

# **Performance Work Statement**

**For**

**Supply/Warehousing  
Services**

**In Support of  
National Institutes of Health**

**13 August 2004**

**RFP #  
263-04-P(BC)-0013**

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## **SECTION C-1 GENERAL**

- **SECTION C-1**

Provides general information about National Institutes of Health (NIH) and its specific rules and regulations to be followed and an introduction to operating conditions

- **SECTION C-2**

Provides definitions and acronyms used throughout this document and in the performance of this work

- **SECTION C-3**

Provides information as to Government-furnished property

- **SECTION C-4**

Provides information on items that may be Service Provider (SP) furnished

- **SECTION C-5**

Presents the Performance-based Performance Work Statement

- **SECTION C-6**

Provides a list of directives, publications, instructions, and forms to be used by the SP during the award period

### **1.1 SERVICE PROVIDER PERSONNEL**

The SP shall provide all management, supervision, administration, and labor to support the Supply Services identified in this Performance-based Performance Work Statement (PWS) for the NIH. This includes all direct and indirect resources, except as specified in SECTION C-3 as Government-furnished property (GFP) and services.

The SP shall provide, as Key Personnel, one (1) full time Project Manager (PM). The PM shall act as the on-site point of contact for all services at all locations. SP shall identify an alternate PM in the absence of the primary designated PM. The PM shall be the central point of contact with the Government for the performance of all services and requirements identified in this award. The PM and alternate representative shall have full authority to represent the SP in all matters relating to those requirements and services identified in this award.

The SP shall provide qualified personnel who can read, write and speak the English language.

The SP shall assume total responsibility for all requirements stated herein on the start date of the performance period.

#### **1.1.1 APPEARANCE**

All non-administrative personnel shall wear appropriate work clothes to consist of long jeans or trousers, button up shirts or blouses with collar. All shirts shall be of the same color, have the company logo and the wearer's name clearly visible. Non-administrative personnel shall wear closed and steel-toed shoes. All administrative personnel shall be attired in business casual to casual clothing for daily work; On occasion, personnel may be required to wear business dress for certain activities. The Project Officer will provide notification to those personnel prior to the close of business the preceding day of the event. Under no circumstance will tank tops, sandals, or flip flops be authorized in the working environment.

**1.1.2 SERVICES PROVIDED**

The Supply Services function integrates supply chain processes, including e-commerce, e-business, information technologies, warehousing and distribution channel management to enhance efficiencies and customer value. Supply Services is the primary provider of administrative and research supplies and materials for the NIH, as well as other agencies within the local area. Supply Services responds to customer demand by managing supply operations including the NIH central supply system, warehouse and Self Service Stores (SSS), publishes the NIH supply catalog, and manages, stores and distributes incoming freight in many different commodities, including hazardous materials.

In direct support of the NIH, the Supply Service processes include operations at the following locations:

<b>5.1</b>	<b>Gaither Distribution Center (GDC)</b>
<b>5.2</b>	<b>National Library of Medicine (NLM)</b>
<b>5.3</b>	<b>National Institute of Aging (NIA)</b>
<b>5.4</b>	<b>National Institute of Dental and Craniofacial Research (NIDCR)</b>
<b>5.5</b>	<b>Center for Scientific Research <span style="background-color: red; color: white;">Review</span> (CSR)</b>

**1.2 STATEMENT OF OBJECTIVES**

This PWS is written to balance the needs for critical requirements, quality performance, and a fair and equitable cost comparison. This statement of objectives outlines the intent and spirit of the PWS. It provides a baseline for an executive understanding of the NIH requirements.

NIH is soliciting for a SP to provide complete Supply Services in owned and leased facilities at four locations operated by NIH. These locations include:

- (1) the NIH campus in Bethesda, MD, (SSS in buildings 10 and 31, National Institute of Dental and Craniofacial Research (NIDCR) in building 30, and National Library of Medicine (NLM) in building 38A)
- (2) the National Institute on Aging (NIA) at the Bayview campus in Baltimore MD
- (3) the Center for Scientific ~~Research~~ Review (CSR) in Bethesda, MD, and
- (4) the leased Gaither Distribution Center (GDC) in Montgomery County, MD.

Each location may have specific deviations on the general requirements, standards and workload. The primary services are Requisitioning, Receiving, Storage, Picking & Shipping, Inventory Control and Special Functions, such as SSS operations, and the Veterinary Research Program (VRP) and Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC) inspections.

The SP shall perform quality control and achieve all PWS requirements within the specified workload and standards. The SP shall standardize best practices across all locations to the extent practicable to provide for consistency in performance. The SP shall be the single point of contact for all NIH occupants and other parties concerning Supply Services as well as other services needed to be able to direct customers to the right person for services such as distribution and stores requirements. The SP shall provide to the government upon request sufficient information to enable the NIH to match costs of services provided at each location. The government will perform quality assurance and inherently governmental activities. References to government interactions are primarily for legal and "contract" management requirements and exceptions to the general terms of the award. The primary role of the government will be in exercising inspection and acceptance.

The PWS includes many micro and macro standards. The SP shall provide macro level performance data to the government upon request following the format of the Balanced Scorecard Strategic Measurement System as developed by Robert Kaplan and David Norton and documented in the Harvard Business Press. Performance improvement that results in unit cost

reduction, but that also maintains or improves service performance is expected. Global objectives that will also be measured include:

- Integrating supply chain processes including e-commerce, e-business, information technologies, warehousing and distribution channel management to enhance efficiencies and customer value;
- Planning, implementing, and controlling the flow, storage, and distribution of supplies and services from their origin to their point of consumption to meet customers' requirements;
- Providing supply chain advice and assistance to customers including NIH components and other Federal Government organizations;
- Participating in central supply task forces and management studies;
- Responding to customer demand by managing supply operations including the NIH central supply system, warehouse and self-service stores;
- Publishing the NIH supply catalog;
- Managing, storing and distributing incoming freight in many different commodities including hazardous materials;

The nature of the PWS also creates risk for the government. The SP shall minimize risks associated with,

- Interruption or destruction of critical NIH activities and research
- "Padding" work and reimbursable charges
- "Loopholes" in the Request For Proposals (RFP)
- Poor performance in general and at specific locations
- Customer dissatisfaction
- Identification of accountable parties
- Over expenditure

The NIH is engaged in a quest to reduce operating costs, while reliably providing equal or better service to our customers. This is a performance-based award that describes the required outputs and outcomes. Offerors are responsible for determining the level of effort required to accomplish the outputs/outcomes and are encouraged to propose business process improvements that will help NIH achieve the above stated objectives.

### **1.3 NIH MISSION**

Begun as a one-room Laboratory of Hygiene in 1887, the National Institutes of Health (NIH) today is one of the world's foremost medical research centers. An agency of the Department of Health and Human Services, the NIH is the Federal focal point for health research.

NIH is the steward of medical and behavioral research for the Nation. Its mission is science in pursuit of fundamental knowledge about the nature and behavior of living systems and the application of that knowledge to extend healthy life and reduce the burdens of illness and disability. The goals of the agency are as follows: 1) Foster fundamental creative discoveries, innovative research strategies, and their applications as a basis to advance significantly the Nation's capacity to protect and improve health. 2) Develop, maintain, and renew scientific human and physical resources that will assure the Nation's capability to prevent disease. 3) Expand the knowledge base in medical and associated sciences in order to enhance the Nation's economic well-being and ensure a continued high return on the public investment in research. and 4) Exemplify and promote the highest level of scientific integrity, public accountability, and social responsibility in the conduct of science.

The NIH mission is to uncover new knowledge that will lead to better health for everyone. NIH works toward that mission by conducting research in its own laboratories; supporting the research of non-Federal scientists in universities, medical schools, hospitals, and research institutions throughout the country and abroad; helping in the training of research investigators; and fostering communication of medical information.

It is impossible to list all of the discoveries made by NIH-supported investigators. NIH-supported research studies have received more than [one hundred seven \(107\) Nobel prizes](#). The in-house discoveries have included breaking the genetic code that governs all life processes, demonstrating how chemicals act to transmit electrical signals between nerve cells, and describing the relationship between the chemical composition of proteins and how they fold into biologically active conformations. In turn, these basic research discoveries have led to greater understanding of genetically based diseases, to better antidepressants, and to drugs specially designed to target proteins involved in particular disease processes. Long-term research has dispelled preconceptions that morbidity and dementia are a normal part of the aging process.

A brief summary of the various sites that support this study are listed below:

### 1.3.1 GAITHER DISTRIBUTION CENTER, MARYLAND

The Gaither Distribution Center (GDC) is the NIH community's primary source for office and laboratory supplies, including Animal Food and Bedding (AFB), for all NIH Institutes and Centers. GDC is a leased facility located in Montgomery county MD. The central supply function utilizes 130,000 square feet of the 150,000 square feet facility to house the central receiving, storage, shipping, and administrative offices of the supply operations. GDC houses the NIH base of operations for inventory management, the marketing and ordering programs, and the receiving and distribution center for NIH supplies and materials. GDC provides' daily delivery services, as needed, to over 90 locations throughout the local area and weekly or monthly deliveries to over 20 additional sites. Buildings currently scheduled for deliveries are listed below:

#### Delivery Point NIH Campus Daily Delivery

Building #	Building #	Building #	Building #
13	49	50	8A
2	41	10	9
1	31	37	51
60	61	62	64
6	6A	29	29A
29B	30	33	3
33	35	38	38A
36	18T	25	28
28A	32	64	T46
TR46	T39	4	5
7	8	12	12A
12B	45	21	16
16A	14A - 9 sites	58	15B
15K	32T	22	TRAILER 101



Building #	Building #	Building #	Building #
SELF SERVICE STORE Bldg. 10	SELF SERVICE STORE Bldg. 31		

**ROCKVILLE DELIVERY POINT**

Building #	Building #	Building #	Building #
6001	6006	6011	6100
6101	6110	6116	6120
6130	6610	6707	6707B
TWINBROOK 1 5600 Fishers lane Rockville, MD.	TWINBROOK 2 (2 SITES) 12441 Parklawn Dr Rockville, MD	TWINBROOK 3 12735 Twinbrook Parkway Rockville, Md	PARK BLDG. 12420 Parklawn Dr. Rockville, MD
STONE STREET 301 N. Stonestreet Rockville, MD	WILCO BLDG. 6000 Executive Blvd. Rockville, MD	GATEWAY 7201 Wisconsin Ave. Bethesda, MD	FLOW BLDG. 12501 Washington Ave. Rockville, MD
BICON (AFB) 649A Lofstrand Lane Rockville, MD			

**BETHESDA DELIVERY POINT**

Building #	Building #	Building #	Building #
ONE DEMOCRACY 6701 Democracy Blvd. Bethesda, MD	TWO DEMOCRACY 6707 Democracy Blvd. Bethesda, MD	NAVY Bldg. 5 8901 Wisconsin Ave. Bethesda, MD	NAVY Bldg. 8 8901 Wisconsin Ave. Bethesda, MD
NAVY Bldg. 42 8901 Wisconsin Ave. Bethesda, MD	82 8601 Old Georgetown Rd. Bethesda, MD	FERNWOOD 10401 Fernwood Dr. Bethesda, MD	HEIGERMAN COURT 8424 Helgerman Ct. Gaithersburg, MD
ROCKLEDGE 2 6701 Rockledge Dr. Bethesda, MD	ROCKLEDGE 1 6705 Rockledge Dr. Bethesda, MD		

**OTHER LOCATIONS**

<b>Building #</b>	<b>Building #</b>	<b>Building #</b>	<b>Building #</b>
5413/District of Columbia 5413 Cedar Lane	NIH ANIMAL CTR. Elmer School Rd. Poolesville, MD	ATC 8717 Grovemont Cir. Gaithersburg, MD	FT. DETRICK (12 sites) 538 Ft. Detrick, Fredrick, MD
FREDRICK CANCER R & D CTR. Frederick, MD	BALTIMORE TRIAD 333 Cassell Dr. Baltimore, MD	INTRAMURAL RSCH PRGM. 5500 Nathan Shock Dr. Baltimore, MD	GRC BALTIMORE 5600 Nathan Shock Dr. Baltimore, MD
WALTER REID 503 Robert Grant Ave., Silver Spring MD	HARBOR HOSPITAL, BALTIMORE 3001 S. Hanover Baltimore, MD		

**1.3.2 BETHESDA, MARYLAND CAMPUS**

The NIH Bethesda Campus in the Maryland suburbs of Washington, DC, contains over 70 buildings, with 8 million gross square feet of building space on an over 300 acre site. There are four sites located on campus considered within the scope of this study. They include the two SSS (buildings 10 and 31), the NLM supply support (building 38A), and the NIDCR supply support operations (building 30).

The SSS provide the NIH community with a walk-in facility to obtain office and laboratory supplies as needed. All purchases at the SSS require an NIH SSS charge card. The SSS in building 10 is the largest (2750 sq. ft.) of the two stores, and in addition to office and basic laboratory supplies, this site provides enzymes and refrigerated items required by the various research laboratories. Currently this SSS lists about 3000 line items including 960 enzymes in inventory. The SSS in building 31, approximately 1400 sq. ft., provides primarily office supplies with only basic laboratory supplies available. Building 31 has around 1200 line items in inventory.

The NLM site is located in building 38A and provides the NLM community the ability to order office materials using the Office of Acquisition Management Analysis System (OAMAS) to have the supplies required delivered directly to their office. A description of OAMAS can be found in paragraph C-3.4.3.2.3. The warehousing facilities utilizes approximately 800 sq. ft. of area located on the B2 level of the building. NLM uses the ADB system to order replacement inventory from the GDC. NLM maintains an inventory of approximately 700 line items.

The NIDCR supply operation supports the NIDCR community. The supply site is located in building 30, first floor in the 'Old Tower' section. NIDCR support personnel receive and verify materials against purchase orders, pick and deliver orders to the requesting office or laboratory. NIDCR maintains a decentralized inventory of approximately 480 line items and orders replacement inventory from the GDC using the ADB system.

**1.3.3 ROCKLEDGE II, ROCKVILLE, MARYLAND**

CSR is located at the ROCKLEDGE II building in Bethesda MD. This site is the central processing site for all research grant applications received by NIH. The supply functions provided at this site are the receipt and distribution of incoming materials and maintaining of a small inventory of office supplies, i.e. copy paper and boxes. Supplies received are ordered from GDC (using the ADB) or from outside vendors. CSR maintains a storage area of approximately 2000 sq. ft. for supplies, furniture, and grant applications awaiting processing.

### **1.3.4 BAYVIEW CAMPUS, BALTIMORE, MARYLAND**

NIA supply operations, located at the Bayview Campus in the Gerontology Research Center (GRC) building, consist of receiving materials and supplies at the dock, verifying the shipments and delivering the materials to the laboratory or office that ordered them. NIA does not have an inventory of supplies for NIA offices or laboratories. NIA supply orders are distributed from the GDC central stockroom.

## **1.4 QUALITY CONTROL PROGRAM**

The SP shall develop a proactive Quality Control Program for measuring and attaining quality of performance under this award. The SP's Quality Control Program shall explain the manner in which the SP shall ensure all requirements have been accomplished in accordance with the specifications of this award and industry standards. A sustaining focus throughout the Quality Control Program shall be the attainment of continuous quality improvement. The program shall emphasize deficiency prevention over deficiency detection. The SP's Quality Control Program and any services performed will be accepted by the Government Representative only when in full compliance with clause FAR 52.246-4, "Inspection of Services Fixed Price." The SP shall demonstrate a concerted effort in improving its QCP to prevent unsatisfactory performance from consistently recurring in any area and to ensure unsatisfactory performance is addressed and rectified in a timely manner.

### **1.4.1 QUALITY CONTROL PLAN**

The SP shall maintain a Quality Control Plan (QCP) describing the Quality Control Program. The SP shall submit an initial QCP with Technical Proposal for evaluation. The SP shall submit the final QCP to the Project Officer for approval within 30 calendar days prior to award start date. The SP shall submit any changes in the QCP and Quality Control Program to the Project Officer for approval five workdays prior to implementation.

### **1.4.2 QUALITY ASSURANCE**

The NIH Government Representative and NIH Quality Assurance Evaluator(s) (QAE) will inspect for compliance with Award terms throughout the Award period. Evaluation will be based on the SP's compliance with the requirements set forth in C-5. The QAE will monitor the SP's performance under this award by performing checks as contained in the Quality Assurance Surveillance Plan (QASP) and as outlined in FAR 52.246-5. Typical procedures include random sampling, planned sampling, scheduled inspections, incidents inspections, and validated customer complaints.

## **1.5 FACILITIES ACCESS**

Due to changing traffic requirements brought on by construction, changing missions and security concerns within the government, access to installations is subject to change, sometimes with little or no warning. Inbound and outbound traffic restrictions exist. Directions to the locations identified within this PWS follow.

The main campus of the National Institutes of Health (NIH) is located in Bethesda, Maryland.

Information about how to get to NIH is located at <http://www.nih.gov/about/#visitor>. Maps of the campus and of the local area are located at <http://www.nih.gov/about/maps.html>. Locations on the main campus include NLM, NIDCR and the Self Service Stores in buildings 10 and 31.

Directions to the NIH Gaither Distribution Center at 16050 Industrial Drive, Gaithersburg, MD are provided below:

1. Take Interstate I-270 to Exit 8 (Shady Grove Road).
2. Proceed East on Shady Grove Road to Gaither Road.
3. Turn left onto Gaither Road and proceed to Industrial Drive.

4. Turn right onto Industrial Drive.
5. Go approximately 1/4 mile and immediately before the bridge turn left.
6. Go down the hill to the NIH Gaither Distribution Center.

Directions to NIA IRP - GRC at 5600 Nathan Shock Dr., Baltimore MD. from GDC are provided below:

1. From GDC go south on Industrial Dr. to Gaither Rd.
2. Turn left onto Gaither Rd. to Shady Grove Rd.
3. Turn right on Shady Grove Rd. to I-270 South toward Washington
4. Merge onto I-270 South becomes I-495E/ Capital Beltway
5. Merge onto I-95 N, exit 27, Baltimore/New York
6. Take I-895, exit 46, toward Harbor Tunnel (Toll \$2.00)
7. Take Lombard St. , exit 12,
8. At intersection go straight onto Bayview Blvd.
9. Turn left onto Nathan Shock Dr.
10. NIA is the last building on the left – 5600 Nathan Shock Dr.

Directions to CSR at 6701 Rockledge Drive, 2 Rockledge Centre in Rockville MD are provided below (This building is also referred to as Rockledge II):

1. From the main campus exit onto Old Georgetown Rd. (Maryland 187) turn right
2. Turn left at the entrance to I-270, approximately 2 miles down Old Georgetown Rd.
3. At first stop light turn left (Rockledge Drive) and proceed to the second stop light
4. Turn right and 2 Rockledge Centre is the first building on the right
5. To reach the parking lots drive between the buildings. To the left side of 2 Rockledge Centre.

## **1.5.1 VISITORS AND SECURITY**

### **1.5.1.1 BETHESDA, MARYLAND CAMPUS**

The NIH, like all Federal Government facilities, has recently instituted new security measures to ensure the safety of NIH employees, patients, and visitors.

In response to an announcement of a heightened state of security throughout the Federal Government, the following security procedures are in effect at the NIH.

#### **1.5.1.1.1 PERIMETER SECURITY**

U.S. Department of Homeland Security Threat Advisory Yellow:

To enter the campus, all visitors must present one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.). Visitor vehicles will be inspected at the campus perimeter. To enter the campus, all employees (including SP) must present one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.).

U.S. Department of Homeland Security Threat Advisory Orange:

To enter the campus, all visitors/employees (including SP employees) must present one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.). Visitor/employees (including SP employees) vehicles will be inspected at the campus perimeter.

