Also, in regards to the evaluation of past performance by the Government - am I supposed to complete such related questions by seeking outside sources independently or is that something the Government will complete internally, with the knowledge and record of our past contract duties and executions?

**Answer**

The "*Corporate Experience and Past Performance Information*" form is to be filled out by the customer. The customer could be any private company or any government (including Federal, State, and local government)

**3) Question**

Representations and Certifications: Can you clarify where in the solicitation or amendments/docs FAR 52.212-3 ALT I is located?

**Answer**

FAR 52.212-3 ALT starts on page 82 of solicitation N00244-16-R-0007

- 4) Regarding the Vol. I Technical Quotation: Is there a written "example" available to review in regards to what exact information and layout are needed for the Letter of Transmittal & Executive

Summary and Technical Quotation? The solicitation only offers a very limited, general description of what this is to encompass.

**Answer:**

Generally, the Letter of Transmittal & Executive Summary is one page and includes the name, the address, the phone and email of the offeror or bidder, the solicitation number and a short description of what is being submitted. The Government will accept any layout or format of the Letter of Transmittal & Executive Summary.

- 5) Pages (67 – 123) of the solicitation represent scattered areas throughout that require checking off, initialing, answering, etc. If this information is already completed in our SAM profile do we still need to complete these pages and submit with our quotation?

**Answer:**

If this information is already completed in SAM profile, the Contractor is not required to fill it out.

- 6) When I have everything completed and I am ready to submit, what is the proper channel(s)? Email, fax or expedited mail directly to you? What is the best course of action for submission of all our completed bid paperwork?

**Answer:**

It is highly recommended that Contractors submit their quote via email (NO FAX)

- 7) I did notice a submission link that takes me to a Login area for CCR. I attempted to login with my SAM UserName and Password (as CCR & ORCA info and channels I was under the impression had all migrated to SAM) but I was unable to access.

**Answer:**

The System for Award Management (SAM) consolidated the capabilities of CCR/FedReg, ORCA, and EPLS, the following is the correct link or SAM

<https://www.sam.gov>

- 8) Regarding the excel sheet, do I submit this in conjunction with Solicitation Contract/Order estimated dollar amounts with the price amounts matching on each document? Or do you prefer one over the other?

**Answer:**

Yes, in addition to filling out ALL CLINS in section B of the solicitation or (pages 3-42), Contractors are required to submit an excel sheet with pricing matching pages 3-42 of the solicitation. The purpose of filling out the pricing excel sheet so that calculations can be easily understood and checked.

- 9) CLIN Pricing already has some existing dollar amounts under the "price" heading for Option Year 3. Are these to remain and build around them?

**Answer:**

By accident, those prices were left. Please remove those prices and use your own price. Pricing in the Excel sheet must match the pricing in pages 3-42.

SECTION SF 1449 - CONTINUATION SHEET

SUPPLIES OR SERVICES AND PRICES

SUBCLIN 0001AA

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SUBCLIN 0001AB

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SUBCLIN 0001AC

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SUBCLIN 1001AA

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SUBCLIN 4001AA

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The following have been modified:

IMPORTANT INFORMATION

**I. PRICING SUMMARY**

Quoters must **PRICE ALL CLINS** above and complete the price summary sheet. The price summary sheet must be consistent with the CLIN Item breakdown above.

**BASE PERIOD**

CLIN 0001 (includes 0001AA through 0001AQ) \$ \_\_\_\_\_

**OPTION 1**

CLIN 1001 (includes 1001AA through 1001AQ) \$ \_\_\_\_\_

**OPTION 2**

CLIN 2001 (includes 2001AA through 2001AQ) \$ \_\_\_\_\_

**OPTION 3**

CLIN 3001 (includes 3001AA through 3001AQ) \$ \_\_\_\_\_

**OPTION 4**

CLIN 4001 (includes 4001AA through 4001AQ) \$ \_\_\_\_\_

**TOTAL AMOUNT (CLINS 0001-4001)** \$ \_\_\_\_\_

**II. PERFORMANCE WORK STATEMENT (PWS)**

**Naval Hospital**

Robert E. Bush Naval Hospital,  
Twentynine Palms, CA 92278-8250

**Mortuary Services for the Office of Decedent Affairs**

**1.0 GENERAL**

This is a non-personnel services contract to provide mortuary services for the office of Decedent Affairs in Twentynine Palms, CA. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

**1.1 Organization**

The Naval Hospital (NH) located in Twentynine Palms, CA is responsible for providing the U.S. Navy, other military branches, and their military families with reliable quality health care. In addition to maintaining status as one of the nation's premier care providers, Naval Hospital Twentynine Palms is responsible for preparing for deployable support of operational forces, as well as shaping the future of military medicine through education and training. ~~and research.~~

**1.2 Background and Objective**

Naval Hospital Office of Decedent Affairs requires mortuary services for the disposition of active duty deceased service members. The objective of this contract is to provide mortuary services for active duty military and DOD

civilians who are entitled to mortuary service benefits as outlined in the decedent affairs manual NAVMEDCOMINST 5360.1. Mortuary services are in accordance with the requirements as stated within the U.S. Navy Specifications for Care of the Remains of Deceased Active Duty Service Personnel.

### **1.3 Period of Performance**

The period of performance shall be for one Base Year of 12 months and four 12-month option years as specified below:

Base period: One year starting on date of award  
Option 1: One year starting after the base period  
Option 2: One year starting after option period one  
Option 3: One year starting after option period two  
Option 4: One year starting after option period three

### **1.4 Type of Contract**

The Government contemplates awarding a **requirement firm-fixed contract**.

In accordance with FAR 16.503 (a) (2) the Government's maximum limit of obligation to order under this contract shall be for mortuary services for **Naval Hospital, Twentynine Palms** and shall not exceed the estimate specified on CLINS (pages 2 through 42) .

### **1.5 Post Award Conference/Periodic Progress Meetings:**

The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

### **1.6. Contracting Officer Representative (COR):**

The (COR) will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property if applicable, and provide site entry of Contractor personnel if applicable. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

### **1.7 Quality Control Plan**

The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services in accordance with NAVMEDCOMINST 5360.1 Appendix J. The contractor's

quality control program is the means by which he assures himself that his work complies with the requirement of the contract.

## **1.8 Quality Assurance Plan**

This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s). For this requirement, the Government shall evaluate the contractor's performance under this contract in accordance with the NAVMEDCOMINST 5360.1.

## **2.0 REQUIREMENT**

### **2.1 Task Description**

2.1.1 Contractor will provide all supplies and perform all services as specified in the contract in accordance with NAVMEDCOMINST 5360.1.

2.1.2 The contractor shall be responsible for providing mortuary services reflecting the greatest dignity, respect and professional care of the funeral service industry by ensuring complete disinfection, preservation, and restoration of the remains.

2.1.3 The contractor shall provide facilities, equipment, supplies and services to take possession of remains of deceased personnel at the place where death occurs or where remains are located.

2.1.4 The contractor shall transport the remains to the contractor's facility, prepare remains including embalming, inspection, dressing, casketing, and transport them to the locations(s) designated by the COR.

2.1.5 The contractor shall furnish caskets, urns, shipping containers and other supplies specified herein.

2.1.6 Refrigeration unit must be on contractor's site.

2.1.7 The contractor shall respond and receive the remains of deceased personnel within one (1) hour of initial notification. This requirement does not apply to weekends and holidays; in such cases, the Contracting Officer's Representative (COR), or designated representative, will notify the contractor on the following business day.

2.1.8 The Contractor shall have remains ready for shipment 36 hours after receipt of remains unless conditions of death warrant extra preparation time.

2.1.9 The Contractor shall comply with State and Federal funeral laws.

### **2.2 Place of Performance**

Services conducted under the terms and conditions of this contract are for deceased military personnel from the Marine Corps Ground Air Combat Center (MCGACC), **Naval Hospital**, Twentynine Palms, California, and the surrounding area to include the nearest air freight terminal. Office of Decedent Affairs is required to provide mortuary services for deceased military personnel located in San Bernardino County CA, Riverside County CA and Arizona Areas North of Phoenix AZ. The Contract mortuary must be within a thirty (30) mile limit from Naval Hospital, Twentynine Palms, CA.

### **3.0 Death Certificates**

The contractor shall provide certified copies of the Death Certificate to the Decedent Affairs Representative in Twentynine Palms, CA.

### 3.0 LICENSES

- 3.1 All embalmers must be licensed by the State of California.
- 3.2 Contractor must be in good standing with the State of California.