U.S. Department of Homeland Security Threat Advisory Red:

During Threat Advisory Red the access to NIH campuses is extremely limited to minimum employees to support campus infrastructure. Upon award the government will coordinate employee access with the SP for minimum authorized/essential employees during condition Red.

### **1.5.1.1.2 BUILDING SECURITY**

Many on-campus buildings will have limited entrance points (typically the "main" entrance). Buildings 10, 30, 31, 38, and 45 and others will retain multiple entrance points.

Visitors/employees must show one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.). Visitors/employees must show two (2) ID's during Homeland Security condition orange.

All employees and visitors shall be prepared to have their personal belongings inspected and go through a metal detection inspection (magnetometer, wand, etc). Security staff will be looking for and confiscating any suspicious or potentially dangerous materials. U.S. Code prohibits bringing any dangerous weapons onto Federal property, including anything with a blade longer than 2 ½ inches. Meeting participants may want to leave extra bags or personal materials at their hotel to minimize the time needed for inspection. Visitors may need to call for an employee to escort them through the building.

### **1.5.1.1.3 GETTING ON AND OFF CAMPUS**

All visitors including patients, SP, contractors, vendors and delivery persons must use the following two entrances at NIH Campus Bethesda:

Rockville Pike and South Drive — enter and exit 24 hours daily

Old Georgetown Road and Center Drive — open as follows:

#### **WEEKDAYS**

From 5 a.m. to 2 p.m. Lane 2 will be a transitional lane under police direction. The west end of Center Drive closest to Old Georgetown Road will be used as an Exit lane. The eastern segment will be used as an entrance/thoroughfare for NIH Employees displaying a valid parking permit and employee ID.

From 2 p.m. to 9 p.m. Lane 2 will be EXIT only

#### **WEEKNIGHTS**

This entrance will be closed to incoming traffic at 7 pm. Open for outbound traffic until 9 pm. Closed to all incoming and outbound traffic from 9 pm through 5 am the next weekday morning.

#### **WEEKENDS**

This entrance will be closed to all incoming traffic at 7 pm and all outbound traffic at 9 pm Friday. Entrance will then remain closed to all traffic through 5 am Monday.

#### **HOLIDAYS**

The hours of operation will vary should the holiday falls on a Monday or a weekday other than Monday.

For holidays falling on a Monday: This entrance will be closed to incoming traffic at 7 pm Friday evening prior to the Monday holiday. Open for outbound traffic until 9 pm. Closed to all traffic, incoming and outgoing, from 9 pm Friday through 5 am Tuesday.

For holidays falling on a weekday other than Monday: This entrance will be closed to incoming traffic at 7 pm on the evening prior to the holiday. Open for outbound traffic until 9 pm on the evening prior to holiday. Closed to all traffic from 9 pm the evening prior to the holiday through 5 am next regular workday.

Visitors may exit the campus using these additional exit points:

1. Rockville Pike and Center Drive — exit 6:00 a.m. until 7:00 p.m.
2. Old Georgetown Road and Lincoln Drive — exit 6:00 a.m. until 7:00 p.m.
3. Rockville Pike and Wilson Drive — exit only 3:00 p.m. until 7:00 p.m.

All visitor vehicles, including taxicabs, hotel and airport shuttles, delivery trucks and vans will be inspected before being allowed on campus. Visitors will be required to show a photo ID and state the purpose of their visit. Be sure to allow extra time for this vehicle inspection procedure.

[NIH Campus Access](#)



In accordance with the Department's directive to increase security in all HHS facilities and to ensure the safety of the NIH staff, we have increased security for campus access.

**Legend**

- **Employee Entrance Only** (6am - 7pm)
- ▲ **Visitors, Deliveries and Employees**
  - South Drive Entrance (24 / 7)
  - Center Drive Entrance (Variable Hours: See [Center Drive Access](#) for details)
- **Closed Entrances** (until further notice)

*This page last updated on 21 Feb 2002*

**1.5.1.1.4 PARKING AND TRANSPORTATION**

Visitors at NIH Campus Bethesda must park in designated visitor parking lots. Vehicles will be inspected prior to parking in any underground or multi-level garage.

**1.5.1.2 GAITHER DISTRIBUTION CENTER, MARYLAND**

Building access is controlled by electronic door locks, accessible with magnetic key cards. Contractors and visitors shall request permission at the door to enter.

**1.5.1.3 ROCKLEDGE II, ROCKVILLE, MARYLAND**

Access through the front door requires either an NIH badge or a picture ID and an escort. A security guard controls access through the dock area; ID is required.

**1.5.1.4 BAYVIEW CAMPUS, BALTIMORE, MARYLAND**

Access through the front door requires either an NIH badge or a picture ID and an escort. A security guard controls access through the dock area; ID is required.

## 1.5.2 NORMAL WORKING HOURS OF OPERATION

Hours of operation for the Supply and Warehousing sites under study are as follows: GDC - 07:00 AM – 04:30 PM, SSS, NLM, NIDCR, CSR (Rockledge II), and NIA (Baltimore, MD) 08:00 AM – 05:00 PM. All facilities are open Monday through Friday.

### 1.5.2.2 FEDERAL HOLIDAYS

Federal Holidays observed include:

- Christmas Day
- Columbus Day
- Independence Day
- Labor Day
- Martin Luther King Day
- Memorial Day
- New Year's Day
- President's Day
- Thanksgiving Day
- Veteran's Day
- Inaugural Day (Washington DC area only)

### 1.5.2.3 OTHER CLOSURES

- U.S. Department of Homeland Security Threat Advisory RED
- For inclement weather closings the SP shall follow Office of Personnel Management guidance at the following. <http://www.opm.gov/status/index.asp>. Essential SP personnel to maintain infrastructure at all NIH supported sites will be identified after award.

## 1.6 SECURITY

The SP shall report any security violations to the Government Representative or designee immediately. The SP shall ensure compliance with the following regulatory guidance:

<http://www.nih.gov/about/visitorsecurity.htm>

### 1.6.1 INSTALLATION SECURITY FOR NATIONAL INSTITUTES OF HEALTH

Security Plan for Contractors employed by the NIH, and/or other Governmental agencies on behalf of the NIH.

#### 1.6.1.1 INTRODUCTION

This document provides a guide to security procedures that must be adhered to by all individuals, companies, and their employees under award with the NIH, or other entities employed by or on behalf of the NIH.

The overall mission of the NIH is science in pursuit of fundamental knowledge about the nature and behavior of living systems, and the application of that knowledge to extend healthy life and reduce the burdens of illness and disability.

A consistent and vigilant approach to overall security will enhance the NIH mission, and address the concerns of its employees and those of its contractors.

## **1.6.1.2 METHODOLOGY AND GOALS**

### **1.6.1.2.1 GENERAL**

This security plan defines both physical and administrative security procedures for the duration of the award/project. The plan will provide a guide to defining the level of security required for the award/project, and outlines an approach to overall award/project security that is consistent with the goals contained in existing NIH regulations and policies.

The plan seeks to achieve the following security goals:

- Screen award/project workforce consistent with NIH policies and procedures.
- Maintain award/project information confidentiality to the greatest extent that is practical.
- The plan may be modified from time to time if more effective procedures are required to achieve NIH security objectives.

### **1.6.1.2.2 PERSONNEL**

Each company involved in the award/project shall be responsible for ensuring that all personnel working on the project undergo a personnel security screening to determine their suitability to access NIH facilities, information, and data.

Generally, the security plan seeks to require personnel clearance procedures that are consistent with guidelines used by the NIH. For this purpose, the plan distinguishes between 1) employees that are involved in sensitive duties, and 2) employees that are not involved with sensitive duties. Accordingly, the NIH will use two levels of security screening for sensitive positions, and one level for non-sensitive positions, in order to determine award/project suitability:

- 1) Completion of a background questionnaire and assorted forms ("long form" screening), as well as a credit check is required for employees with direct management responsibilities on the award/project, and/or requiring access to Law enforcement Sensitive information.
- 2) A police check (single, "short form" screening) is required for all other employees expected to work on the award/project.

A history of acts of violence, arrests for firearms or explosives violations, illegal alien status, or any felony convictions will disqualify personnel from award/project participation. Also, any conviction for tax evasion may disqualify individuals subject to the "long form" background screening described in #1 above. This is not all-inclusive criterion. Other significant concerns as may be determined by the NIH could preclude participation in this award/project. The NIH will designate a representative or representatives who will be allowed access to all security records. All security information shall be treated as confidential information and stored in a secure, locked file cabinet.

The SP shall not employ or provide any person whose performance of work would constitute a conflict of interest, or an appearance of impropriety, within the meaning of the Standards of Ethical Conduct (5 CFR Part 2635). When on board, the SP personnel shall obey all facility regulations and the orders of competent authorities, including without limitation, orders and regulations pertaining to physical and national security and the good order and discipline of NIH. Personnel may be subject to random drug testing. The SP is responsible for the conduct of its employees and shall take prompt, reasonable, and appropriate disciplinary action against employees for misconduct, malfeasance, misfeasance, or nonfeasance. The removal from, or barring of, an SP employee from facilities shall not relieve the SP of its obligation to perform all work contained in this PWS. The SP personnel shall be denied access to, and removed and barred from, facilities when their presence is determined by competent authority to be detrimental to security, to the health, welfare, or well-being of persons, to the good order and discipline of the facilities, or to the accomplishment of work. The Government expressly reserves the right to remove and to bar a SP whose activity, on or off the installation, endangers persons or property,



or whose presence at the facilities presents an unacceptable risk to safety or security. Further, the Government expressly reserves the right to refuse the services of any SP employee, for good cause. In such case, the Project Officer will advise the SP of the reason(s) therefore.

### **1.6.1.2.3 COMMUNICATION**

The following procedures will be exercised to maintain an acceptable level of communication security on the award/project:

Telephone use for verbal and facsimile communication will not be restricted with the exception that "Sensitive, But Unclassified" (SBU) data or information may not be discussed or exchanged over the phone or transmitted over facsimile. Electronic mail (e-mail) may be utilized if commercially available encryption software is used. For consistency, single software will be designated by the NIH for use by all appropriate personnel assigned to the award/project. The software will be compatible with Microsoft Outlook.

Drawings and other electronic design files, identified by the government as "Security Sensitive", may be transmitted via e-mail, provided the designated encryption software is utilized.

Use of commercial delivery services or the US mail will not be restricted except "Security Sensitive" material must be transmitted by a service that requires a receiving signature.

The NIH will maintain a current list of persons authorized by the government to send and receive "SBU" information, and will have primary responsibility for its contents.

Information having Privacy Act or proprietary implications, i.e., firings, performance evaluations, contractor bids, etc., should be handled with discretion and not transmitted in the clear.

### **1.6.1.2.4 FILES AND INFORMATION PROTECTION**

Each company, or individual employed on the award/project shall exercise due diligence to protect project information identified by the government as "Security Sensitive". The following are minimum administrative procedure requirements.

- 1) **Electronic Security:** If computer area networks are used for performing administrative or technical work, electronic partitions must be installed to limit access by non-award/project personnel to protect electronic files. Electronic files shall be organized to allow complete purging of the project files at the conclusion of the award/project to avoid retention of latent files.
- 2) **Paper Document Security:** File cabinets used by award/project members shall be secured by lock during non-business hours. Access to the files shall be limited to individuals specifically assigned to the award/project, and have authorized access to the files. "SBU" documents shall be maintained in segregated locked storage with access controlled and limited to individuals with a specific need to use the information. Duplication of "Security Sensitive" documents shall be limited with all copies numbered and recipients documented. All copies of "Security Sensitive" logs and documents shall be turned over to the NIH at the conclusion of the award/project.
- 3) **Project Waste:** All waste paper from the project shall be shredded by use of a crosscut shredder. Diskettes and tape cassettes should be dismantled and similarly shredded.

### **1.6.1.2.5 PRESS RELEASES AND INTERVIEWS**

Any information released by a member of the award/project, including press releases, advertisements, solicitations, etc. must be reviewed and approved in advance by the NIH, and/or a designated representative of the NIH. All award/project members are prohibited from the publication or other public release of project information without the written authorization of NIH.

### **1.6.1.2.6 GENERAL CONFIDENTIALITY**

The NIH has general confidentiality concerns about allowing certain general award/project information to be easily obtained by potential adversaries of the NIH and/or the U.S. Government. Therefore, discussion of building specifications, project schedules, data, phone numbers, or security systems, shall be strictly limited to those with a need to know the information in order to accomplish award/project responsibilities. This shall be done in a manner that discourages availability to anyone not directly connected with the award/project. All requests for specific data (as mentioned above), and any information from sources external to the award/project shall be referred to the NIH, or the designated NIH award/ project representative.

### **1.6.1.2.7 NON-SENSITIVE MATERIAL**

All award/project information, hard copy or electronic, not rising to the level of "SBU" shall be safeguarded in a manner which encourages its use by only those individuals involved in the project, and discourages relatively easy acquisition by unauthorized persons.

### **1.6.1.2.8 SENSITIVE, BUT UNCLASSIFIED MATERIAL**

"Sensitive, But Unclassified (SBU)" information is that which requires a degree of protection commensurate with the possible risk or magnitude of loss or harm that could result from its inadvertent or deliberate disclosure, alteration, or destruction. The release of SBU data to the general public is prohibited. If released, SBU information could result in injury or unfair treatment of any individual or group, or could impact negatively on the Government's mission. The following information shall be considered Sensitive, but Unclassified without further identification by the Government:

1. Any mission-related information defined or labeled as "Security Sensitive", to include:
  - a. All documents that contain basis of design information on structural systems for projects identified by the government as "Security Sensitive"
  - b. Active security system design documents;
  - c. Passive security system design calculations, narratives, and other support information.
2. Information on individual NIH employees
3. Information bearing proprietary or Privacy Act implications.
4. Patient confidentiality.

Information or documents not defined by items 1 through 3 above shall be designated SBU only if specifically identified by the NIH.

## **1.6.2 AUTOMATED INFORMATION SECURITY PROGRAM**

Automated Information Security (AIS) program includes several general principles that will be mandatory requirements for all companies, or award/project personnel utilizing AIS systems. They require an AIS system design and administration that:

- Denies unauthorized AIS access.
- Restricts legitimate users to data or processes for which they are authorized.

Each company, or individual employed on the award/project shall submit an electronic security memorandum describing its approach to meeting the above stated general goals and maintaining confidentiality of award/project electronic files. The memorandum shall describe security within the project, and also will describe its intrusion prevention and detection methodology to prevent access to AIS information from outside or unauthorized sources. The memorandum will be reviewed and approved by the NIH. At the conclusion of the award/project, all participants maintaining electronic files on the project shall erase those files from their systems and destroy any printed copies of the data, along with relevant back-up media. Each company, or individual employed on the award/project shall submit an affidavit that affirms all electronic files have been

purged and destroyed as required, and that no copies of back-up media relating to the project, including printed copies, currently exist.

## **1.7 ENVIRONMENTAL**

The SP shall coordinate all environmental compliance issues including contacts with environmental regulatory agencies, inspections, reports, and correspondence with the CO or designee. The SP shall comply and provide the Government with all necessary information applicable to compliance with all host, local, state, and federal provisions, acts, laws, regulations, executive orders, directives, and license requirements pertaining to procuring, issuing, handling, storing, recycling, and transporting of HAZMAT. This includes but is not limited to the Emergency Planning and Community Right to Know Act, Clear Air Act, Clear Water Act, and compliance with Executive Order 13148, "Greening the Government through Leadership in Environmental Management," as applicable. Additionally on request, the SP shall provide the host with all necessary information, supporting requirements, and/or documentation in order to obtain or renew permits covering SP activities. Environmental assessments and studies are available as public record.

### **1.7.1 RECYCLE TONER PROGRAM**

Used toner cartridges are retained by the user and reported to the GDC help desk. GDC shall arrange to pick up the used cartridges. When the used cartridges are picked up, they shall be returned to GDC and retained until a Recycling Contractor picks them up. The Recycling Contractor shall pay for the used cartridges and the funds shall be returned to the general fund through the Project Officer.

## **1.8 REPORTS**

The SP shall research, create and distribute periodic reports, including Freedom of Information Act (FOIA) reports, as necessary for the Government to administer contract performance and to manage and interface with other government activities or agencies. These reports include, but may not be limited to those that are specifically cited in this PWS and required by the provisions of directives/publications listed in Section C-6, Applicable Directives, Publications, Instructions, and Forms.

## **1.9 EMERGING REQUIREMENTS**

A number of ongoing developments may impact NIH workload and work processes in the Supply Services functional areas during the period of this contract. At this time there is no workload associated with the addition of a planned New Business Research Support System (NBRSS). When the NBRSS is implemented, it will replace both the ADB and RIMS systems and will become the mandatory system for all of NIH. Likewise there is no workload currently associated with the facilities under construction or planned construction. Some locations experiencing development include the Mark O. Hatfield Clinical Center sometime in 2004, Clinical Center Annex, the new building 33, the new John Edward Porter Neuroscience Research Center (opening June 2004), and the new Bio Terrorism Building (which may include a new SSS) all located on the NIH campus. Baltimore, Maryland Bayview Campus is scheduled to open the NIH Biomedical Research Center in 2006, and the Hamilton, Montana campus anticipates the opening of a new research facility in 2006. All of these emerging developments could have a direct impact on volume of workload, distribution and diversity of documents, policies and procedures within Supply Service functions. Further developments are anticipated within the next few years, according to the NIH 2020 Plan.

## SECTION C-2 DEFINITIONS/ACRONYMS/ABBREVIATIONS

### 2.1 GENERAL DEFINITIONS

The following list provides definitions for terms found throughout this document or commonly used in the distribution process:

Acceptable Quality Level (AQL)	Acceptable Quality Level (AQL) is maximum acceptable deviation from standard, expressed in terms of a percentage of a lot.
Accountable Property	GFP subject to FAR Part 45 and its rules of accountability.
Administrative Officer (AO)	Fiscal authority responsible for committing funds for IC funded projects, obtaining proper safety or space use clearances, deactivating local area network and telecommunicating services and concurring with the project budget, schedule and scope.
Bin	Items stored in automated or mechanized bin areas, non-mechanized bin areas, and package racks within bin areas.
Contract Discrepancy Report (CDR)	A formal, written documentation of Contractor nonconformance or lack of performance for contracted work.
Contracting Officer (CO)	The legal agent of the Government with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.
Contracting Officer's Representative (COR)/Contracting Officer's Technical Representative (COTR)	An individual designated and authorized in writing by the CO to perform specific technical or administrative functions
Controlled Inventory Items	Those items that require identification, accountability, security, segregation, or special handling to ensure their safety or integrity.
Deduction	Money deducted from the Service Provider periodic invoices for non compliance with award requirements.
Defective Service	A unit of service that does not conform with specified requirements.
Deficiencies and Omissions (D&O)	Noncompliance with award documents.
Designee	The individual(s) designated and authorized in writing by the CO to perform specific technical or administrative functions.
Discrepancy	A deviation of material from government Military Standards (MIL-STD), specifications, or regulations as they pertain to such things as condition, damage, quantity, deterioration, and packaging.