### III. CONTRACT ADMINISTRATION PLAN (CAP) FOR FIXED PRICE, INDEFINITE DELIVERY, CONTRACTS

In order to expedite the administration of this contract, the following delineation of duties is provided. The names, addresses and phone numbers for these offices or individuals are included elsewhere in the contract award document. The office or individual designated as having responsibility should be contacted for any questions, clarifications or information regarding the administration function assigned.

1. The Procuring Contract Office (PCO) is responsible for:

- a. All pre-award duties such as solicitation, negotiation and award of contracts.
- b. Any information or questions during the pre-award stage of the procurement.
- c. Freedom of Information inquiries.
- d. Changes in contract terms and/or conditions.
- e. Post award conference.

**Jack Faulkner – Contracting Officer**

NAVSUP Fleet Logistics Center San Diego (FLCSD)  
Regional Contracts Department, Code 230  
3985 Cummings Road, Bldg 116, 3rd Floor  
San Diego, CA 92136-4200

2. The Contract Administration Office (CAO) is responsible for matters specified in FAR 42.302, except those areas otherwise designated as the responsibility of the Contracting Officer's Representative (COR) or someone else herein.

**NAVSUP Fleet Logistics Center San Diego (FLCSD)**

Regional Contracts Department, Code 230  
3985 Cummings Road, Bldg 116, 3rd Floor  
San Diego, CA 92136-4200

3. The paying office is responsible for making payment of proper invoices after acceptance is documented.

**Paying Office**

DODAAC N68732  
DFAS Cleveland

4. The Ordering Officer is responsible for:

- a. Requesting, obtaining and evaluating proposals for orders to be issued.
- b. Select the most advantageous offer to the Government for individual Task Orders in accordance with contract provisions. Determining that the price/estimated cost of the order is fair and reasonable for the effort proposed.
- c. Obligating the funds by issuance of the delivery order/task order.
- d. Authorizing the contractor to begin performance.
- e. Providing subcontract approval.
- f. Monitoring direct costs on orders issued.

**NOTE:** The PCO and the Ordering Officer may be the same individual, but in no case shall the COR perform the duties of the Ordering Officer.

5. The Contracting Officer's Representative (COR) is responsible for interface with the contractor and performance of duties such as those set forth below. It is emphasized that only the PCO/CAO has the authority to modify the terms of the contract. In no event will any understanding, agreement, modification, change order, or other matter deviating from the terms of the basic contract between the contractor and any other person be effective or binding on the government. If in the opinion of the contractor an effort outside the scope of the contract is requested, the contractor shall promptly notify the PCO in writing. No action may be taken by the contractor unless the PCO or CAO has issued a contractual change. The COR duties are as follows:

**a. Technical Interface**

(1) The COR is responsible for all Government technical interface concerning the contractor and furnishing technical instructions to the contractor. These instructions may include: technical advice/recommendations/clarifications of specific details relating to technical aspects of contract requirements; milestones to be met within the general terms of the contract or specific subtasks of the contract; or, any other interface of a technical nature necessary for the contractor to perform the work specified in the contract or order. The COR is the point of contact through whom the contractor can relay questions and problems of a technical nature to the PCO.

(2) The COR is prohibited from issuing any instruction which would constitute a contractual change. The COR shall not instruct the contractor how to perform. If there is any doubt whether technical instructions contemplated fall within the scope of work, contact the PCO for guidance before transmitting the instructions to the contractor.

**b. Contract Surveillance**

(1) The COR shall monitor the contractor's performance and progress under the contract. In performing contract surveillance duties, the COR should exercise extreme care to ensure that he/she does not cross the line of personal services. The COR must be able to distinguish between surveillance (which is proper and necessary) and supervision (which is not permitted). Surveillance becomes supervision when you go beyond enforcing the terms of the contract. If the contractor is directed to perform the contract services in a specific manner, the line is being crossed. In such a situation, the COR's actions would be equivalent to using the contractor's personnel as if they were government employees and would constitute transforming the contract into one for personal services.

(2) The COR shall monitor the contractor's performance to see that inefficient or wasteful methods are not being used. If such practices are observed, the COR is responsible for taking reasonable and timely action to alert the contractor and the PCO to the situation.

(3) The COR will take timely action to alert the PCO to any potential performance problems. If performance schedule slippage is detected, the COR should determine the factors causing the delay and report them to the PCO, along with the contractor's proposed actions to eliminate or overcome these factors and recover the slippage. Once a recovery plan has been put in place, the COR is responsible for monitoring the recovery and keeping the PCO advised of progress.

(4) If the Contractor Performance Assessment Reporting System (CPARS) is applicable to the contract you are responsible for completing a Contractor Performance Assessment Report (CPAR) in the CPARS Automated Information System (AIS). The initial CPAR, under an eligible contract, must reflect evaluation of at least 180 days of contractor performance. The completed CPAR, including contractor comments if any, (NOTE: contractors are allowed 30 days to input their comments) should be available in the CPARS AIS for reviewing official (PCO) review no later than 270 days after start of contract performance. Subsequent CPARs covering any contract option periods should be ready at 1-year intervals thereafter.

**c. Invoice Review and Approval/Inspection and Acceptance**

(1) The COR is responsible for quality assurance of services performed and acceptance of the services or deliverables. The COR shall expeditiously review copies of the contractor's invoices or vouchers, certificate of performance and all other supporting documentation to determine the reasonableness of the billing. In making this determination, the COR must take into consideration all documentary information available and any information developed from personal observations.

(2) The COR must indicate either complete or partial concurrence with the contractor's invoice/voucher by executing the applicable certificate of performance furnished by the contractor.

(3) The COR will provide the PCO and the CAO with copies of acceptance documents such as Certificates of Performance.

(4) Upon completion of all services under the contract, the COR shall work with the Contractor to obtain and execute a final invoice no more than 60 days after completion of contract performance. The COR shall ensure that the invoice is clearly marked as a "Final Invoice."

**d. Contract Modifications/Orders Under Indefinite Delivery Contracts.**

(1) The COR is responsible (if necessary) for developing the statement of work for tasking orders, change orders, or modifications and for preparing an independent government cost estimate of the effort described in the proposed statement of work.

(2) The COR shall provide available and relevant Past Performance information with each request for new Task Orders. The COR shall review and evaluate the contractor's proposal and furnish comments and recommendations

**e. Administrative Duties**

(1) The COR is responsible for taking appropriate action on technical correspondence pertaining to the contract and for maintaining files on each contract. This includes all modifications, government cost estimates, contractor invoices/vouchers, certificates of performance, DD 250 forms and contractor's status reports.

(2) The COR shall maintain files on all correspondence relating to contractor performance, whether satisfactory or unsatisfactory, and on trip reports for all government personnel visiting the contractor's place of business for the purpose of discussing the contract.

(3) The COR must take prompt action to provide the PCO with any contractor or technical code request for change, deviation or waiver, along with any supporting analysis or other required documentation.

f. Government Furnished Property. When government property is to be furnished to the contractor, the COR will take the necessary steps to ensure that it is furnished in a timely fashion and in proper condition for use. The COR will maintain adequate records to ensure that property furnished is returned and/or that material has been consumed in the performance of work.

g. Security. The COR is responsible for ensuring that any applicable security requirements are strictly adhered to.

h. Standards of Conduct. The COR is responsible for reading and complying with all applicable agency standards of conduct and conflict of interest instructions.

**i. Written Report/Contract Completion Statement.**

(1) The COR is responsible for timely preparation and submission to the PCO, of a written, annual evaluation of the contractor's performance. The report shall be submitted within 30 days prior to the exercise of any contract option and 60 days after contract completion. The report shall include a written statement that services

were received in accordance with the Contract terms and that the contract is now available for close-out. The report shall also include a statement as to the use made of any deliverables furnished by the contractor. For contracts where delivery orders are issued, one consolidated report which addresses all actions under the contract may be submitted.

(2) If the Contractor Performance Assessment Reporting System (CPARS) is applicable to the contract you are responsible for completing a final Contractor Performance Assessment Report (CPAR) in the CPARS with 30 days of contract completion.

(3) The COR is responsible for providing necessary assistance to the Contracting Officer in performing Contract Close-out in accordance with FAR 4.804, Closeout of Contract Files.