Facilities	Property, including plant equipment and real property, used for production, storage, maintenance, development, or testing. It does not include material, special test equipment, special tooling, or agency-peculiar property.
Government	Federal government, including the NIH.
Government Furnished Property (GFP)	All Government facilities, property, and supplies provided to the Service Provider to be used and/or expended by the Service provider in carrying out responsibilities set forth in this award. Ownership of GFP remains that of the Government at all times (unless and until consumed and expended in the normal course of business) and all GFP must be returned or accounted for upon completion of the award terms as set forth in this award.
Government Furnished Equipment	Government-owned equipment used to maintain and operate the facilities including, but not limited to, such items as shop equipment, specialized tools, and specialized vehicles.
Government Representative	Any representative of the government acting on behalf of the government as assigned in various capacities including but not limited to CO, COTR, AO, AHJ and persons performing other government activities who are either government employees or contracted employees not of this award.
Hazardous Materials (HAZMAT)	The Code of Federal Regulations (CFR 49) identifies hazardous materials as a substance or material that the Secretary of Transportation has determined to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce. This is expanded to include items of supply (substances or material) that, because of its quantity, concentration, physical, chemical, or infectious characteristics, may either cause or significantly contribute to serious, irreversible, incapacitating illness or an increase in mortality. HAZMAT may also pose an environmental threat when improperly treated, stored, transported, disposed of, or otherwise managed.
Industry Standards	Practices, procedures, or standards that are common within an industry or trade and which a reasonable and prudent person knowledgeable of that industry or trade would find acceptable as a measure of quality or acceptable procedure and which may or may not be defined in writing. May also be referred to as "standard commercial procedures" or "standard industry procedures."
Installed Building Equipment	Those systems and items of equipment and furnishings that are installed and permanently affixed to the buildings which are required to make the facility usable and are affixed as a permanent part of the structure.
Institute or Center (IC)	NIH organization dedicated to a focused area of research.

Intentional and/or Flagrantly Negligent Defective Performance	Performance which is rendered by the Service Provider under circumstances where the Service Provider knows or should have known that its action or inaction, or that of its employees or subcontractors, would result in defective performance. Performance which is determined by the Government to be intentional and/or flagrantly negligent performance can be rejected by the Government, notwithstanding that it does not exceed the AQL. The Service Provider must reperform all intentionally and/or flagrantly negligent defective work.
Inventory/Item Manager (IM)	An individual located at an ICP who is responsible for managing a wide variety of commodity items in support of the military services, federal and civilian agencies, and friendly foreign governments.
Issue From Receiving (IFR)	Material on back-order issued from receiving.
Line Item	A separate item of supply on a transaction document.
Local Delivery	Delivery of supplies and material that base customers have ordered that are processed through the Depot.
Locator Accuracy Rate	The percentage of accurate locator records to location surveys. The percentage is calculated by dividing the total number of location surveys accomplished minus the number of locations survey errors and then dividing by the total number of location surveys accomplished times 100.
Lot Size	The number of product or service outputs in a lot.
Lot/Population	A collection of product or service outputs from which a sample is to be drawn and inspected to determine performance in accordance with established standard(s).
Maintenance	Includes preventive maintenance and repair of plant, equipment, and utilities.
Manufacturers' Recommendations and Standards	Procedures recommended by the manufacturer of an item of equipment or material, conformance with which shall provide the most effective maintenance or best use of the item, and which shall preserve warranty rights, if available.
Mark For	Material received for direct delivery to the customer or for customer pickup and include a point of contact (POC) name, phone number and building number.
Medium Bulk	Items which are stored in a pallet rack location in bulk areas or in bulk warehouse locations and are processed in less than truckload receipts/shipments or full truckload receipts/shipments or a single, easy to handle commodity (e.g., subsistence, clothing).
Mission Stock	Stocks owned by the DoD or other government entities which are stored at distribution Centers, held for sale, or issued in wholesale and retail inventory accounts. All items are maintained to identify the quantity of an item on hand, unit price, location, physical condition, receipt, issue, authorized stock number, item description, and other such information to properly account for material used to support military activities.

National Stock Number (NSN)	A 13 digit number (the four digit Federal Supply Class (FSC) plus the nine digit National Item Identification Number (NIIN)) that is assigned to material for the purpose of classification and identification.
New Procurement	Material received at the Center from a vendor or contractor for assignment, storage, and issue to customers.
Nomenclature	A noun and any modifying adjectives required to describe and identify an item of supply.
Operation	Operation includes the daily or other periodic starting, stopping, adjusting, inspecting, lubricating, etc., of all plant and distribution system equipment and systems covered under this award.
Operator Checks and Services	Routine inspections of and services to plant and equipment performed by the operator as a standard part of the operation of the plant or equipment; while similar to preventive maintenance, it is not included in the definition of preventive maintenance.
Patient Confidentiality	Any information obtained regarding the patient shall not be provided, shared, or distributed to anyone without the patients approval
Performance Period	The period immediately following the transition period, during which the Service Provider shall have full responsibility for carrying out all of the requirements of this PWS.
Phase-In Period	Phase-in periods are commonly used for operations. The period is an overlap period where the incumbent phases out its performance and the selected service provider phases in its performance.
Physical Security	Those actions taken to preserve personnel and property from loss or damage.
Picking	The process of filling orders placed by customers. It applies to the warehouse stock pickers actually pulling the materials required to fill the order. A request may have more than one pick if the quantity requested is not available at the first location.
Pilferable Items	Material that is identified as valuable, easily converted to personal use, or attractive.

Preventive Maintenance	Scheduled checks and services (including, but not limited to, adjustments, cleaning, calibration, inspection, and equipment servicing) of installed equipment and utility systems at intervals recommended by the manufacturer or standards within the industry to ensure proper and efficient operation with minimum breakdowns, deterioration, or other deficiencies. Preventive maintenance shall also include repairs or other actions taken to correct deficiencies discovered during preventive maintenance inspections.
Processing Time	The number of days between the receipt of the MRO by the Center and the shipment of the material by transportation. The MRO receipt date is considered Day Zero. Material shipped on the MRO receipt date is counted as a zero-day processing time.
Product data	Manufacturers' standard schematic drawings, catalog sheets, brochures, diagrams, schedules, performance charts, illustrations, or other standard printed or electronic information on materials, products and systems.
Product Quality Deficiency Report (PQDR)	An order issued by ICP directing a storage site to hold material for issue pending resolution of a discrepancy.
Project Emergency	Any event that can cause harm to personnel and/ or government property/research.
Project Quality Assurance	The NIH management system for overseeing the QC management of the Design and Construction Contractor.
Property	All real and personal property including facilities, material, special tooling, special test equipment, and agency-peculiar property.
Quality Assurance (QA)	The functions and associated actions performed by the Government to ensure that award requirements are performed in accordance with specified standards and that an appropriate level of SP quality control activities are in place and operational.
Quality Assurance Surveillance Plan. (QASP)	The plan developed by the Government, specifically for this award, to assure compliance with the award. This plan will be provided to the Service Provider for information purposes only; it will not be made a part of the award nor should it be interpreted as such.
Quality Control (QC)	Those internal management functions that include, but are not limited to, training, documented procedures, inspections, and tests (taken at the point of performance) necessary to ensure that SP products and services conform to PWS requirements, specifications, and standards.
Quality Control Plan	Documentation of actions taken by the Service Provider to control the quality of services so that they meet the requirements of this award.



Random Sampling for Extrapolated Deductions	Random Sampling for Extrapolated Deductions (RSED) is a procedure used to apply the results found in a sample to the whole population and to use the percentage of nonconforming work found in the sample as the basis for computing deductions on the total population.
Receipt Processing Time	Measurement of the number of days between Center receipt of material (tailgate date) and material stowage. The tailgate date is considered Day Zero. Material stowed on the tailgate date is counted as a zero-day processing time.
Request for Contract Action (RFCA)	Request to the Contracting Officer to begin the construction acquisition process. The most common attachments to an RFCA are the RFCA Memorandum, statement of work, independent government estimates and sketches.
Retail	Material received at the Center that has been purchased to support AF Depot maintenance and tenant organization workloads.
Rewarehousing	The movement of material from one location to another within the installation, replenishment of bin locations, and/or consolidation of locations incident to the stow process.
Sample	Consists of one or more service outputs drawn from a lot, the outputs being chosen at random. The number of outputs in the sample is the sample size.
Sample Inventory Accuracy	The accuracy of inventory records based on a random sample. Record accuracy is based on whether the physical count matches the record balance.
Sensitive Items	Material that requires a high degree of protection and control due to statutory requirements or regulations such as narcotics and drug abuse items; precious metals; items of high value, highly technical, or hazardous nature
Service Provider Furnished Property (SPFP)	All property and supplies other than Government Furnished Property required to perform the specified services of this award
Shall (or must)	The use of either of these words specifies that the provision is binding and requires undisputed compliance.
Shelf-Life Code	A code assigned to a shelf life item that identifies the period of time during which an item is issueable, beginning with the date of manufacture, cure, assembly, or pack (subsistence only) and ending with the date that an item must be used (expiration date) or subjected to inspection, test, restoration, or disposal action.
Shelf Life Item	An individual item of supply having deteriorative or unstable characteristics to the degree that a storage time period must be assigned to ensure that it will perform satisfactorily in service.
Space Utilization	Measurement that indicates the total usable storage space to the total net gross space available in DLA warehouses/storage facilities and open storage areas for all Centers.
Standard	An acknowledged measure of comparison.

Supply Condition Code	One position alpha code used to classify material in terms of readiness for issue or to identify action underway to change the status of material (e.g., serviceable, unserviceable, suspended, etc.).
Supply Discrepancy Report (SDR) (SF 364) ROD	Discrepancy type documentation generated by the SP that relates to identification and disposition of material found either upon receipt or from storage to not be in compliance with receipt documentation. SDRs are also generated by customers of the SP and relate to material found upon customer receipt to not comply with the MRO.
Surveillance	Inspection and documentation regarding delivery of award services as measured against the award specifications.
Suspended Assets	Assets that have been placed in a suspended condition code status by ICPs, IMs, local customers, or the SP.
System	Includes all of the mechanical and electrical equipment; supporting structures; pneumatic, electrical and mechanical types of controls; and auxiliary equipment required to provide a specific function or output.
Type I Shelf Life	An individual item of supply identified by an alpha shelf life code that has a definite nonextendable shelf life period.
Type II Shelf Life	An individual item of supply, identified by a numeric shelf life code, having an assigned shelf life period that may be extended after completion of inspection, test or restorative action.
Unsatisfactory Performance	Performance not in compliance with the PWS.
Warehouse Denial	Transaction where an accountable record indicates material is on-hand but stock is not available for issue (e.g., has been exhausted, is in a condition other than recorded, lacks the required shelf life, is not available in type pack specified, or is found to be misidentified, etc.).
Warehouse Fill Rate	<p>The percentage of warehouse denials to MROs. This percentage is calculated by dividing the number of total and partial quantity warehouse denials (Management Codes 1 through 5) by the total number of MROs shipped plus total quantity of warehouse denials times 100, then minus from 100 percent.</p> $\frac{(\text{total} + \text{partial quantity warehouse denials})}{\text{total number of MROs} + \text{total quantity of warehouse denials}} \times 100 = \text{WFR}$ <p style="text-align: center;">WFR = 100% - [(total number of MROs + total quantity of warehouse denials) X 100]</p>

## 2.2 ACRONYMS AND ABBREVIATIONS

Acronyms and abbreviations as used throughout this PWS are listed for your information and reference:

<b>ACRONYM/ ABBREVIATIONS</b>	<b>DESCRIPTION</b>
AAALAC	Association for Assessment and Accreditation of Laboratory Animal Care
ADB	Administrative Database (Delpro)
ADPE	Automated Data Processing Equipment
AFB	Animal Food and Bedding
AIS	Automated Information Security
AO	Administrative Officer
AQL	Acceptable Quality Level
Bldg	Building
CAN	Common Accounting Number
CBL	Commercial Bill of Lading
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CHM	Chemicals
CLIN	Contract Line Item Number
CNG	Compressed Natural Gas
CO	Contracting Officer
COB	Close of Business
COR	Contracting Officer Representative
COTR	Contracting Officer Technical Representative
COTS	Commercial Off-the-Shelf
CONUS	Continental United States
CPAR	Corrective Preventive Action Report
CRC	Clinical Research Center
CSR	Center for Scientific Review
DHHS	Department of Health and Human Services
DLS	Department of Logistic Services
DPS	Division of Public Safety
DQ	Data Query
e-mail	Electronic Mail
FAR	Federal Acquisition Regulation
FED LOG	Federal Logistics Data On Compact Disk
FOIA	Freedom of Information Act
FSC	Federal Supply Class
FSS	Federal Supply Schedule
FY	Fiscal Year
GBL	Government Bill of Lading

<b>ACRONYM/ ABBREVIATIONS</b>	<b>DESCRIPTION</b>
GDC	Gaither Distribution Center
GFE	Government-Furnished Equipment
GFF	Government Furnished Facilities
GFM	Government-Furnished Material
GFP	Government-Furnished Property
GFRP	Government-furnished Real Property
GFS	Government Furnished Services
GFV	Government Furnished Vehicles
GRC	Gerontology Research Center
GSA	General Services Administration
gsf	Gross square feet
HAZMAT	Hazardous Material
HHS	Health and Human Services
HMIRS	Hazardous Material Information Resource System
HW	Hazardous Waste
IAW	In Accordance With
IC	Institute/Center
ID CARD	Identification Card/Badge
IDIQ	Indefinite Delivery/Indefinite Quantity
IM	Item/Inventory Manager
IMPAC	International Merchant Purchase Authorization Card (Purchase card for the government)
INFO/MAN	Information Management System
ISO	International Organization for Standardization.
ISSA	Interagency Service Agreement
ISSO	Information System Security Officer
IT	Information Technology
LAN	Local Area Network
MEO	Most Efficient Organization
MHE	Material Handling Equipment
MIS	Management Information System
MOU	Memorandum of Understanding
MSDS	Material Safety Data Sheet
NBRSS	New Business Research Support System
NIA	National Institute on Aging
NIAID	National Institute of Allergy and Infectious Diseases
NIDCR	National Institute of Dental and Craniofacial Research
NIEHS	National Institute of Environmental Health Services
NIH	National Institutes of Health
NIHAC	National Institutes of Health Animal Center

<b>ACRONYM/ ABBREVIATIONS</b>	<b>DESCRIPTION</b>
NLM	National Library of Medicine
NLT	Not Later Than
NMCS/PMCS	Not Mission Capable Supply/Partially Mission Capable Supply
NSN	National Stock Number
OAMAS	Office of Acquisition Management Automated System
OMS	Occupational Medical Services
OPSEC	Operations Security
ORS	Office of Research Services
OSHA	Occupational Safety and Health Administration
PA	Purchasing Agent
PBR	Performance Based Requirements
PC	Personal Computer
PM	Program Manager
PO	Project Officer
PO	Purchase Order
POC	Point Of Contact
POV	Privately Owned Vehicle
PPE	Personal Protection Equipment
PQDR	Product Quality Deficiency Report (SF 368)
PWS	Performance Work Statement
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QC/CSP	Quality Control/Customer Satisfaction Plan
QCP	Quality Control Plan
RDT	Radio Data Terminal
REF	Refrigerated Items
RFP	Request For Proposals
RFQ	Request for Quotes
RIMS	Robocom Inventory Management System
RML	Rocky Mountain Laboratories
ROC	Record Of Call
ROD	Report of Discrepancy
ROP	Reorder Point
SBU	Sensitive, But Unclassified
SDR	Supply Discrepancy Report (formerly ROD) (SF 364)
SF	Standard Form
SMB	Stock Management Branch
SOH	Safety and Occupational Health

<b>ACRONYM/ ABBREVIATIONS</b>	<b>DESCRIPTION</b>
SOP	Standard Operating Procedures
SOW	Statement Of Work
SP	Service Provider
SSS	Self Service Store
TE	Technical Exhibit
TIN	Transport Identification Number
USC	United States Code
USPS	United States Postal Service
VDT	Vehicle Data Terminal
VRP	Veterinary Research Program
WD	Workday
24/7	24 Hours a Day/ 7 Day a week

A glossary of definitions and terms is available at:

<http://www.knownet.hhs.gov/log/matmanDR/Glossary/glossary.htm>

## **SECTION C-3**

### **GOVERNMENT-FURNISHED PROPERTY AND SERVICES**

#### **3.1 GENERAL INFORMATION**

The Government will furnish or make available to the SP certain Government-owned facilities, equipment, material, and utilities for use in connection with this Contract. Government-Furnished Property (GFP) includes those facilities, equipment and material in the possession of, or acquired directly by, the Government and subsequently delivered or otherwise made available to the SP. Property or services supplied by the Government shall be used for performance of work under this contract, or as authorized by the Contracting Officer or his/her designee. Although the government retains ownership of all written records, the SP will have access to these as needed during normal working hours. References in this section to inventories of GFP apply only in the event of a contract award.

#### **3.2 INTERFACES**

The SP shall have interface with Other Contractor and Government Personnel to include Shared Property, Facilities, Equipment, and Materials. In the performance of this Award, the SP shall have access to other GFP, Government Furnished Facilities (GFF), Government Furnished Equipment (GFE), and Government Furnished Material (GFM) including, but not limited to: office space, copiers, printers, and fax machines. This equipment is "common usage." The only equipment that the SP is guaranteed exclusive usage of is that which is supplied with a workstation.

#### **3.3 INVENTORY ACCEPTANCE AND ACCOUNTABILITY**

GFP, which consists of GFF, GFE, and GFM, will be supplied to the SP and maintained by the government for the accomplishment of the tasks cited in section C-5. GFP shall be used solely and exclusively for performance of work under this PWS, and for no other purpose whatsoever. The SP shall safeguard GFP and take reasonable precautions to prevent fraud, waste, and

abuse. The SP shall designate at least one primary and one alternate custodian whose responsibility it is to receive, account for, and safeguard GFP. The SP and a team of Government Representative(s) shall inspect GFP and inventory within 30 calendar days of the start of the transition period, and 10 calendar days prior to the end of the performance period. The inspection and inventory shall detail the material condition and quantity of such GFP and determine the exact number, location and serviceability of GFE. The SP shall certify the GFE inspections and inventories, assume accountability for all GFP, and subsequently report any discrepancies to the Government Representative. GFP shall not be altered without prior written notification and approval of the Government Representative. The SP, within 5 days of completion of an inspection or inventory, shall notify the Government Representative, in writing, of any disagreement regarding the material condition of GFP, to which the Government Representative will respond within 15 calendar days.

### **3.3.1 PROPERTY CONTROL PLAN**

The SP shall prepare and submit a Government Property Control Plan within 10 days after Award, which shall encompass the requirements contained in this PWS. The SP shall update the plan, and submit the revision to the Government Representative, annually.

The SP's property control records shall provide the following basic information for every item of Government property in the SP's possession, regardless of value. Other subsections of the FAR, Subpart 45.505, require additional information for specific categories of Government property. They include:

- the name, description, and National Stock Number or Part Number;
- the quantity received, issued and on hand;
- the unit price and the unit of measure to include all costs required to place the item into service. (See the FAR, Subpart 45.505-2);
- the contract number or equivalent code designation;
- the location;
- the disposition;
- the posting reference and date of transaction;
- the acquisition date; and
- the decal number.

### **3.3.2 ANNUAL INVENTORY**

The SP shall also perform an annual inspection and inventory of GFP, to be conducted during the anniversary month of the initial joint inspection and inventory, and submit a report of same to the Government Representative within 10 workdays of the date they are completed. The report shall indicate shortage, loss, or destruction of and damage and excessive wear and tear to GFP, unless otherwise stated below.

Note: The SP is liable for shortage, loss, or destruction of and damage and excessive wear and tear to GFP.

### **3.3.3 RETURN OF GFP**

The SP may, at any time, return GFP it no longer needs for the performance of this PWS; however, returned GFP will not be replaced by the Government, and the unavailability or lack of GFP under these circumstances will not excuse nonperformance, or justify increase in cost to the Government. The SP shall notify the Government in writing of its intent to return GFP.

### **3.3.4 MISSING, STOLEN, LOST, AND RECOVERED PROPERTY**

The SP shall comply with all Government rules and regulations, contained in Section C-6 and elsewhere in this PWS, pertaining to GFE lost, missing, stolen, damaged, abused (excessive wear and tear), or destroyed while in the SP's possession.