7. The Technical Assistant (TA), if appointed, is responsible for providing routine administration and monitoring assistance to the COR. The TA does not have the authority to provide any technical direction or clarification to the contract. Duties that may be performed by the TA are as follows:

- a. Identify contractor deficiencies to the COR.
- b. Review contract/delivery order deliverables, recommend acceptance/rejection, and provide the COR with documentation to support the recommendation.
- c. Assist in preparing the final report on contractor performance for the applicable contract/delivery order in accordance with the format and procedures prescribed by the COR.
- d. Identify contract noncompliance with reporting requirements to the COR.
- e. Evaluate the contractor's proposals for specific delivery orders and identify, for the COR, any potential problems, areas of concern, or issues to be discussed during negotiations.
- f. Review contractor status and progress reports, identify deficiencies to the COR, and provide the COR with recommendations regarding acceptance, rejection, and/or Government technical clarification requests.
- g. Review invoices for the appropriate mix of types and quantities of labor, materials, and other direct costs, and provide the COR with recommendations to facilitate COR certification of the invoice.
- h. Provide the COR with timely input regarding technical clarifications for the statement of work, possible technical direction to provide the contractor, and recommend corrective actions.
- i. Provide detailed written reports of any trip, meeting, or conversation to the COR subsequent to any interface between the TA and contractor.

#### **IV. QUALITY ASSURANCE SURVEILLANCE PLAN**

##### **1. Purpose**

The purpose of this quality assurance surveillance plan is to ensure that the Government has an effective and systematic method of surveillance for the services in the PWS. The QASP will be used primarily as a tool to verify that the contractor is performing all services required by the PWS in a timely, accurate and complete fashion.

##### **2. Critical performance processes and requirements**

Critical to the performance is the fact that the Contractor shall have respond and receive the remains of deceased personnel within one hour of initial notification. This requirement does not apply to weekends and holidays, in such cases, The Contracting Officer's Representative (COR) or designated representative will notify the Contractor on the following business day. In addition, the Contractor shall have remains ready for shipment 36 hours after receipt of

remains unless conditions of death warrant extra preparation time. This is a highly time sensitive service and it is expected all contract/task order requirements are timely, accurate and completion is thorough.

### **3. Performance Standards**

- a) **Schedule** - The due dates for deliverables and the actual accomplishment of the schedule will be assessed against original due dates and milestones established for the contract or task order(s).
- b) **Deliverables** - The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the contract/task order(s) and the Quality Control Plan (QCP), if required by the contract, for the required content, quality, timeliness, and accuracy. In this requirement, the Contractor is required to submit a DD Form 2063 *Record of Preparation and Disposition of Remains* for every case and the Decedent Affairs Officer (DAO) will review it in accordance with NAVMEDCOMINST 5360.1.
- c) **Cost** - The COR will review monthly invoices to monitor the contractor's expenditure throughout the contract and/or task order performance period(s).
- d) **Past Performance** - In addition to any schedule, deliverables, and cost aspects of performance discussed above, pursuant to FAR 42.15, the Government will assess the contractor's record of conforming to contract requirements and to standards of good workmanship, the contractor's adherence to contract schedules including the administrative aspects of performance, the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and the contractor's business-like concern for the interest of the customer.

### **4. Surveillance methods:**

The primary methods of surveillance used to monitor performance of this contract will in accordance with NAVMEDCOMINST 5360.1 Appendix J.

### **5. Performance Measurement:**

Performance and surveillance methods will be measured in accordance with NAVMEDCOMINST 5360.1 Appendix J. If performance is within acceptable levels of NAVMEDCOMINST 5360.1 Appendix J, it will be considered to be satisfactory. If not, overall performance may be considered unsatisfactory.

### **6. Incentives/Disincentives:**

- a) The COR's makes an annual report on Contractor Performance (CPARS or other annual report). The contractor's failure to achieve satisfactory performance under the contract/task order, reflected in the COR's annual report, may result in termination of the contract/task order and may also result in the loss of future Government contracts/task orders. The contractor's failure to achieve satisfactory performance under the contract/task order may result in the non-exercise of available options
- b) For each item that does not meet acceptable levels, the Government may issue a Contract Discrepancy Report (CDR). CDRs will be forwarded to the Contracting Officer with a copy sent to the contractor. The contractor must reply in writing within five days of receipt identifying how future occurrences of the problem will be prevented. Based upon the contractor's past performance and plan to solve the problem, the Contracting Officer will determine if any further action will be taken.
- c) In accordance with the inspection of services provisions of the contract, the contractor will be incentivized to provide quality products in a timely manner since the Government can require the Contractor, at no additional cost, to replace or correct work that fails to meet contract requirements.

**V. ORDERING PERIOD****BASE PERIOD**

CLIN 0001 (includes 0001AA through 0001AQ).

The contract ordering period shall begin 15 January 2016 or the date of award and shall continue in effect through 14 January 2017.