### **3.3.5 WARRANTIES**

The Government will furnish warranty information on all GFE. GFE under manufacturer's warranty shall be operated, maintained, and repaired in accordance therewith, and the SP shall report to the Government Representative any difficulties encountered in exercising manufacturers' warranties. The SP shall not repair GFE under warranty without the Government Representative's approval. Repair and replacement of non-GFE is the sole responsibility and expense of the SP.

### **3.3.6 REPAIR VS. REPLACEMENT**

GFE shall not be replaced if it can be repaired or rebuilt, to return it to the condition existing at the time it was accepted by the SP. If the repair estimate exceeds 50% of the replacement cost, the SP shall contact the Government Representative for approval to replace the item at the government's expense, budget permitting. The Government Representative will closely monitor repair and replacement of GFE.

### **3.3.7 DISPOSAL, SALVAGE, RECLAMATION, AND RECYCLING**

SP shall utilize NIH Form 649 "Report of Property Transfer" to initiate the disposal, salvage, reclamation or recycling of GFE. See the following site for instructions and form:

<http://www.olao.od.nih.gov/property/disposal.html>

### **3.3.8 FUEL**

The Government will furnish operating fuels for GFE; provided however, that no Government-furnished fuel shall be used to transport SP personnel for unauthorized purposes (e.g. lunch, or to or from personal residence). The SP shall notify the Government Representative of the type(s) and amount(s) of fuels required to operate GFE. The SP shall keep records of and account for all Government furnished fuels.

## **3.4 GOVERNMENT-FURNISHED PROPERTY**

### **3.4.1 GOVERNMENT-FURNISHED FACILITIES**

The Government will provide the GFF listed in TE - 2 thru TE - 7 for the SP to utilize in the performance of requirements listed in Section C-5. All excess facility space not utilized by the SP will be reassigned. The SP shall, at its own expense, alter or improve GFF, if authorized by the Government Representative, to whom detailed proposals shall be submitted in advance. Alterations and improvements to GFF become property of the Government.

Note: The SP is liable for destruction of and damage and excessive wear and tear to GFF utilized by SP in performance of this award.

### **3.4.2 GOVERNMENT-FURNISHED VEHICLES**

The government will provide to the SP the government owned vehicles on hand at the time of joint inventory to accomplish the work in this PWS. A listing of the current vehicles utilized to support GDC is provided in TE - 36 - Current GDC Vehicles.

### **3.4.3 GOVERNMENT-FURNISHED EQUIPMENT**

The Government will provide the GFE listed in TE - 8 thru 11 in "as is" condition to utilize in the performance of the requirements listed in Section C-5. Upon termination of the Award, the SP shall return all GFE listed in TE - 8 thru 11 to the Government in the same condition as received, with the exception of normal wear and tear, or provide like kind replacement equipment acceptable and at no additional cost to the Government. After Award, the SP may, with the approval of the Government Representative, provide non-Government furnished equipment,



provided that labor costs are reduced and overall efficiency is promoted thereby. The SP shall perform work listed in the PWS regardless of the availability of GFE.

#### **3.4.3.1 AUTOMATED DATA PROCESSING EQUIPMENT**

The Government will provide computers, software, peripheral equipment, printers, facsimile machines, scanners (end devices), or equivalent equipment for use in performance of this contract. The Government will provide/assign new Internet protocol addresses for new equipment installed on the Government-furnished Local Area Network (LAN).

#### **3.4.3.2 GOVERNMENT-FURNISHED DATA SYSTEMS**

The Government shall provide all the necessary data systems, described below, to support SP performance identified in this PWS.

##### **3.4.3.2.1 ADMINISTRATIVE DATABASE**

The NIH Administrative Database (ADB) System is a community-wide database designed to support the total material functions of the procurement, property, and supply process at NIH, including the delegation of procurement activity. The ADB supports the NIH user community by providing a means of acquiring goods and services in a timely and efficient manner. In addition, the administrative database provides accounting and other financial management information as it relates to the system.

The administration of the ADB System operations is managed under the auspices of the NIH Center for Information Technology.

The ADB interfaces with other NIH computer systems in the NIH campus. All information entered into the system or extracted for use or interpretation has a direct impact on all NIH database users. These sections provide administrative support for Inventory, Marketing, Shipping, and Receiving of items within the NIH community through the ADB system. The impact/interface provided by the ADB provides users with a management system that can control and manage the flow and processing of material data.

The database is organized into two categories: Centralized or Decentralized. The centralized functional activities include work conducted within the central procurement branch, division of financial management and inventory management. The decentralized functional activities are either delegated procurement (i.e. record of call, telephone charge calls, professional orders, receiving) or requisitioning activities.

The ADB and RIMS systems are to be replaced by the Oracle-based New Business Research Support System (NBRSS). The NBRSS is anticipated to be in operation prior to the end of 2006.

##### **3.4.3.2.2 ROBOCOM'S INVENTORY MANAGEMENT SYSTEM**

Robocom Inventory Management System (RIMS) is an off-the-shelf warehouse management system that integrates with e-commerce/e-business front ends and provides visibility into warehouse and overall supply chain. RIMS operates in an open system environment and interfaces with the organization's existing information system. RIMS is designed to maximize productivity and streamline warehouse operations. It offers an easy and effective method of monitoring the flow of material in and out of the warehouse, as well as tracking current stock providing First-In First-Out stock distribution. Bidders must contact the CO for a copy of the RIMS training manual.

##### **3.4.3.2.3 OFFICE OF ACQUISITION MANAGEMENT ANALYSIS SERVICES**

The Office of Administrative Management Analysis Services (OAMAS) is a warehouse management system developed and utilized by NLM to track product requisitions, product receipt, establish reorder and safety level points, track outstanding requisitions, allow NLM facilities to

order required materials, and provide a current inventory of all items carried. **OAMAS is not an NIH approved system**

#### **3.4.4 GOVERNMENT-FURNISHED MATERIAL**

The Government shall provide all the necessary material for contract performance.

#### **3.5 GOVERNMENT-FURNISHED SERVICES**

At no cost to the SP, the Government will provide the following services for use exclusively to perform the requirements of this contract:

##### **3.5.1 EQUIPMENT MANUALS, SUPPLY CATALOGS AND GOVERNMENT FORMS**

Forms not produced through an automated system that are currently used to perform work under this contract will be made available for reproduction. The SP shall requisition (through the CO or designee) and replenish sufficient forms necessary to meet normal operations requirements. Additionally, the SP will be provided access (through the LAN and current forms software) to those forms that have been automated. Government forms to be provided are listed in SECTION C-6, Applicable Directives, Publications, Instructions, and Forms.

##### **3.5.2 LOCAL AREA NETWORK CAPABILITIES**

The Government will furnish the SP with access to LAN. The Government will furnish the SP with access to the NIH electronic mail system along with any necessary software packages. The Government network systems are Microsoft Windows NT and Microsoft Windows 2000 PRO. Microsoft Outlook is the email system for the NIH.

##### **3.5.3 MAIL**

The Government will provide locations on the installation for pickup and drop-off of mail relating to work performed under this PWS. Metered postage equipment will also be available for official government business United States Postal Service mail only.

##### **3.5.4 MEDICAL**

The Government will provide emergency medical services to SP personnel requiring assistance for illness or injury that occur on the job. The SP shall reimburse the government for expenses incurred.

##### **3.5.5 POLICE AND FIRE PROTECTION**

The NIH Bethesda Police & Fire Departments will provide police and fire protection for NIH Campus sites (SSS, NLM & NIDCR). The Montgomery County MD Fire and Police Departments provides protection for the GDC and Rockledge II (CSR) areas. The City of Baltimore Fire and Police Departments provide protection for the NIA site. On campus dial 911 and off campus dial 9-911. <http://www.nih.gov/od/ors/dps/emb/fire/>

##### **3.5.6 TELEPHONE SERVICE**

The Government will provide telephone service currently located in government-furnished facilities for SP use.

##### **3.5.7 UTILITIES**

The Government will furnish heat, water, sewage, and electric current at existing outlets as may be required for the work to be performed under this contract.

### **3.5.8 CUSTODIAL SERVICES**

The SP shall maintain the cleanliness of assigned workspaces. The Government will provide trash pick-up, vacuuming, and restroom cleanliness.

### **3.5.9 NIH IDENTIFICATION BADGES AND SECURITY ACCESS SYSTEM**

The Government will provide photo identification cards and keycards for security access systems. The keycard is an electronic key that allows access to specific controlled areas (Reference SECTION C - 4.6).

### **3.6 TRAINING**

During the phase -in period the Government will provide training for key SP personnel and Lead User(s) and/or Trainer(s) in all NIH-specific non-commercial software systems, policies, procedures, and office practices. The Government will cover instructor costs associated with government-furnished training whether on-site or off-site.

The Government may provide additional training at its discretion during the term of this contract.

## **SECTION C-4**

### **SP-FURNISHED ITEMS AND SUPPLIES**

#### **4.1 GENERAL INFORMATION**

The SP shall furnish, maintain, and replace, at its own expense, all supplies, parts, materials, equipment, labor, and any other services not furnished by the Government under SECTION C-3, necessary to perform all work required under this PWS. The failure of the SP, for any reason (excluding an Act of God or an Act of War), to furnish any of the foregoing shall neither justify nor excuse failure to accomplish the performance standards prescribed in this PWS.

#### **4.2 SP-FURNISHED PROPERTY**

Except as provided for in FAR 52.245-11(c), title to SP-furnished equipment shall remain with the SP. SP-furnished equipment shall meet the same safety requirements as those established for GFE. As appropriate, the SP shall provide Personal Protection Equipment

Title to the facilities shall remain in the Government. The SP shall keep the facilities free and clear of all liens and encumbrances and, except as otherwise authorized by this contract or by the CO, shall not remove or otherwise part with possession of, or permit the use by others of, any of the facilities.

The SP shall not construct or install, at its own expense, any fixed improvement or structural alterations in Government buildings or other real property without advance written approval of the CO. Fixed improvement or structural alterations means any alteration or improvement in the nature of the building or other real property that, after completion, cannot be removed without substantial loss of value or damage to the premises. The term does not include foundations for production equipment.

The SP shall be responsible for SP-incurred damage to government-furnished facilities and equipment. The SP shall submit a work order to the CO or designee for "new work" facility request. The SP shall be responsible for all costs associated with approved "new work" facility requests.

The SP shall ensure access control by locking or unlocking the areas or facilities for which the SP is responsible. In the event the security/police discovers an SP area unsecured or responds to an alarm during non-duty hours, the Government will contact the CO or designee who will in turn contact the SP's point of contact to secure the area and/or inform the CO or designee of the results of the alarm response. The SP shall report any security violations to the CO or designee immediately.

##### **4.2.1 GOVERNMENT FURNISHED EQUIPMENT / MATERIAL / PROPERTY ACCOUNTABILITY**

The SP shall be responsible for the custody and care of the equipment/property.

#### **4.3 SP-FURNISHED MATERIAL**

The SP shall return to the Government any residual material at the termination of this contract. Material may include original GFM (see SECTION C-3.4.2, Government-Furnished Material) or similar SP-acquired materials. The SP shall take no inventory of the material returned to the Government.

#### **4.4 SP-FURNISHED TRAINING**

The SP shall be responsible for all costs associated with training (whether on-site or off-site) necessary to perform the tasks described in this RFP, with the exception of training for key personnel and Lead Users and/or Trainers in NIH Institutes/Centers (ICs)-specific non-commercial software tools, policies, procedures and office practice during the phase-in period. The SP shall be responsible for all training in the use of Commercial off-the-shelf software, as required by specific ICs.

The SP shall insure that all personnel are fully qualified to perform the tasks they are assigned including Hazardous Materials (HAZMAT) training, and forklift operator qualified and licensed.

In the event that SP employees attend government-furnished training at an off-site location, the SP shall be responsible for travel costs. Upon the completion of each course, the SP shall provide the CO or designee a list of names of the personnel who successfully completed that course and are proficient. Any additional training and/or recertification required shall be the responsibility of the SP.

##### **4.4.1 EMERGENCY FIRE PROCEDURES**

Emergency Fire Procedures training shall include the following:

- Use of fire extinguishers – when appropriate and how to use them
- Alarms – where they are and how to use them
- Evacuation procedures – routes and assembly areas

The SP shall apprise employees of the fire hazards of the materials and processes to which they are exposed. Upon initial assignment, the SP shall review with each employee those parts of the fire prevention plan that the employee must know to protect the employee in the event of an emergency. The written plan shall be kept in the workplace and made available for employee review. According to established procedures, the SP shall regularly and properly maintain equipment and systems installed on heat producing equipment to prevent accidental ignition of combustible materials. The maintenance procedures shall be included in the written fire prevention plan. Annual safety/fire inspections will be conducted by NIH Safety Department to ensure proper operation of all safety and fire equipment. The SP shall correct any deficiencies noted by initiating the appropriate work orders through channels using procedures outlined in building maintenance (paragraph 4.5.5).

##### **4.4.2 MISHAP REPORTING**

The SP shall ensure their employees are trained to prevent mishaps, injury and illness. Supervisors shall also provide periodic Safety and Occupational Health training and information to employees at the frequency needed to control the risk to the employees.

Mishap reporting training shall include the following:

- Known hazardous operations and conditions, and procedures to prevent mishaps, injury, and illness
- When to report mishaps and to whom
- Mishap reports
- Mandatory information in the mishap report
- Overview of the mishap investigation process
- The location and availability of the Occupational Safety and Health Administration (OSHA) poster, standard program requirements, and records applicable to their workplaces
- The authority of employees to contact OSHA to request a workplace inspection and to meet with OSHA during an inspection

#### **4.4.3 PROPER LIFTING**

Each SP employee or sub-contracted employee assigned to tasks that may involve lifting and carrying items up to 40 lb. weight requires safety training for proper ergonomics for lifting. This is the SP's responsibility.

#### **4.5 SP RESPONSIBILITIES FOR GOVERNMENT FURNISHED SERVICES**

The SP shall comply with the following requirements as they relate to the government-furnished services listed in SECTION C-3.

##### **4.5.1 MEDICAL**

The SP shall reimburse the Government for emergency medical services made available to any SP employee requiring assistance for illness or injury that occurred on the job. The SP shall maintain a log of all-occupational injuries and illnesses. Within six working days after receiving information of an occupational injury or illness, appropriate information concerning such injury or illness shall be entered on the log. The SP shall submit to the CO or designee a copy of the report on each job-connected injury. This report shall be made on NIH form 2558 OMS Medical Evaluation of Functional Activities.

##### **4.5.2 POLICE AND FIRE PROTECTION**

The SP shall notify the appropriate office for emergency services and shall cooperate with all police and fire programs, drills, and instructions.

##### **4.5.3 TELEPHONE**

SP personnel shall not relocate government-furnished telephone equipment or in any way tamper with the telephone distribution system. The SP shall notify the CO or designee when telephone maintenance, repair, or change in service is required. Government telephones shall be used to conduct official NIH business only.

##### **4.5.4 UTILITIES**

The SP shall ensure all employees use methods to conserve utilities.

##### **4.5.5 BUILDING MAINTENANCE**

When building maintenance is required, at any Government owned or leased facilities on the NIH Campus, Rockledge, and Gaithersburg, the SP shall contact the Central Call-in desk, 301-435-8000, or report the problem on-line at <http://58000.nih.gov/WRnewX.asp>. The Central Call-in Desk and Website are available 24/7.

Maintenance requirements for NIA facilities are initiated by calling 410-558-8100 during normal working hours or 410-558-8119 (Security) after normal working hours.

##### **4.5.6 NIH IDENTIFICATION BADGES AND SECURITY ACCESS SYSTEM**

The SP shall provide the CO or designee a list of names and the location of work. The SP, contracted employees, including those of subcontractors, shall be issued an NIH contractor's identification badge and the appropriate security access card and/or keys.

- It is a security violation to share security access cards or keys.
- If the security access card is lost or damaged, the SP shall report to the CO or designee within 2 hours of damage or discovery during operating hours or within 2 hours of beginning of the following working day if damage occurs or loss is discovered after operating hours.

- When employee's service is terminated, the security access card and NIH identification badge shall be returned to CO or designee.
- The NIH retains custody of all badges, access cards and keys. The SP shall reimburse the Government for all costs associated with replacing locks, access cards, or keys required as a result of loss or duplication by the SP or SP employees.

#### **4.6 SAFETY**

The SP shall comply with all OSHA Safety requirements. The SP shall maintain safety and health standards consistent with all applicable Federal, state, local, and OSHA regulations. The SP shall comply with Occupational and Environmental Safety, Fire Prevention, and Health programs.

#### **4.7 SP PROVIDED VEHICLES**

The SP shall provide all delivery vehicles and shall be responsible for their fuel, insurance and maintenance. Government provided vehicles identified in Section C-3 will be available to the SP to use in support of the requirements cited in this PWS. See TE – 36, Current GDC Vehicles, for a listing of all vehicles currently utilized to support GDC.

## SECTION C-5 REQUIREMENTS

### 5. SUPPLY SERVICES SECTION OVERVIEW

The major functional requirements contained herein describe the supplies and services the Government will purchase and, thus, are the foundation of this award. This section is organized as follows:

#### 5.1 Gaither Distribution Center (GDC)

#### 5.2 National Library of Medicine (NLM)

#### 5.3 National Institute of Aging (NIA)

#### 5.4 National Institute of Dental and Craniofacial Research (NIDCR)

#### 5.5 Center for Scientific Research **Review** (CSR)

The functional area approach used in this section, to express minimum performance requirements, represents currently projected products and services performed by a cadre of Government and contractor personnel. It is neither reflective nor indicative of any existing or required organizational arrangement. Minimum requirements are set forth in brief performance requirement statements, supplemented by corresponding standards of performance. Standards of performance are measures of quality and timeliness. Quality standards measure performance level. Acceptable Quality Level (AQL) is maximum acceptable deviation from standard, expressed in terms of a percentage of a lot. "Lot size" identifies units of output, i.e., the number of times a service is performed during a specified period of time. Max reflects the maximum amount of deviation, expressed in time, permitted to deviate from the standard. This is the "Not to exceed value". The "workload indicator" quantities represent an annual workload. To determine the average monthly workloads divide the "workload indicator" quantity by 12. The SP shall measure its performance by means of a Quality Control Plan (QCP) designed to monitor minor standards necessary to maintain an acceptable level of performance. The Government will measure SP performance by means of a Quality Assurance Surveillance Plan (QASP) focused on major standards the Government selects. Specification of an AQL does not allow the SP to knowingly provide defective service; instead, it is recognition of the fact that defective performance may sometimes occur unintentionally. As long as the percentage of defective performance does not exceed the specified AQL, the Government will not deduct for poor performance. However, the SP shall be required to re-perform or correct the defective service or product at no additional cost to the Government.

The government has identified the benefits of **International Organization for Standardization** (ISO) 9001-2000 as a cost reducer within quality control, improved resource management, and is currently ISO 9001-2000 Distribution Management Warehousing and Inventory Management of products for the use of the Life Sciences Industry certified for the requirements cited in this PWS. Because of these and other benefits observed, the government requires that the SP shall be ISO 9001-2000 certified, or obtain ISO certification within the phase-in period, and maintain ISO Distribution Management Warehousing and Inventory Management of products for the use of the Life Sciences Industry certification throughout the life of this award.

The SP shall be well trained and knowledgeable of Material Safety Data Sheets (MSDS) <http://www.ilpi.com/msds/> and the safe handling and transportation requirements in Title 49 CFR see <http://hazmat.dot.gov/>. The SP shall comply with Montgomery County instructions for completing the Application for a Hazardous Materials Use Certificate. Refer to <http://www.montgomerycountymd.gov/Apps/Dfrsemg/introduction.cfm>



**5.1 GAITHER DISTRIBUTION CENTER (GDC)**

The SP shall respond to customer demand by managing supply operations including the NIH central supply system, warehouse and self-service stores publishing the NIH supply catalog and managing stores and distributing incoming freight of many different stock items and programs, including hazardous materials, cylinder exchanges, dry ice and freezer material, and fresh food and bedding for laboratory animals. Technical Exhibit (TE) – 1 “GDC Top 75 Items Issued” identifies the 75 most frequently requested line items from the NIH community. TEs 13 through 31 represent a sample of material maintained by GDC Supply Services. The Technical Exhibits are a representation of the categories of material stocked at GDC, and the SSS that the SP shall manage and maintain. It is not intended to represent actual quantities on hand. To view some of these commodities and other valuable information go to:

<http://www.olao.od.nih.gov/supply/index.html>.

Standing Orders allow users to place orders into the system without re-entering request data each time normal recurring materials are needed. The following inventories are eligible for standing order processing:

- Central Storeroom – (Gaither Distribution Center)
- AFB – (Animal Food and Bedding – including Dry Ice)
- CHM – (Chemicals)
- REF – (Refrigerated Items)

Standing Orders are affected within two arenas:

Customer: The requisitioning of supplies by users. Any customer may request a standing order, using ADB, for a specific quantity of materials at a predetermined frequency. (i.e. 5 cases of paper towels every week). The requester can Add, Modify, or Delete standing orders, as desired by accessing the following website: [http://www-isb.cit.nih.gov/RQS\\_](http://www-isb.cit.nih.gov/RQS_) The NIH Central Stockroom operates through the National Institutes of Health’s Service and Supply Fund (SSF) established July 3, 1945, under 42 U.S.C. 231. As a revolving fund account, the SSF is impacted by operational cost. Operational costs include (but are not limited to) salaries and wages, training, equipment purchases, equipment services and loss. Loss includes damage and destruction to equipment and property including real property as well as pilferage and damage to stock items which is the very basis of the NIH Central Stockroom operation. Part of the SSF structure includes surcharges to offset operational cost. These surcharges are reassessed and revised as necessary to cover annual operating cost during the fiscal year. The current surcharges are as follows:

Self-Service Stores	Cost plus 20%
General Warehouse purchases (Delpro*)	Cost plus 20%
-Case Lot (handling charge per requisition)	\$30.00
-Less than case lot (handling charge per requisition)	\$40.00
Dry Ice (50 lb boxes)*	Cost plus 20%
Animal Feed and Bedding*	Cost plus 39%
Chemicals*	Cost plus 24%
Emergency Delivery	\$50.00

\*Delpro ADB system for direct delivery

User\_Guide.htm

Inventory Control/Requisitioning: A standing order may be established through contracting channels with the supplier to provide a specific quantity of materials at a predetermined frequency (i.e. 100 cases of paper towel every two weeks).

The SP shall market the NIH Central Stockroom services and conduct fact finding missions in order to remain current satisfying the supply and service demands of the NIH research community. Strategies shall be developed and implemented to accomplish effective marketing. These strategies may include various hand-outs such as flyers, brochures and catalogs.

Marketing includes visits to NIH Central Stockroom customers to connect with the customer on a one-on-one basis in order to receive feedback during fact finding missions. During the meetings, constructive feedback information shall be noted and utilized in considering and implementing ways to improve services which may involve adding new products to the NIH Central Stockroom program. In addition to direct one-on-one visits, product shows shall be coordinated as a means to get information out to the NIH community as well as receive information. Product shows range from a small tabletop show in the Bldg 10 Self Service store to the annual NIH Research Festival show, which is one of the largest of its kind on the east coast. Through customer contacts and vendors, changes in products and customer requirements are identified. These changes may include policy changes, procedure and/or mission changes which impact demand on items stocked by the Central Stockroom. Working with commercial representatives, knowledge is gained on new and innovative products currently available or in the process of being introduced to the market place. As a representative of the NIH, in the support services arena, a positive attitude is a must in carrying out marketing responsibilities and every attempt must be made to continually provide quality service/supplies at discounted prices in order to pass savings on to the CSR customers.

## **5.2 NATIONAL LIBRARY OF MEDICINE (NLM)**

The SP shall support NLM from building 38A (B2N12). NLM maintains an inventory of approximately 700 line items, and uses the ADB system to order replacement inventory from the GDC. The OAMAS is utilized within NLM to order materials, establish reorder points, and track order requests, inventory, dead stock, and supply expenses. Other functions performed at NLM include receiving materials and supplies at the dock, verifying shipments and documentation, and maintaining and inventorying material.

## **5.3 NATIONAL INSTITUTE OF AGING (NIA)**

NIA supply operations, located at the Bayview Campus in the GRC building, room 1261, consist of receiving materials and supplies at the dock, verifying shipments and delivering materials to the laboratory or office that ordered them. NIA does not have an inventory of supplies for NIA offices or laboratories. Central stockroom supplies are ordered from GDC using the ADB system and are distributed upon receipt.

## **5.4 NATIONAL INSTITUTE OF DENTAL AND CRANIOFACIAL RESEARCH (NIDCR)**

NIDCR supply support is located in building 30, room 131. The SP responsibilities shall include unloading and staging materials, checking in materials, verifying POs and maintaining files of POs, conducting inventories, and selecting and preparing materials of delivery.

## **5.5 CENTER FOR SCIENTIFIC RESEARCH REVIEW (CSR)**

CSR supply support, located at Rockledge II (Room #1153), consists of checking in and storing materials in designated locations, selecting materials and staging them in the designated delivery area, delivering materials to proper locations, and maintaining a small inventory of office supplies (i.e. copy paper and boxes). A separate CSR procurement section orders supplies, either through the ADB or from outside vendors. CSR maintains a storage area of approximately 2000 sq. ft. for supplies, furniture, and grant applications awaiting processing.

**RFP#: 5.1****Requirement: Gaither Distribution Center (GDC)**

The SP shall respond to customer demand by managing supply operations including the NIH central supply system, warehouse and self-service stores publishing the NIH supply catalog and managing stores and distributing incoming freight of many different stock items and programs, including hazardous materials, cylinder exchanges, dry ice and freezer material, and fresh food and bedding for laboratory animals. Technical Exhibit (TE) – 1 “GDC Top 75 Items Issued” identifies the 75 most frequently requested line items from the NIH community. TEs 13 through 31 represent a sample of material maintained by GDC Supply Services. The Technical Exhibits are a representation of the categories of material stocked at GDC, and the SSS that the SP shall manage and maintain. It is not intended to represent actual quantities on hand. To view some of these commodities and other valuable information go to: <http://www.olao.od.nih.gov/supply/index.html>.

Standing Orders allow users to place orders into the system without re-entering request data each time normal recurring materials are needed. The following inventories are eligible for standing order processing:

- Central Storeroom – (Gaither Distribution Center)
- AFB – (Animal Food and Bedding – including Dry Ice)
- CHM – (Chemicals)
- REF – (Refrigerated Items)

Standing Orders are affected within two arenas:

Customer: The requisitioning of supplies by users. Any customer may request a standing order, using ADB, for a specific quantity of materials at a predetermined frequency. (i.e. 5 cases of paper towels every week). The requester can Add, Modify, or Delete standing orders, as desired by accessing the following website: [http://www-isb.cit.nih.gov/RQS\\_User\\_Guide.htm](http://www-isb.cit.nih.gov/RQS_User_Guide.htm)

Inventory Control/Requisitioning: A standing order may be established through contracting channels with the supplier to provide a specific quantity of materials at a predetermined frequency (i.e. 100 cases of paper towel every two weeks).

- 5.1.1 GDC - Requisitioning
- 5.1.2 GDC - Receiving
- 5.1.3 GDC - Storage (Physical Inventory Control)
- 5.1.4 GDC - Picking & Shipping
- 5.1.5 GDC - Inventory Control
- 5.1.6 GDC - Special Functions

**RFP#: 5.1.1                      Requirement: GDC - Requisitioning**

Requisitioning is the act of requesting delivery of materials, and it usually includes requested dates and quantities. Requisitioning documentation is prepared with supporting documentation and submitted to an authorized purchasing agent for processing and obligation of Federal Government funds. (The term "requisition" is also used when NIH Central Stockroom customers order stock through the Delpro system.)

**Conditions of Performance**

The SP shall:

Utilize qualified personnel with a minimum of one (1) year of requisitioning experience

Conduct a price comparison to determine stock orders. Utilize purchasing mechanisms including but not limited to comparison of bids received from vendors, vendor catalogs, reverse auctions and internet research. Make every effort to assure the Federal Government is getting a fair and reasonable price.

Review replenishment sheets (generated automatically from ADB) in making determinations on quantity of stock items to be ordered.

For purchases over \$2500. obtain a minimum of three bids, IAW FAR 6.1.

Forward purchase orders for approval to an authorized purchasing agent (PA) who has been issued an official Federal Government warrant to purchase.

Notify the winning vendor of the order.

Make every effort to procure stock from federal supply before procuring from commercial sources.

Review new product research and obtain recommendations from vendors for new or replacement stock items.

Verify item specifications and item delivery information provided by vendors.

Review changes in price and stock item specifications.

Conduct research on alternative vendors to be approved for use in the event of vendor nonperformance.

FEDStrips are manually created on GSA forms and faxed to GSA

Document stock delivery status problems as well as potential problems. Follow up with vendors on undelivered purchase orders and record of calls.

Ensure a copy of all ROD's, new and completed, are forwarded to the Project Officer

ISO required documentation is completed for each required action

- 5.1.1.1 Generate Requests for Quotes (RFQs) and verify price reasonableness for RFQ over \$2500.
- 5.1.1.2 Review vendor bids/quotes and make recommendations for procurement.
- 5.1.1.3 Generate Federal Supply Schedule (FSS) and verify price reasonableness
- 5.1.1.4 Generate purchase orders or records of call to procure stock items from vendors.
- 5.1.1.5 Generate FEDStrip orders to procure stock items from GSA.
- 5.1.1.6 Enter orders into ADB.
- 5.1.1.7 Update stock item prices in ADB according to price lists received from vendors.
- 5.1.1.8 Investigate and rectify all RODs, through coordinating with vendors.

**RFP#: 5.1.1.1**

**Requirement: GDC - Generate Requests for Quotes (RFQs) and verify price reasonableness for RFQ over \$2500.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
RFQs, via written or verbal request, are generated accurately and fairly distributed amongst qualified vendors. Prices are evaluated and the best fair and reasonable price selected.	5%	# of RFQs over \$2,500 generated monthly	Within 2 WD of receipt of replenishment	5%	Within 5 WD of receipt of replenishment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of RFQs generated	1400	1400	1400	1400	1400

**RFP#: 5.1.1.2**

**Requirement: GDC - Review vendor bids/quotes and make recommendations for procurement.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Bids/quotes are reviewed, analyzed and procurement recommendations are forwarded to PA	10%	# of bids/quotes received monthly	Review within 1 WD of RFP closing date	10%	Review within 2 WD of RFP closing

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of bids/quotes received	1900	1900	1900	1900	1900

**RFP#: 5.1.1.3**

**Requirement: GDC - Generate Federal Supply Schedule (FSS) and verify price reasonableness**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
FSS requisitions over \$1000 are generated completely, accurately and costs analyzed to get the best fair and reasonable price.	5%	# of FSS requisitions over \$1,000 generated annually.	Within 2 WD of receipt of requisition	5%	Within 3 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of FSS requisitions	500	500	500	500	500



**RFP#: 5.1.1.4**

**Requirement: GDC - Generate purchase orders or records of call to procure stock items from vendors.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
POs, open market & FSS, are generated and submitted to purchasing agent error free	2%	# of POs monthly	Within 5 WD of receiving routine replenishment	2%	Within 7 WD of receiving routine replenishment
ROCs are generated and submitted to purchasing agent error free	30%	# of ROCs monthly	Within 5 WD of receiving routine replenishment	30%	Within 7 WD of receiving routine replenishment
Emergency POs are generated and submitted to purchasing agent error free	2%	# of emergency orders monthly	Within 1 WD of receiving emergency replenishment	2%	Within 3 WD of receipt of receiving emergency replenishment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of open market POs	8232	8232	8232	8232	8232
# of Fed Supply Schedule POs	1068	1068	1068	1068	1068
# of ROCs	42	42	42	42	42
# of emergency orders	934	934	934	934	934

**RFP#: 5.1.1.5**

**Requirement: GDC - Generate FEDStrip orders to procure stock items from GSA.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
FEDStrip orders are generated and submitted error free	3%	# of FEDStrip orders monthly	Within 5 WD of receipt of routine replenishment	3%	Within 7 WD of receipt of routine replenishment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of FEDStrip orders	471	471	471	471	471

**RFP#: 5.1.1.6**

**Requirement: GDC - Enter orders into ADB.**

**Quality and Timeliness**

**Quality Standard**

All orders are accurately entered into and reflected in ADB.

**Lot AQL**

5%

**Lot**

# of line items ordered monthly

**Timeliness Standard**

Within 5 WD of receipt of routine replenishment

**Max AQL MAX**

5%

Within 7 WD of receipt of routine replenishment

**Workload Indicators**

**Workload Indicator**

# of line items ordered

**Year 1**

**Year 2**

**Year 3**

**Year 4**

**Year 5**

9342

9342

9342

9342

9342

**RFP#: 5.1.1.7**

**Requirement: GDC - Update stock item prices in ADB according to price lists received from vendors.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Prices in ADB are accurate and up-to-date	5%	# of line item price changes annually	Updates are made within 2 WD of receipt of new price list.	5%	Updates are made within 3 WD of receipt of new price list.

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line item price changes	1000	1000	1000	1000	1000

**RFP#: 5.1.1.8**

**Requirement: GDC - Investigate and rectify all RODs, through coordinating with Vendors**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Discrepancies are investigated to determine problem, cause, and viable solution. Discrepancies are rectified and results forwarded to Project Officer	6%	# of RODs monthly	Within 3 WD of receipt of ROD	6%	Within 5 WD of receipt of ROD

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of RODs	215	215	215	215	215

**RFP#: 5.1.2 Requirement: GDC - Receiving**

Receiving is a process of accepting, identifying and processing products that enter the warehouse from external suppliers. All receipts are entered into the RIMS tracking system. NIH will accept receipts in one of three formats: Purchase Orders (PO), Individual Item, or Customer Returns receipts.

Every full pallet, partial pallet, or individual carton received is expected to have a unique NSN barcode scannable label applied by the Vendor. A Vendor may also provide specific barcode scannable labels.

RIMS utilizes a unique label as a Tracking Identification Number (TIN) to identify the product moving in and around GDC. The TIN can represent any of the following: Full pallet of a single NSN, Less than a full pallet of a single NSN, A pallet of mixed NSN's, A Case of mixed NSN's.

Each Receiver Operator is equipped with a counter balanced lift truck, a vehicle mounted RDT and scanner, and has access to a dock receiving workstation that includes a VDT, scanner, report printer and a label printer.

The Receiving process acknowledges a receipt and generic TIN is applied at the time of receipt, creating an association between the product and the movable load.

The receiving transaction makes the product available for filling orders on RIMS, but does not make the product available on the ADB until the putaway phase is completed.

When an order is received that contains a problem (i.e. shortage, overage, damaged items, wrong item, incorrect barcode or no barcode) a ROD is created. When entered onto RIMS this creates a "QA status for the order. This assignment initiates a controlled series of actions in which staging, sampling, putaway, testing and release by QA are conducted. The products received are not available for order fulfillment they are retained in a hold status. When all quality checks are completed, in a satisfactory manner, the RIMS QA status is changed to "Good" and the product is made available for order fulfillment. Otherwise, the vendor must be contacted to pick-up, replace, correct deficiency, or give credit for the merchandise.

5.1.2.1 GDC - Offload, Tally & Put-Away

5.1.2.2 GDC - Receipt Process Documentation

5.1.2.3 GDC - Denial Research

**RFP#: 5.1.2.1                      Requirement: GDC - Offload, Tally & Put-Away****Conditions of Performance**

The SP shall:

Conduct a visual inspection of the conveyance's interior and exterior prior to offload.

Inspect the interior of the carrier for suspected leakage or spills, visible safety deficiencies, and visible damages caused to the material.

Ensure that truck/trailer wheels are blocked when rear loaded by a forklift.

Remove blocking, bracing, and other materials during the unload process.

Receive Animal Food & Bedding (AFB) IAW American Association for Accreditation of Laboratory Animal Care (AAALAC) regulations. See TE 32.

Check in deliveries to GDC using RDTs (Radio Data Terminals).

Verify that ADB and RIMS systems are updated as materials are received.

Release carrier after all overages, shortages, or damage of material are documented on the freight or carrier manifest and all discrepancies are documented on SF364 Report of Discrepancy (ROD). Upon acceptance, material shall be sorted for receipt processing.

Obtain and maintain HAZMAT information and Material Safety Data Sheets (MSDS) for HAZMAT stock items.

Perform all receipt functions for new procurements that are accompanied by a Purchase Order and sign all other procurement receiving documentation (e.g., invoices, packing slips, electronic purchase orders, etc.)

Complete ISO required documentation for each required action

5.1.2.1.1 Schedule incoming deliveries.

5.1.2.1.2 Check deliveries in, verifying PO numbers.

5.1.2.1.3 Unload material and place in assigned staging lanes.

5.1.2.1.4 Store material in locations assigned through RIMS.

**RFP#: 5.1.2.1.1**

**Requirement: GDC - Schedule incoming deliveries.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Incoming deliveries are scheduled to maximize utilization of warehouse personnel and minimize vehicle time at delivery dock	5%	# of deliveries scheduled monthly	Within 1 WD prior to delivery	15%	Within 4 hours prior to delivery

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of deliveries scheduled	3000	3000	3000	3000	3000



**RFP#: 5.1.2.1.2**

**Requirement: GDC - Check deliveries in, verifying PO numbers.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Deliveries are properly checked in Materials are checked for visible damages, leakages or safety deficiencies, PO # is verified and entered into RIMS.	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of deliveries received	4500	4500	4500	4500	4500

**RFP#: 5.1.2.1.3**

**Requirement: GDC - Unload material and place in assigned staging lanes.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Material is properly unloaded and placed in assigned lanes Materials are checked for visible damages, leakages or safety deficiencies,	10%	# of general items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt
AFB is received, processed and staged IAW NIH procedures Materials are checked for visible damages, leakages or safety deficiencies,	10%	# of AFB items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt
Chemicals/ Hazardous material Items properly unloaded and staged Materials are checked for visible damages, leakages or safety deficiencies,	10%	# of Chemical/ Hazardous Items unloaded and staged	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt weekly

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of general items unloaded and staged	1779452	1779452	1779452	1779452	1779452
# of AFB items unloaded and staged	281018	281018	281018	281018	281018
# of chemical/ hazardous items unloaded and staged	290554	290554	290554	290554	290554

**RFP#: 5.1.2.1.4**

**Requirement: GDC - Store material in locations assigned through RIMS.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Items are properly and safely stored in locations assigned by RIMS	15%	# of items stored weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt
AFB is properly and safely stored in locations assigned by RIMS	10%	# of AFB items unloaded weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt
Chemicals/ Hazardous material is properly and safely stored in locations assigned by RIMS	10%	# of Chemical/ Hazardous Items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of items stored	1779452	1779452	1779452	1779452	1779452
# of AFB items stored	281018	281018	281018	281018	281018
# of chemical/hazardous items stored	290554	290554	290554	290554	290554

**RFP#: 5.1.2.2                      Requirement: GDC - Receipt Process Documentation**

**Conditions of Performance**

The SP shall:

Perform Receipt Process Documentation as directed by Receiving Operation / GDC / 2.0 – 2.9.

Include receiving transactions through DELPRO, ADB, facsimile, telephone, in person, or by any communication source that is capable of containing supply data.