**OPTION 1**

CLIN 1001 (includes 1001AA through 1001AQ):

If exercised, the first option year's ordering period will continue the services through another year beginning 15 January 2017 through 14 January 2018.

**OPTION 2**

CLIN 2001 (includes 2001AA through 2001AQ):

If exercised, the first option year's ordering period will continue the services through another year beginning 15 January 2018 through 14 January 2019.

**OPTION 3**

CLIN 3001 (includes 3001AA through 3001AQ):

If exercised, the first option year's ordering period will continue the services through another year beginning 15 January 2019 through 14 January 2020.

**OPTION 4**

CLIN 4001 (includes 4001AA through 4001AQ):

If exercised, the first option year's ordering period will continue the services through another year beginning 15 January 2020 through 14 January 2021.

**VI. ADMINISTRATIVE INFORMATION****GOVERNMENT POINT OF CONTACT**

NAIMA YELDA

Contract Specialist

NAVSUP Fleet Logistics Center San Diego (FLCSD)

3985 Cummings Road, Bldg 116, 3rd Floor

San Diego, CA 92136-4200

✉ E-mail: [naima.yelda1@navy.mil](mailto:naima.yelda1@navy.mil)

☎ Phone: (619) 556-7329 / DSN 526-7329

Note: Task orders will be funded individually and payment will be done either via WAWF or Government Purchase Card

**252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (MAY 2013)**

(a) Definitions. As used in this clause—

Department of Defense Activity Address Code (DoDAAC) is a six position code that uniquely identifies a unit, activity, or organization.

Document type means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

Local processing office (LPO) is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS [252.232-7003](#), Electronic Submission of Payment Requests and Receiving Reports.

(c) WAWF access. To access WAWF, the Contractor shall—

(1) Have a designated electronic business point of contact in the System for Award Management at <https://www.acquisition.gov>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this web site.

(d) WAWF training. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the “Web Based Training” link on the WAWF home page at <https://wawf.eb.mil/>.

(e) WAWF methods of document submission. Document submissions may be via Web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) Document type. The Contractor shall use the following document type(s).

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(Contracting Officer: Insert applicable document type(s). Note: If a “Combo” document type is identified but not supportable by the Contractor’s business systems, an “Invoice” (stand-alone) and “Receiving Report” (stand-alone) document type may be used instead.)

(2) Inspection/acceptance location. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

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(Contracting Officer: Insert inspection and acceptance locations or “Not applicable.”)

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table\*

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	TBD
Issue By DoDAAC	TBD

Admin DoDAAC	TBD
Inspect By DoDAAC	TBD
Ship To Code	TBD
Ship From Code	TBD
Mark For Code	TBD
Service Approver (DoDAAC)	TBD
Service Acceptor (DoDAAC)	TBD
Accept at Other DoDAAC	TBD
LPO DoDAAC	TBD
DCAA Auditor DoDAAC	TBD
Other DoDAAC(s)	TBD

(\*Contracting Officer: Insert applicable DoDAAC information or “See schedule” if multiple ship to/acceptance locations apply, or “Not applicable.”)

(4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

(5) WAWF email notifications. The Contractor shall enter the e-mail address identified below in the “Send Additional Email Notifications” field of WAWF once a document is submitted in the system.

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(Contracting Officer: Insert applicable email addresses or “Not applicable.”)

(g) WAWF point of contact.

(1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity’s WAWF point of contact.

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(Contracting Officer: Insert applicable information or “Not applicable.”)

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

**IV. DOCUMENTS, EXHIBITS AND ATTACHMENTS**

<b><u>Title/Number</u></b>	<b><u>Attachment/Exhibit</u></b>
NAVMEDCOMINST 5360.1 Appendix J <i>Armed Specifications Care of Remains of Deceased Personnel Regular and Port of Entry of Entry Requirement</i>	1
DD Form 2063, Record of Preparation and Disposition of Remains NAVMEDCOMINST 5360.1 – Appendix P	2
Checklist for Pre-Award Inspection of Funeral Establishment NAVMEDCOMINST 5360.1 – Appendix D	3
Contractor Past Performance Data Sheet <b>“CORPORATE EXPERIENCE and PAST PERFORMANCE INFORMATION FORM</b>	5
<b>CLIN PRICING <i>Mortuary Services 29 Palms</i></b>	6
U.S. Department of Labor Wage Determination	7

(End of Summary of Changes)