Perform all receipt functions for new procurements that are accompanied by a PO and sign all other new procurement destination receiving documentation (e.g., invoices, packing slips, electronic purchase orders, etc.)

Identify quantity received, and input correct quantity into the ADB system. Backout PO if necessary to complete the action.

Manually enter the PO into ADB, in the event the PO does not upload.

Properly respond to the IM's disposition instructions for each PO.

Submit receipt documentation to the CO or designee for a government official's signature, if a government organization requests contract acceptance. The Government will submit/coordinate the document with the requestor.

Retain purchase orders and filed by date received for 3 calendar years after receipt

Complete ISO required documentation for each required action

5.1.2.2.1 Receive, process and maintain local purchase orders.

5.1.2.2.2 Post receipts of material in database.

5.1.2.2.3 Correct all RIMS system exceptions and violations of incoming Purchase Order requisitions.

5.1.2.2.4 Identify all concealed damages, shortages and overages within containers on SF 364 (Report of Discrepancy).

**RFP#: 5.1.2.2.1**

**Requirement: GDC - Receive, process and maintain local purchase orders.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
POs are correctly processed, quality and quantity verified against documentation, POs are correctly filed and maintained	10%	# of POs processed monthly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of POs processed	9300	9300	9300	9300	9300

**RFP#: 5.1.2.2.2**

**Requirement: GDC - Post receipts of material in database.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Required fields for receipts are accurately posted & verified in RIMS & ADB.	10%	# of receipts posted monthly	Within 1 hour of delivery receipt	3%	Within 2 hour of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of receipts posted in RIMS/ADB	4500	4500	4500	4500	4500

**RFP#: 5.1.2.2.3**

**Requirement: GDC - Correct all RIMS system exceptions and violations of incoming Purchase Order requisitions.**

**Quality and Timeliness**

**Quality Standard**

Exceptions and violations are verified and required corrections posted to RIMS.

**Lot AQL**

20%

**Lot**

# of corrections made annually

**Timeliness Standard**

Within 1 hour of receipt of PO

**Max AQL MAX**

5%

Within 2 hours of receipt of PO

**Workload Indicators**

**Workload Indicator**

# of corrections made

**Year 1**

**Year 2**

**Year 3**

**Year 4**

**Year 5**

20

20

20

20

20

**RFP#: 5.1.2.2.4**

**Requirement: GDC - Identify all concealed damages, shortages and overages within containers on SF 364 (Report of Discrepancy).**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All damages, shortages and overages are correctly identified, and documented and notification sent to PA.	20%	# of RODs established monthly	Within 1 hour of delivery receipt	7%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of RODs established	173	173	173	173	173



**RFP#: 5.1.2.3**

**Requirement: GDC - Denial Research**

**Conditions of Performance**

The SP shall:

Conduct denial research which includes all efforts to locate material after initial efforts result in complete or partial shortage of the quantity or condition required to fill an order, research resulting in minimizing the number of denial actions, and document processing in connection with partial and total quantity denial actions.

Ensure denial research is thoroughly documented and forwarded to Project Officer.

5.1.2.3.1 Perform denial research if requisitioned stock order specifications, approved by ADB, to satisfy the requirement are not met.

**RFP#: 5.1.2.3.1**

**Requirement: GDC - Perform denial research if requisitioned stock order specifications, approved by ADB, to satisfy the requirement are not met**

**Quality and Timeliness**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Research performed to document shortage and resolve discrepancy	10%	# of unsatisfied lines investigated monthly	Within 4 hours of discrepancy identification	5%	Within 1 WD of discrepancy identification

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of unsatisfied lines investigated	1200	1200	1200	1200	1200

**RFP#: 5.1.3****Requirement: GDC - Storage (Physical Inventory Control)**

Storage of received materials is accomplished once the order has been processed by receiving and released from the staging area. RIMS will identify where each item is to be stored. The operator must scan the Tracking and Identification Number (TIN), on the item using a Vehicle Data Terminal (VDT), and the storage location will be displayed. When the item is properly stowed the location is scanned and RIMS will be updated to display the proper location of the material. Utilize the cycle count inventory process for the annual inventory. The cycle count inventory process has been approved, by the Office of Financial Management, to comply with the requirement for annual inventory for the GDC.

**Conditions of Performance**

The SP shall:

Perform physical inventory control program services that maintain integrity in mission stock asset balances as prescribed in GDC/DOO 9.0-9.3

Store material in such a way as to prevent damage or deterioration.

Properly contain damaged and/or deteriorated materials to prevent damage or hazardous conditions to warehouse personnel, facilities, and/or equipment

Notify inventory (Item management) personnel of damaged or deteriorated materials and take corrective action

Protect AFB stock from pest infestation and report any pest related damages IAW AFB Storage Attachment 1.2.4 Guide Pest Management.

Conduct inventory discrepancy analysis. Perform post-count validations and pre-adjustment research when RIMS generates Inventory Evaluation Research Listing.

Conduct causative research prior to adjustments, and conduct research after adjustment of center balances resulting from end of day processing, and take corrective

Conduct special inspection requests as received via telephone, in writing, electronically, or in person. During special inspections, segregate items per contract number and check item quantity.

Ensure all components are packaged in the correct unit pack and verify material and documentation with the IM/vendors.

Assist the Government as requested during investigations and audits.

Respond to owner/manager inquiries on status of assets.

Complete ISO required documentation for each required action

- 5.1.3.1 Conduct cycle counts of material in storage.
- 5.1.3.2 Identify and document damage or deterioration of materials.
- 5.1.3.3 Reworkhouse material from one location to another within the GDC.
- 5.1.3.4 Perform special inspections of AFB and chemical storage areas.

**RFP#: 5.1.3.1**

**Requirement: GDC - Conduct cycle counts of material in storage.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Correctly perform cycle counts, accurately verify item counts and locations. Results are entered into RIMS	10%	# of cycle counts monthly	Cycle counts are completed within 1 WD of assignment	5%	Cycle counts are completed within 2 WD of assignment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of cycle counts	4000	4000	4000	4000	4000

**RFP#: 5.1.3.2**

**Requirement: GDC - Identify and document damage or deterioration of materials**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All damaged material is properly identified, documented, and resolved	20%	# of NIH 230 reports generated monthly	Within 1 WD of cycle count	10%	Within 2 WD of cycle count

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of NIH 230 reports generated	125	125	125	125	125

**RFP#: 5.1.3.3**

**Requirement: GDC - Reworkhouse material from one location to another within the GDC**

**Quality and Timeliness**

**Quality Standard**

Warehouse space is appropriately maximized with correct material in assigned location

**Lot AQL**

8%

**Lot**

# of items rewarehoused

**Timeliness Standard**

Material is rewarehoused within 1 WD of RIMS notification

**Max AQL MAX**

10%

Material rewarehoused within 2 WD of RIMS notification

**Workload Indicators**

**Workload Indicator**

# of items rewarehoused

**Year 1**

375000

**Year 2**

375000

**Year 3**

375000

**Year 4**

375000

**Year 5**

375000

**RFP#: 5.1.3.4**

**Requirement: GDC - Perform special inspections of AFB and chemical storage areas.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All AFB and chemical storage areas are inspected for proper and safe storage as required by local AFB and chemical storage procedures	3%	# of special inspections semi-annually	Within 3 days of notification	3%	Within 5 days of notification

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of special inspections	35	35	35	35	35



**RFP#: 5.1.4 Requirement: GDC - Picking & Shipping**

Picking and Shipping are two separate operations that are closely interconnected and are considered one continuous operation.

Picking is the process of assembling the requisitioned materials together and packing the order for shipment. Work assignments for each Operator are assigned using RIMS. The Material Handling Equipment, forklifts, are equipped with vehicle mounted RDT terminals, scanners and on board label printers. The equipment capabilities are defined in RIMS.

Order Picking is discrete by Order. Each order is picked to completion by one or more pickers. Orders routed by the pick planner are based on destination, carrier, ship date, or other criteria. When the order is assembled and packed for delivery it shall be staged on pallets and wrapped. A pallet may contain more than one TIN but all TINs on the pallet must be for the same delivery site.

The delivery "Routes" are composed of one or more Orders to the same Customer or Orders for multiple Customers. The following guidelines apply:

- A TIN represents only ONE Order
- An Order may have more than one TIN
- A Route is made up of one or more Orders

**Conditions of Performance**

The SP shall

Perform activities IAW GDC / D.O.O. 4.0 – 4.7.

5.1.4.1 GDC - Stock Selection

5.1.4.2 GDC - Transport Materials

**RFP#: 5.1.4.1                      Requirement: GDC - Stock Selection****Conditions of Performance**

The SP shall:

Ensure all packages prepared for shipping include correct staging, marking, labeling, hazardous tracking, unitization, palletizing, loading, manifesting, and delivery support.

Ensure all hazardous materials to be shipped are packed IAW HAZMAT regulations

Ensure all "Items on Reserve" are available for Fleet pick up and Walk-In pick up.

Be available to respond to emergency offline requests during non-duty and duty hours as well as be prepared to respond to major surges in stock requests in support of emergency planning exercise or real-world situations.

Process of emergency requests shall require the SP to provide:

- Same/next day receipt by customer

- Deliveries to a carrier's facility for transportation

- Expedited services such as providing priority services for stock requests and transshipments of material prior to routine delivery

- Processing pick interrupts generated by walk-through requests. A walk-through is any type transaction where the customer walks into Center operations or when the center receives a written supply directive requesting expedited services that exceed normal mission processing standards. In these instances, material shall be either received from or released directly to the customer or their representative. The SP shall not load government material in any POVs.

5.1.4.1.1 Select required materials and forward them to packing/shipping area.

5.1.4.1.2 Prepare materials for shipping.

5.1.4.1.3 Perform manual allocation of material for priority walk-through.

**RFP#: 5.1.4.1.1**

**Requirement: GDC - Select required materials and forward them to packing/shipping area**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Correct materials selected and forwarded to packing/shipping area	1%	# of <b>line</b> items picked weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of <b>line</b> items picked	273600	273600	273600	273600	273600

**RFP#: 5.1.4.1.2**

**Requirement: GDC - Prepare materials for shipping.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
General materials are properly packed for shipment	1%	# of general items prepared weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition
AFB materials are properly packed for shipment	1%	# of AFB items prepared weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition
Chemical/hazardous materials are properly packed for shipment	1%	# of chemical/hazardous items prepared weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of general items prepared	1679056	1679056	1679056	1679056	1679056
# of AFB items prepared	416000	416000	416000	416000	416000
# of chemical/hazardous items prepared	112320	112320	112320	112320	112320

**RFP#: 5.1.4.1.3**

**Requirement: GDC - Perform manual allocation of material for priority walk-through**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Requested material is correctly picked, processed and packaged for pick-up	10%	# of manual allocations performed annually	Within 1 hour of receipt of requisition	20%	Within 2 hours of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of manual allocations performed	10	10	10	10	10

**RFP#: 5.1.4.2                      Requirement: GDC - Transport Materials**

**Conditions of Performance**

The SP shall:

Provide transportation of materials for all transactions, as requested.

Ensure all deliveries from GDC are delivered on wrapped pallets.

The listing of all current GDC delivery points and frequencies is shown in TE-35.

Ensure all fleet orders are high priority, fast delivery, orders that the customer requires immediately. Fleet orders shall be delivered in approximately one hour; there is a maximum of 1 line per requisition and the requisition shall not be cancelled.

Obtain required signatures for all items delivered.

Pickup materials as directed by GDC inspect materials for quantity, condition, documentation and return acceptable materials to the GDC receiving dock. Acceptable materials are materials in undamaged condition, with the correct quantity and documentation

Be responsible for all fines levied for errors in hazardous shipment.

Complete ISO paperwork for transportation documentation.

5.1.4.2.1 Plan and schedule deliveries.

5.1.4.2.2 Deliver materials to all assigned locations.

5.1.4.2.3 Pickup returns.

**RFP#: 5.1.4.2.1**

**Requirement: GDC - Plan and schedule deliveries.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Deliveries are planned and scheduled to meet customer requirements	10%	# of deliveries scheduled monthly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of deliveries scheduled	5200	5200	5200	5200	5200

**RFP#: 5.1.4.2.2**

**Requirement: GDC - Deliver materials to all assigned locations.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
General materials delivered to correct locations, in an undamaged condition, with proper documentation. Signature required for each delivery	5%	# of general material pallets delivered weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition
AFB material is delivered to correct locations with proper documentation. Signature required for each delivery	10%	# of AFB material pallets delivered weekly	Within 1 hour of delivery receipt of requisition	10%	Within 2 hours of delivery receipt
Chemicals/ Hazardous material is delivered to correct locations with proper documentation. Signature required for each delivery	10%	# of Chemical/ Hazardous material pallets delivered weekly	Within 1 hour of delivery receipt of requisition	10%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of general material pallets delivered	31,356	31,356	31,356	31,356	31,356
# of AFB material pallets delivered	10,400	10,400	10,400	10,400	10,400
# of chemical/hazardous material pallets delivered.	580	580	580	580	580



**RFP#: 5.1.4.2.3**

**Requirement: GDC - Pickup returns.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Correct materials are validated, collected and returned to the receiving area, with proper documentation	5%	# of line items returned monthly	Within 4 hours of notification	10%	Within 1 WD of notification

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line items returned	1500	1500	1500	1500	1500

**RFP#: 5.1.5 Requirement: GDC - Inventory Control**

Supply Services inventory control personnel make every effort to keep current with the NIH research community when introducing new stock items into the NIH stockroom program. Working hand in hand with manufacturers and distributors, the SP works quickly to bring innovative products into the supply system and take pride in being the first to introduce products to the NIH market place, keeping in mind the NIH reputation as a leader in biomedical research. The SP also stocks items made exclusively for the NIH research community. The SP is expected to be committed to providing top-notch service to meet the ever-changing demands in the NIH community.

The following forms and publications are used to accomplish duties:

SF-1303 (cataloging)

NIH-914 (cataloging)

Master Cross Reference List

Federal Item Logistics Data Record (on compact disc)

Cataloging Handbook, Department of the Army Supply bulletin, H2 SB 708-21 Federal Supply Classification, Groups and Classes

DHHS - Logistics management Manual

**Conditions of Performance**

The SP shall:

Utilize qualified personnel having a minimum of five years general and specialized inventory control experience

Insure required ISO documentation are completed

5.1.5.1 GDC - Stock Item Inventory

5.1.5.2 GDC - Marketing

5.1.5.3 GDC - Catalog

5.1.5.4 GDC - Self Service Store (SSS) charge cards

**RFP#: 5.1.5.1****Requirement: GDC - Stock Item Inventory****Conditions of Performance**

The SP shall:

Provide contract information to the contracting official, by suspense date, with all correct information.

Evaluate potential vendors to determine their capability to perform contract requirements.

Conduct usage analysis of established stock items as well as potential stock items. Conduct research on items including the estimated rate of use, frequency of demand, forecast accuracy, physical characteristics, shelf life, cost, and manufacturing facility compliance with Federal Government and NIH standards.

Assure self service store personnel receive information regarding price changes, new items, freezer maps, and bar codes.

Review replenishes sheets for any unsubstantiated or drastic fluctuations in price and/or quantity of items being ordered and makes necessary adjustments.

When a stock requisition is placed by the customer in excess of the established issue quantity control for an NSN, the NSN is automatically flagged and placed in a hold status. The SP shall then review this abnormal issue to insure quantity requested is correct, and does not impact on all of NIH. Once cleared, the NSN is released from hold status and is available for issue.

Allow no more than 50 items to be on the backorder list at one time and no more than 2 months of supply shall be on hand at any time unless approved by the Project Officer.

Expedite outstanding due-ins with vendor to reduce back orders.

Perform all receipt functions for new procurements that are accompanied by a Purchase Order and sign all other procurement receiving documentation (e.g., invoices, packing slips, electronic purchase orders, etc.)

Perform cost avoidances to determine the viability of maintaining items in the Central Stockroom and renegotiate with vendors to determine possibility of maintaining items.

Negotiate with the vendor to set a price resulting in savings to stockroom customers. Add non-discounted items to the Central Stockroom only when having items readily available is beneficial.

Submit request to post current Fiscal Year (FY) CAN and funds to in house indefinite delivery contracts.

Receive approval by Project Officer/COR prior to making any inventory adjustments.

Identify dead stock as established stock that has had less than 10 requisitions for the previous six month period

Coordinate with vendors to return dead stock for credit, arrange sales to move dead stock and coordinate with the Property Branch to dispose of obsolete stock items.

Ensure dead stock items are removed from the NIH catalog (web & paper), item master list, RIMS and ADB.

Shall receive approval for the disposal of dead stock or any stock item deletions from the Project Officer.

Dispose of dead stock material by selling at discount at SSS or getting vendor to take materials back for credit, or transferred to property for disposal.

Complete ISO paperwork for stock item inventory documentation.

- 5.1.5.1.1 Make recommendations on continuation of contracts based on vendor performance
- 5.1.5.1.2 Determine suitability of stock trial items and make recommendations for action.
- 5.1.5.1.3 Recommend adjustments to reorder points and safety levels for stock items and make adjustments to the ADB, after approval.
- 5.1.5.1.4 Enter pending quantity in ADB to requisition/replenish stock, and provide supporting documentation to the Purchasing Agent.
- 5.1.5.1.5 Identify and make recommendations on removal of dead stock
- 5.1.5.1.6 Assist with annual inventory of freezer and refrigerator stock
- 5.1.5.1.7 Request stock physical inventory in order to resolve discrepancies between ADB and RIMS.
- 5.1.5.1.8 Respond to feedback product evaluations and make recommendations on courses of action.
- 5.1.5.1.9 Establish new items in the Central Stockroom Program and enter required inventory control data in the database.
- 5.1.5.1.10 Generate messages for NIH Central Stockroom customers and submit them to CIT to be posted on the Delpro message board.

**RFP#: 5.1.5.1.1**

**Requirement: GDC - Make recommendations on continuation of contracts based on vendor performance**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Contract thoroughly reviewed for vendor compliancy and factual recommendations made	13%	# of active contracts reviewed annually	Within 7 WD of nonconformance	13%	Within 4 WD of nonconformance

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of active contracts	8	8	8	8	8

**RFP#: 5.1.5.1.2**

**Requirement: GDC - Determine suitability to stock trial items and make recommendations for action.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Usage requirements for stock items are reviewed and determination made	10%	# of stock items analyzed quarterly	Items are rejected or accepted to the inventory within one month of trial	5%	Items are rejected or accepted to the inventory within 2 months of trial

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of stock items analyzed	1200	1200	1200	1200	1200

**RFP#: 5.1.5.1.3**

**Requirement: GDC - Recommend adjustments to reorder points and safety levels for stock items and make adjustments to the ADB, after approval.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Stock items are correctly reordered and maintained above the safety level and adjustments are reflected in the main inventory system	2%	# of stock items which reach a ROP monthly	Ordering criteria is changed within 2 WD of change in customer demand/trend	2%	Within 3 WD of change in customer demand/trend

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of stock items which reach a ROP	1125	1125	1125	1125	1125

**RFP#: 5.1.5.1.4**

**Requirement: GDC - Enter pending quantity in ADB to requisition/replenish stock, and provide supporting documentation to the Purchasing agent.**

**Quality and Timeliness**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Stock items are correctly reordered on a timely basis to retain stock levels above the safety level.	2%	# of stock line items ordered monthly	Within 2 WD of stock reaching ROP	2%	Within 4 WD of stock reaching ROP
ADB is accurately updated	2%	# of stock line items ordered monthly	Within 2 WD of stock reaching ROP	2%	Within 4 WD of stock reaching ROP
Completed documentation is provided to the purchasing agent.	2%	# of stock line items ordered monthly	Within 2 WD of stock reaching ROP	2%	Within 4 WD of stock reaching ROP

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of stock line items ordered	9813	9813	9813	9813	9813



**RFP#: 5.1.5.1.5 Requirement: Establish and revise reorder point levels for self service store merchandise**

**Quality and Timeliness**

Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
Reorder point levels established/ revised to support SSS requirements	10%	# of stock items which reach a ROP monthly	Ordering criteria is changed within 2 WD of change in customer demand/trend	10%	Within 3 WD of change in customer demand/trend

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of SSS items reviewed and revised	400	400	400	400	400

**RFP#: 5.1.5.1.65**

**Requirement: GDC - Identify and make recommendations on removal of dead stock**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Stock items identified as dead stock are removed from warehouse location, NIH catalog, master item list, ADB & RIMS.	20%	# of items removed quarterly	Dead stock items are identified monthly and removed within 60 WD of identification	15%	Dead stock items are removed within 90 WD of identification

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of items removed	365	365	365	365	365

**RFP#: 5.1.5.1.76**

**Requirement: GDC - Assist with semi-annual inventory of freezer and refrigerator stock**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Semi-annual inventory of freezer and refrigerator stock is complete and accurate.	5%	# of freezer and refrigerator stock line items inventoried semi-annually	Reconcile and adjust inventory within 5 WD of annual inventory	8%	Reconcile and adjust inventory within 10 WD of annual inventory

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of freezer and refrigerator line items inventoried	889	889	889	889	889

**RFP#: 5.1.5.1.87**

**Requirement: GDC - Request stock physical inventory in order to resolve discrepancies between ADB and RIMS.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Inventory discrepancies are correctly resolved and documentation provided to project officer	6%	# of line items with out-of-balance inventories monthly	Adjustments made to stock inventory within 1 WD of identification	6%	Adjustments made to stock inventory within 2 WD of identification

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line items with out-of-balance inventories	215	215	215	215	215

**RFP#: 5.1.5.1.98**

**Requirement: GDC - Respond to customer feedback product evaluations and make recommendations for courses of action.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Products accurately evaluated for vendor compliance with product specs	3%	# of spot check product evaluations conducted monthly	Conduct evaluation within 1 WD of request	3%	Conduct evaluation within 3 WD of ROD request

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of spot check product evaluations	570	570	570	570	570

**RFP#: 5.1.5.1.409**

**Requirement: GDC - Establish new items in the Central Stockroom Program and enter required inventory control data in the database.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Item specs are accurately reflected in the database and item folder established with complete and accurate information	5%	# of new items added monthly	New items added to the Central Stockroom Program and ADB within 2 WD of receipt.	5%	New items added to the Central Stockroom Program and ADB within 4 WD of receipt.

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of new items added	381	381	381	381	381

**RFP#: 5.1.5.1.44**

**Requirement: GDC - Generate messages for NIH Central Stockroom customers and submit them to CIT to be posted on the Delpro message board.**

**Quality and Timeliness**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Messages are correct, clear, timely and concise	10%	# of messages annually	Within 10 WD prior to event	10%	Within 5 WD prior to event
Emergency messages are correct, clear, timely and concise	20%	# of emergency messages annually	Within 2 hours of emergency order receipt	20%	Within 3 hours of emergency order receipt

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of messages	15	15	15	15	15
# of emergency messages	5	5	5	5	5

**RFP#: 5.1.5.2                      Requirement: GDC - Marketing****Conditions of Performance**

The SP shall:

Utilize qualified personnel with a minimum of five (5) years of general and specialized marketing experience

Complete ISO paperwork (e.g. CPAR, etc.) related to customer complaints and surveys. Stay up-to-date on ISO policy and procedures.

Coordinate with commercial representatives to gain knowledge of new and discontinued products.

Ensure display booth is attended at all times to answer customer questions

Develop product flyers for product show distribution. Prior to distribution of product flyers receive approval of Project Officer

Participate in annual NIH and DHHS expos and any additional shows as directed by the project officer

Use customer feedback to identify changes in products, customer requirements, policies or procedures which impact demand on items stocked by the Central Stockroom.

Ensure records of each customer call are logged on Customer call log (ISO Form 092) and monthly report submitted to the project officer

- 5.1.5.2.1 Conduct customer surveys designed to improve products maintained in inventory.
- 5.1.5.2.2 Receive customer phone calls and investigate complaints and suggestions pertaining to the Central Stockroom.
- 5.1.5.2.3 Coordinate product/vendor shows at NIH facilities.
- 5.1.5.2.4 Participate in product shows on and off the NIH Campus.
- 5.1.5.2.5 Submit updates for the Central Stockroom website to the webmaster.
- 5.1.5.2.6 Design/redesign and distribute flyers promoting Central Stockroom stock.
- 5.1.5.2.7 Establish and delete GDC delivery codes
- 5.1.5.2.8 Maintain customer call log and provide report to Project Officer



**RFP#: 5.1.5.2.1**

**Requirement: GDC - Conduct customer surveys designed to improve products maintained in inventory**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Customer surveys are conducted, complaints accurately resolved, and suggestions forwarded to Project Officer for approval	5%	# of surveys conducted monthly	100 surveys are conducted within 30 WD	2%	100 surveys are conducted within 45 WD

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of surveys conducted	1200	1200	1200	1200	1200

**RFP#: 5.1.5.2.2**

**Requirement: GDC - Receive customer phone calls and investigate complaints and suggestions pertaining to the Central Stockroom.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Complaints and suggestions are documented, investigated and resolved to customers satisfaction	5%	# of calls received monthly	Complaints resolved within 3 WD of receipt	5%	Complaints resolved within 5 WD of receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of calls received	363	363	363	363	363

**RFP#: 5.1.5.2.3**

**Requirement: GDC - Coordinate product/vendor shows at NIH facilities.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Product shows are professionally set-up to allow the customers to view the latest products available	5%	# of product/vendor shows annually	Shows are conducted bi-monthly	20%	Shows are conducted quarterly

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of product/vendor shows	60	60	60	60	60

**RFP#: 5.1.5.2.4**

**Requirement: GDC - Participate in product shows on and off the NIH Campus.**

**Quality and Timeliness**

**Quality Standard**

Products are professionally displayed to potential customers and booth is manned at all times

**Lot AQL**

5%

**Lot**

# of product shows participated in annually

**Timeliness Standard**

Shows participated in quarterly

**Max AQL MAX**

20%

Shows participated in semi-annually

**Workload Indicators**

**Workload Indicator**

# of product shows participated in

**Year 1**

**Year 2**

**Year 3**

**Year 4**

**Year 5**

40

40

40

40

40

**RFP#: 5.1.5.2.5**

**Requirement: GDC - Submit updates for the Central Stockroom website to the website**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Accurate updates are submitted to the webmaster	10%	# of updates to website semi-annually	Website updates submitted within 2 WD of changes to Central Stockroom Program	10%	Website updates submitted within 5 WD of changes to Central Stockroom Program

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of updates to website	32	32	32	32	32

**RFP#: 5.1.5.2.6**

**Requirement: GDC - Design/redesign and distribute flyers promoting Central Stockroom stock.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Flyers are up-to-date, generated correctly and approved for distribution by project officer	5%	# of flyers designed/redesigned annually	Within 10 WD prior to event/show	3%	Within 5 WD prior to event/show

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of flyers designed/redesigned	70	70	70	70	70

**RFP#: 5.1.5.2.7**

**Requirement: GDC - Establish and delete GDC delivery codes**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Delivery codes are entered accurately and completely to identify the current IC information for delivery points	5%	# of delivery codes established/deleted monthly	Revisions to delivery codes shall be entered within 1 hr after receipt	5%	Revisions to delivery codes are make within 1 WD of receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of delivery codes established/deleted	7800	7800	7800	7800	7800

**RFP#: 5.1.5.2.8**

**Requirement: GDC - Maintain customer call log and provide report to Project Officer**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Log reflects all incoming calls accurately and completely and report identifies each call and resolution of enquiry	10%	# of customer calls logged monthly	Customer calls resolved to customer satisfaction within 5 WD of logged call	10%	Customer calls resolved to customer satisfaction within 10 WD of logged call

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of customer calls received	363	363	363	363	363



**RFP#: 5.1.5.3                      Requirement: GDC - Catalog****Conditions of Performance**

The SP shall:

Research Federal Cataloging Systems publications to identify the appropriate NSN classification of stock items.

Screen new item salient characteristics utilizing Federal Cataloging publications to avoid assigning an NSN to an item which already has an NSN.

Assign NSNs to new stock items as detailed on Department of the Army Supply Bulletin Cataloging Handbook.

Make requests to GSA to assign an NSN to an item, add or delete user registration on an NSN within the Federal Catalog System, change existing Federal item identification, add reference data associated with an NSN, or cancel an NSN.

Identify NSNs previously assigned within the Federal Cataloging System, and request to include the NIH account (Code 65). Submit requests to GSA utilizing a SF-1303 form, Request for Federal Cataloging/Supply Support Action.

Ensure that all correspondence forwarded to GSA on proposed new or revised National Stock Numbers from NIH cataloging activity includes complete and clear catalog item specifications/descriptions.

Request product samples from vendors/manufacturers in order to evaluate items and compare with similar stocked items. Obtain item specifications from vendors and encourage vendors to provide pictures for the NIH Central Stockroom catalog. Adequate specifications and pictures shall be collected from the vendor before the NSN is assigned and given to the web master.

Include HAZMAT and MSDS sheets in each stock item catalog folder and update as necessary.

- 5.1.5.3.1 Categorize all new stock items and assign local NSNs.
- 5.1.5.3.2 Obtain NSNs from GSA for permanent stock items.
- 5.1.5.3.3 Record and maintain item and vendor information in the ADB and catalog file folders.
- 5.1.5.3.4 Create a catalog file for each new item in the inventory.
- 5.1.5.3.5 Maintain the NIH Supply Catalog and submit web updates to the webmaster.
- 5.1.5.3.6 Produce and distribute hard copy NIH Supply Catalogs.

**RFP#: 5.1.5.3.1**

**Requirement: GDC - Categorize all new stock items and assign local NSNs.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Local NSNs are assigned to all stock items with correct federal stock class.	1%	# of NSNs assigned annually	Within 4 days of stock item being approved for inclusion in the Central Stockroom.	2%	Within 7 days of stock item being approved for inclusion in the Central Stockroom

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of NSNs assigned	381	381	381	381	381

**RFP#: 5.1.5.3.2**

**Requirement: GDC - Obtain NSNs from GSA for permanent stock items.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Correct and accurate item specifications are forwarded to GSA for permanent NSNs	5%	# of requests to GSA for NSNs annually	Within 6 MO after item is established in the Central Stockroom	5%	Within 1 year after item is established in the Central Stockroom

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of requests to GSA for NSNs	300	300	300	300	300

**RFP#: 5.1.5.3.3**

**Requirement: GDC - Record and maintain item and vendor information in the ADB and catalog file folders.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Vendor information and stock item specs are accurately entered into ADB & catalog file folders are complete & data is current	2%	Total # of line items stocked annually	Information is updated within 2 WD of receipt	5%	Information is updated within 4 WD of receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Total # of line items stocked	4481	4481	4481	4481	4481

**RFP#: 5.1.5.3.4**

**Requirement: GDC - Create a catalog file for each new item in the inventory.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
An accurate and complete catalog file is created for each new stock item	10%	# of new items added to inventory annually	Catalog file established within 14 WD of NSN assignment	10%	Catalog file established within 21 WD of NSN assignment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of new items added to inventory	381	381	381	381	381

**RFP#: 5.1.5.3.5**

**Requirement: GDC - Maintain the NIH Supply Catalog and submit web updates to the webmaster.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Supply Catalog correctly identifies all available items within the GDC and SSS	5%	# of stock line items updated monthly	Catalog updated by the 1st of every month	5%	Catalog updated by the 5th of every month

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of stock line items updated	381	381	381	381	381

**RFP#: 5.1.5.3.6**

**Requirement: GDC - Produce and distribute hard copy NIH Supply Catalogs.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Supply Catalog correctly distributed to current customer base	5%	# of catalogs distributed annually	Distributed by Jan 30th each year	5%	Distributed by March 1st each year

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of catalogs distributed	4000	4000	4000	4000	4000

**RFP#: 5.1.5.4                      Requirement:    GDC - Self Service Store (SSS) charge cards**

SSS charge cards are requested by ICs to allow NIH personnel to purchase supplies from the Self Service Stores (SSS).

**Conditions of Performance**

The SP shall:

Record CAN numbers for each card.

Cancel lost or stolen cards upon notification by IC

Send out annual renewal letter three months prior to the end of Fiscal year

5.1.5.4.1 Create and issue new or replacement SSS charge cards.

5.1.5.4.2 Create and issue annual renewal SSS charge cards, according to IC requirements.



**RFP#: 5.1.5.4.1**

**Requirement: GDC - Create and issue new or replacement SSS charge cards.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL MAX</b>
New or replacement SSS cards with proper CAN assigned are correctly issued to requesting ICs	4%	# of new or replacement SSS cards created monthly	Within 1 WD of receipt of request	0%

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of new or replacement SSS cards created	350	350	350	350	350

**RFP#: 5.1.5.4.2**

**Requirement: GDC - Create and issue annual renewal SSS charge cards, according to IC requirements.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Annual renewal SSS cards with proper CAN assigned correctly issued to requesting ICs.	1%	# of renewal SSS cards created annually	Prior to the 15th of September for requests received by the assigned deadline	1%	Within 5 WD of receipt after assigned deadline

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of renewal SSS cards created	3425	3425	3425	3425	3425

**RFP#: 5.1.6**

**Requirement: GDC - Special Functions**

5.1.6.1 GDC - VRP Inspections and AAALAC Certification

5.1.6.2 GDC - Self Service Store Operations

**RFP#: 5.1.6.1****Requirement: GDC - VRP Inspections and AAALAC Certification**

NIH has been directed to gain and retain AAALAC Certification regarding the proper care and treatment of laboratory animals. All AAALAC certified sites must be recertification every three years and the certification covers all areas involved with the laboratory animals. GDC stores and issues the animal food and bedding for all NIH facilities and is included in the certification process. AAALAC re-certification occurs every 3 years.

**Conditions of Performance**

The SP shall:

Assist the VRP and the AAALAC Certification process with inspections of the AFB receipt procedures, storage facilities and shipping procedures inspections.

Coordinate with the Veterinary Resources Division to accomplish inspections of Animal Feed and Bedding stock items.

Maintain all animal facility documentation and monitoring systems to support AAALAC accreditation facility requirements.

Participate in semi-monthly task force and monthly animal program advisory committee meetings.

Ensure that the AFB receiving, picking, and shipping procedures outlined in TE – 32 are adhered to.

Complete ISO paperwork for VRP and AAALAC documentation.

5.1.6.1.1 Assist with VRP and AAALAC inspections.

**RFP#: 5.1.6.1.1**

**Requirement: GDC - Assist with VRP and AAALAC inspections.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
VRP inspections receive satisfactory rating and all discrepancies are corrected	2%	# of VRP inspections conducted annually	Discrepancies are corrected within 2 WD of scheduled date	2%	Discrepancies are completed within 4 WD of scheduled date
AAALAC inspections receive satisfactory rating and all discrepancies are corrected	0%	# of AAALAC inspections conducted tri-annually	Discrepancies are corrected within 2 WD of scheduled date	0%	

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of VRP inspections	52	52	52	52	52
# of AAALAC recertification inspections	0	0	1	0	0

**RFP#: 5.1.6.2                      Requirement: GDC - Self Service Store Operations**

The Self Service Stores (SSS) support the NIH Research and Development efforts by providing office, laboratory, and research supplies. Currently there are two (2) Self Service stores, one located in building 31 and the second in the Clinical Center, building 10. The stores were initially designed to provide emergency supplies but were so well received that they have expanded their operations to include daily operational supply items. Last year (2003) their combined sales totaled almost 10 million dollars. The stores are open from 8:00 AM to 5:00 PM Monday through Friday. The annual volume for the SS Stores is displayed in TE - 33.

**Conditions of Performance**

The SP shall

Utilize qualified personnel with a minimum of three (3) years of stocking, retail and warehousing experience

Maintain a two week stock level of all items in the stores. Stock inventory levels shall be monitored by the SP. Stock level adjustments shall be authorized by the Project Officer (PO) or Supervisor.

Verify that freezer and refrigerator items the vendor has provided are all invoiced, that the vendor stocks the freezer within 24 hours of stock arrival and the expired/outdated freezer items are removed immediately. The verified order form shall be faxed to the GDC inventory manager assigned control of items delivered. Freezer and refrigerator items are the only items which arrive directly from the vendor.

Document all stock shipment discrepancies and notify GDC immediately.

Perform all receipt functions for new procurements that are accompanied by a Purchase Order and sign all other procurement receiving documentation (e.g., invoices, packing slips, electronic purchase orders, etc.)

Inventory daily, all items designated as high dollar value or secured items.

Document any discrepancy of high dollar value or secured stock inventory and shall be immediately reported to the SSS supervisor for action

Provide customer delivery services to include delivery of materials to designated locations on campus, and occasionally to off campus facilities. An additional fee shall be charged for deliveries based upon the time frame in which the delivery must be scheduled. (See TE - 34 - SSS Delivery schedule costs). Adjustments to the delivery fee schedule shall be approved by the CO.

Maintain store shelves in a clean, neat order. The shelves shall be kept stocked with available merchandise and if stock is not available the PO or supervisor shall be notified.

Respond to the Inventory Manager's (IM) disposition instructions for each dead stock item.

- 5.1.6.2.1 Receive and inspect SSS Stock Shipments.
- 5.1.6.2.2 Conduct daily inventories of SSS high dollar value & secured stock.
- 5.1.6.2.3 Conduct cycle counts of SSS materials in stock.
- 5.1.6.2.4 Recommend SSS reorder points and safety levels for stock and make adjustments after approval
- 5.1.6.2.5 Check out SSS customers.
- 5.1.6.2.6 Provide SSS customer delivery services.

**RFP#: 5.1.6.2.1**

**Requirement: GDC - Receive and inspect SSS Stock Shipments.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All received shipments are inspected for condition and quantity. Discrepancies are documented & GDC notified. Documentation is correctly processed. Freezer and refrigerator stock is verified and order form forwarded to GDC IM.	5%	# of SSS shipments received monthly	Shipments are checked in within 4 hours of receipt	5%	Within 1 day of receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of SSS shipments received	600	600	600	600	600



**RFP#: 5.1.6.2.2**

**Requirement: GDC - Conduct daily inventories of SSS high dollar value & secured items**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All high dollar and secured items are accurately inventoried prior to store opening, quantities logged & discrepancies immediately reported to SSS supervisor	5%	# of SSS high dollar and secured stock line items inventoried weekly	Within 2 hours of store opening	5%	Within 30 minutes of store opening

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of SSS high dollar and secured stock line items inventoried	1800	1800	1800	1800	1800

**RFP#: 5.1.6.2.3**

**Requirement: GDC - Conduct cycle counts of SSS materials in stock.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Correctly perform cycle counts to verify inventory and locations. Discrepancies are reported to SSS supervisor.	5%	# of SSS cycle counts monthly	Cycle counts are completed within 1 WD of assignment	5%	Cycle counts are completed within 2 WD of assignment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of SSS cycle counts	17000	17000	17000	17000	17000

**RFP#: 5.1.6.2.4**

**Requirement: GDC - Recommend SSS reorder points and safety levels for stock and make adjustments, after approval**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Stock reorder and safety levels are adjusted to maintain adequate stock levels adjustments authorized by Project Officer or SSS supervisor are correctly reflected in the ADB.	10%	# of SSS ROP/safety levels revised annually	Ordering criteria is revised within 2 WD of change in customer demands/trend	5%	Ordering criteria is revised within 3 WD of change in customer demands/trend identification

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of SSS item ROP/safe levels revised	400	400	400	400	400

**RFP#: 5.1.6.2.5**

**Requirement: GDC - Check out SSS customers.**

**Quality and Timeliness**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Customers are correctly checked out, in a professional manner	1%	# of SSS customers served daily	Customer <del>30 minutes of checkout</del> checked out within 30 minutes of getting in line to checkout	1%	Within 1 hour of checkout

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of SSS customers served	62819	62819	62819	62819	62819

**RFP#: 5.1.6.2.6**

**Requirement: GDC - Provide SSS customer delivery services.**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Purchased items are delivered to correct location as scheduled by customer. In undamaged condition, with proper documentation	5%	# of SSS deliveries monthly	Within requested timeframe	5%	Within 1 day

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of SSS deliveries	1500	1500	1500	1500	1500

**RFP#: 5.2****Requirement: National Library of Medicine (NLM)**

The SP shall support NLM from building 38A (B2N12). NLM maintains an inventory of approximately 700 line items, and uses the ADB system to order replacement inventory from the GDC. The OAMAS is utilized within NLM to order materials, establish reorder points, and track order requests, inventory, dead stock, and supply expenses. Other functions performed at NLM include receiving materials and supplies at the dock, verifying shipments and documentation, and maintaining and inventorying material.

5.2.1 NLM - Requisitioning

5.2.2 NLM - Receiving

5.2.3 NLM - Storage (Physical inventory Control)

5.2.4 NLM - Picking and Delivery

5.2.5 NLM - Inventory Control

**RFP#: 5.2.1                      Requirement: NLM - Requisitioning**

Requisitioning is the act of requesting delivery of materials, and usually includes requested dates and quantities. Requisitioning documentation is prepared with supporting documentation and submitted to an authorized PA for processing and obligation of Federal Government funds.

**Conditions of Performance**

The SP shall:

Utilize qualified personnel with a minimum of two (2) year of requisitioning experience

For Purchases over \$2500.00 request a minimum of three bids must be received, IAW FAR 6.1

If material is standard stock, make every effort to procure stock from federal supply before procuring from commercial sources

Conduct a price comparison to determine stock orders. Utilize purchasing mechanisms including but not limited to comparison of bids received from vendors, vendor catalogs, reverse auctions and internet research. Make every effort to assure the Federal Government is getting a fair and reasonable price.

Verify item specifications and item delivery information provided by vendors. Review changes in price and stock item specifications

Document stock delivery status problems as well as potential problems. Follow up with vendors on undelivered POs and ROCs

5.2.1.1 Generate purchase orders or records of call to procure stock items from vendors

5.2.1.2 Generate FEDStrip orders to procure stock items form GSA

5.2.1.3 Enter orders into ADB

**RFP#: 5.2.1.1**

**Requirement: NLM - Generate purchase orders or records of call to procure stock items from vendors**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
POs are generated and submitted to purchasing agent error free	8%	# of POs generated monthly	Within 5 WD of receiving routine replenishment	8%	Within 7 WD of receiving routine replenishment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of open market POs	157	157	157	157	157



**RFP#: 5.2.1.2**

**Requirement: NLM - Generate FEDStrip orders to procure stock items from GSA**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
FEDStrip orders are generated and submitted error free	11%	# of FEDStrip orders monthly	Within 10 WD of receipt of routine replenishment	11%	Within 5 WD of receipt of routine replenishment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of FEDStrip orders	109	109	109	109	109

**RFP#: 5.2.1.3**

**Requirement: NLM - Enter orders into ADB**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All orders are accurately entered into and reflected in ADB	5%	# of line items ordered monthly	Within 5 WD of receipt of routine replenishment	5%	Within 5 WD of receipt of routine replenishment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line items ordered	987	987	987	987	987

**RFP#: 5.2.2                      Requirement: NLM - Receiving**

Receiving is a process of accepting, identifying and processing that enter the warehouse from external suppliers.

**Conditions of Performance**

The SP shall:

Utilize qualified personnel with a minimum of two (2) years of receiving experience

Enter all receipts into the OAMAS tracking system. NLM shall accept receipts in three formats: PO's, Individual Items, or Customer Returns receipts.

The receiving process acknowledges a receipt to create an association between the product and the stored item.

When an order is received that contains a problem (i.e. shortage, overage, damaged items, or wrong item) the vendor shall be contacted to pick-up, replace, correct the deficiency, or give credit for the merchandise.

The receiving transaction makes the product available for filling orders on OAMAS.

5.2.2.1 NLM - Offload, Tally and Put-away

5.2.2.2 NLM - Receipt Process Documentation

**RFP#: 5.2.2.1                      Requirement: NLM - Offload, Tally and Put-away**

**Conditions of Performance**

The SP shall:

Conduct a visual inspection of the conveyance's interior and exterior prior to offload.

Verify that ADB and OAMAS systems are updated as materials are received.

Release carrier after all overages, shortages, or damage of material has been documented on the freight of carrier manifest and all discrepancies have been reported to vendor.

5.2.2.1.1 Check deliveries in, verifying PO numbers

5.2.2.1.2 Unload material and place in assigned staging lanes

5.2.2.1.3 Store material in designated location

**RFP#: 5.2.2.1.1**

**Requirement: NLM - Check deliveries in, verifying PO numbers**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Deliveries are checked in, materials checked for visible damage, leakage of safety deficiencies, PO numbers are verified and entered into ADB	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of deliveries received	266	266	266	266	266

**RFP#: 5.2.2.1.2**

**Requirement: NLM - Unload material and place in assigned staging lanes**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Material is properly unloaded and placed in assigned staging area	10%	# of items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of items unloaded and staged	58403	58403	58403	58403	58403

**RFP#: 5.2.2.1.3**

**Requirement: NLM - Store material in designated location**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Material is properly & safely stored in assigned locations	15%	# of materials stored weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of materials stored	58403	58403	58403	58403	58403

**RFP#: 5.2.2.2                      Requirement: NLM - Receipt Process Documentation**

**Conditions of Performance**

The SP shall:

Perform receipt process documentation as directed by NLM receiving operation SOP

Maintain POs files for three calendar years

Receive transactions through DELPRO, ADB, facsimile, telephone, in person, or by any communications source that is capable of containing supply data.

5.2.2.2.1 Receive, process and maintain local purchase order

5.2.2.2.2 Post receipts of material in OAMAS database



**RFP#: 5.2.2.2.1**

**Requirement: NLM - Receive, process and maintain local purchase order**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
POs are correctly processed, quality and quantity verified against documentation, POs are correctly filed and maintained	10%	# of POs processed monthly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of POs processed	266	266	266	266	266

**RFP#: 5.2.2.2.2**

**Requirement: NLM - Post receipts of material in OAMAS database**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Required fields for receipts are accurately posted & verified in OAMAS	10%	# of receipts posted in OAMAS monthly	Within 1 hour of delivery receipt	3%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of receipts posted in OAMAS	266	266	266	266	266

**RFP#: 5.2.3**

**Requirement: NLM - Storage (Physical inventory Control)**

Storage of received materials is accomplished once the order has been processed by receiving and released from the staging area. OAMAS will identify where each item is to be stored.

**Conditions of Performance**

The SP shall:

Perform physical inventory control program services that maintain integrity in mission stock asset balances.

Store material in such a way as to prevent damage or deterioration.

Conduct inventory discrepancy analysis.

Perform post-count validations and pre-adjustment research

Assist the government, as requested, during investigations and audits.

Respond to owner/manager inquiries on status of assets.

Tally and/or summarize the results of inventory.

Notify inventory (Item Management) personnel of damaged or deteriorated materials and take corrective action.

Contain damaged and/or deteriorated materials to prevent damage or hazardous conditions to warehouse personnel, facilities, and/or equipment.

5.2.3.1 Conduct 100% inventory annually of all items in stock

**RFP#: 5.2.3.1**

**Requirement: NLM - Conduct 100% inventory annually of all items in stock**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All items in stock are accurately inventoried with correct material in correct location	2%	# of line items inventoried annually	Within 1 month prior to end of FY	2%	By end of FY

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line items inventoried	689	689	689	689	689

**RFP#: 5.2.4****Requirement: NLM - Picking and Delivery**

Picking and Delivery are two separate operations that are closely interconnected and are considered one continuous operation.

Picking is the process of assembling the requisitioned materials together and packing the order for delivery. Work assignments for each picker are assigned by the supervisor.

Order Picking is discrete by order. Each order is picked to completion by one or more pickers. Orders are routed by the destination, delivery date, and/or other criteria. When the order is assembled and packed for delivery it shall be staged in the designated area.

The delivery "Routes" are composed of one or more Orders to the same customer or orders of multiple customers within NLM.

5.2.4.1 NLM - Stock Selection

5.2.4.2 NLM - Transport Materials

**RFP#: 5.2.4.1**

**Requirement: NLM - Stock Selection**

**Conditions of Performance**

The SP shall:

Ensure all packages prepared for shipping include correct staging, marking, labeling, hazardous tracking, unitization, palletizing, loading, manifesting, and delivery support.

5.2.4.1.1 Select required materials and stage them in packing/shipping area

**RFP#: 5.2.4.1.1**

**Requirement: NLM - Select required materials and stage them in packing/shipping area**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Materials are correctly selected and staged in packing/shipping area	1%	# of items picked weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of picks	8464	8464	8464	8464	8464

**RFP#: 5.2.4.2**

**Requirement: NLM - Transport Materials**

**Conditions of Performance**

The SP shall:

Provide transportation of materials for all transactions, as requested.

Obtain required signatures for all items delivered.

5.2.4.2.1 Deliver materials to all assigned locations



**RFP#: 5.2.4.2.1**

**Requirement: NLM - Deliver materials to all assigned locations**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Deliver materials to correct locations, in an undamaged condition, with proper documentation. Receive signature for each delivery	5%	# of deliveries weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of deliveries	1437	1437	1437	1437	1437

**RFP#: 5.2.5**

**Requirement: NLM - Inventory Control**

NLM supply services inventory control personnel make every effort to keep current with the NLM community when introducing new stock items into the NLM storeroom program. The SP is expected to be committed to providing top-notch service to meet the ever-changing demands in the NIH NLM community.

**Conditions of Performance**

The SP shall:

Utilize qualified personnel with a minimum of two (2) years of storage (Inventory Control) experience

Update OAMAS to reflect all receipts

5.2.5.1 NLM - Stock item inventory

**RFP#: 5.2.5.1                      Requirement: NLM - Stock item inventory**

**Conditions of Performance**

The SP shall:

Conduct usage analysis of established stock items as well as potential stock items. Conduct research on items including the estimated rate of use, frequency of demand, forecast accuracy, physical characteristics, shelf life, cost, and manufacturing facility compliance with Federal Government and NIH standards.

Negotiate with the vendor to set a price resulting in savings to NLM customers.

Evaluate potential vendors to determine their capability to perform contract requirements.

Review replenish sheets for any unsubstantiated or drastic fluctuations in price and/or quantity of items being ordered and make necessary adjustments

Ensure dead stock items are removed from the NLM master inventory list.

Dispose of dead stock material by getting the vendor to take the materials back for credit or transfer the materials to property for disposal.

Delete dead stock items from ADB and OAMAS.

- 5.2.5.1.1 Recommend adjustments to reorder points and safety levels for stock items and make adjustments in OAMAS, after approval.
- 5.2.5.1.2 Enter pending quantity in OAMAS to requisition/replenish stock and provide supporting documentation to the purchasing agent
- 5.2.5.1.3 Identify and make recommendations on removal of dead stock
- 5.2.5.1.4 Establish new items in the OAMAS program and enter required inventory control data in the database

**RFP#: 5.2.5.1.1  
stock**

**Requirement: NLM - Recommend adjustments to reorder points and safety levels for items and make adjustments in OAMAS, after approval**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Stock items are correctly reordered and maintained above the safety level and adjustments are reflected in the OAMAS inventory system	2%	# of stock items which reach a ROP monthly	Ordering criteria is changed within 2 WD of change to customer demand/trend	2%	Within 3 WD of change in customer demand/trend

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of stock items which reach a ROP	25	25	25	25	25

**RFP#: 5.2.5.1.2**

**Requirement: NLM - Enter pending quantity in OAMAS to requisition/replenish stock and provide supporting documentation to the purchasing agent**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Stock items are correctly reordered on a timely basis to retain stock levels above the safety level. Completed documentation is provided to the PA	2%	# of stock line items ordered monthly	Within 2 WD of stock reaching ROP	2%	Within 4 WD of stock reaching ROP

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of stock line items ordered	987	987	987	987	987

**RFP#: 5.2.5.1.3**

**Requirement: NLM - Identify and make recommendations on removal of dead stock**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Stock items identified as dead stock are removed from warehouse location	9%	# of items removed annually	Dead stock items are identified monthly and removed within 60 WD of identification	9%	Dead stock items are identified monthly and removed within 90 WD of identification

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of items removed from stock	12	12	12	12	12

**RFP#: 5.2.5.1.4**

**Requirement: NLM - Establish new items in the OAMAS program and enter required inventory control data in the database**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Item specs are accurately reflected in the database	9%	# of new items added annually	New items added to the OAMAS program within 2 WD of receipt	9%	New items added to the OAMAS database within 4 WD of receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of new items added to database	12	12	12	12	12

**RFP#: 5.3****Requirement: National Institute of Aging (NIA)**

NIA supply operations, located at the Bayview Campus in the GRC building, room 1261, consist of receiving materials and supplies at the dock, verifying shipments and delivering materials to the laboratory or office that ordered them. NIA does not have an inventory of supplies for NIA offices or laboratories. Central stockroom supplies are ordered from GDC using the ADB system and are distributed upon receipt.

## 5.3.1 NIA - Receiving



**RFP#: 5.3.1**                      **Requirement: NIA - Receiving**

Receiving is the process of identifying, accepting, and processing of all equipment and supplies received for the NIA IRP activities located in Baltimore.

**Conditions of Performance**

The SP shall:

Utilize qualified personnel with a minimum of one (1) year of receiving experience

Ensure proper documentation is included with every full pallet, partial pallet, or individual carton received

Create a ROD when an order is received that contains a problem (i.e. shortage, overage, damaged items, wrong item).

5.3.1.1 NIA - Check-in, Tally and Deliver

5.3.1.2 NIA - Receipt Process Documentation

**RFP#: 5.3.1.1**

**Requirement: NIA - Check-in, Tally and Deliver**

**Conditions of Performance**

The SP shall:

Release carrier after all overages, shortages, or damage of material are documented on the freight or carrier manifest and all discrepancies are documented on SF 364 (ROD).

Sort material for processing and delivery.

Deliver perishables within one hour of receipt

5.3.1.1.1 Check deliveries in, verifying PO numbers

5.3.1.1.2 Received materials are place in assigned staging area

5.3.1.1.3 Deliver materials to proper section

**RFP#: 5.3.1.1.1**

**Requirement: NIA - Check deliveries in, verifying PO numbers**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Deliveries are properly checked in materials inspected for visible damage, leakages or safety deficiencies, PO numbers are verified & entered into ADB.	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of deliveries received	916	916	916	916	916

**RFP#: 5.3.1.1.2**

**Requirement: NIA - Received materials are place in assigned staging area**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Material is properly unloaded and placed in assigned staging area	10%	# of items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of items unloaded and staged	52441	52441	52441	52441	52441

**RFP#: 5.3.1.1.3 Requirement: NIA - Deliver materials to proper section**

**Conditions of Performance**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Requested materials are delivered to correct section	2%	# of material deliveries monthly	Materials are delivered within 2 hours of receipt	2%	Materials are delivered within 4 hours

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of material deliveries	52441	52441	52441	52441	52441

**RFP#: 5.3.1.2**

**Requirement: NIA - Receipt Process Documentation**

**Conditions of Performance**

The SP shall:

Verify the address on all delivered items

Ensure packages are inspected for visible damage and special handling or storage requirements

Quality and quantity of all packages received are verified against the purchase document

Ensure that all highly pilferable items not delivered by COB daily are stored in room 1-261

5.3.1.2.1 Receive, process and maintain local purchase orders

5.3.1.2.2 Identify all concealed damages, shortages and overages within containers on SF 364 (ROD)

**RFP#: 5.3.1.2.1**

**Requirement: NIA - Receive, process and maintain local purchase orders**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
POs are correctly processed, quantity & quality verified, and documentation correctly filed & maintained	10%	# of POs processed monthly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of POs processed	916	916	916	916	916

**RFP#: 5.3.1.2.2**

**Requirement: NIA - Identify all concealed damages, shortages and overages within containers on SF 364 (ROD)**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All damages, shortages and overages are correctly identified and documented	20%	# of RODs established monthly	Within 1 hour of delivery receipt	3%	Within 1 hour of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of RODs established	2	2	2	2	2



**RFP#: 5.4**

**Requirement: National Institute of Dental and Craniofacial Research (NIDCR)**

NIDCR supply support is located in building 30, room 131. The SP responsibilities shall include unloading and staging materials, checking in materials, verifying POs and maintaining files of POs, conducting inventories, and selecting and preparing materials of delivery.

**Conditions of Performance**

5.4.1 NIDCR - Receiving

5.4.2 NIDCR - Storage (Physical inventory Control)

5.4.3 NIDCR - Picking and Delivery

**RFP#: 5.4.1**                      **Requirement: NIDCR - Receiving**

Receiving is a process of accepting, identifying and processing products that enter the warehouse from external suppliers. NIDCR shall accept receipts in one of three formats: Purchase Orders (PO), Individual Item, or Customer Returns receipts.

**Conditions of Performance**

The SP shall:

Ensure every pallet, partial pallet, or individual carton received has the proper documentation attached.

Refuse to accept any order that is received which contains a problem (i.e. shortage, overage, damaged items, or wrong item), disparity shall be noted and recipient notified.

5.4.1.1 NIDCR - Offload, Tally and Put-Away

5.4.1.2 NIDCR - Receipt Process Documentation

**RFP#: 5.4.1.1**

**Requirement: NIDCR - Offload, Tally and Put-Away**

**Conditions of Performance**

The SP shall:

Conduct a visual inspection of the conveyance's interior and exterior prior to offload.

Inspect the interior of the carrier for suspected leakage or spills, safety deficiencies and visible damage to the material.

Receive AFB IAW AAALAC regulations. See TE - 32.

Release carrier after all overages, shortages, or damage of material is documented on the freight or carrier manifest and/or freight bill.

Obtain and maintain HAZMAT information and MSDS for HAZMAT stock items.

5.4.1.1.1 Check deliveries in, verifying PO numbers

5.4.1.1.2 Unload material and place in assigned staging area

5.4.1.1.3 Store material in designated locations

**RFP#: 5.4.1.1.1**

**Requirement: NIDCR - Check deliveries in, verifying PO numbers**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Deliveries are properly checked in, materials checked for visible damage, leakage, of safety deficiencies, PO numbers are verified and documentation signed	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of deliveries received	1000	1000	1000	1000	1000

**RFP#: 5.4.1.1.2**

**Requirement: NIDCR - Unload material and place in assigned staging area**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Material is properly unloaded and placed in assigned staging area.	10%	# of items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of items unloaded and staged	30000	30000	30000	30000	30000

**RFP#: 5.4.1.1.3**

**Requirement: NIDCR - Store material in designated locations**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Material is properly and safely stored in assigned locations	15%	# of line items stored weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line items stored	4000	4000	4000	4000	4000

**RFP#: 5.4.1.2**

**Requirement: NIDCR - Receipt Process Documentation**

**Conditions of Performance**

The SP shall:

Perform receipt Process Documentation as directed by NIDCR receiving operation procedures

Receive transactions through facsimile, telephone, in person, or e-mail.

Note and reported to the PA any received amount that differs from the PO quantity.

5.4.1.2.1 Receive, process and maintain local purchase orders

**RFP#: 5.4.1.2.1**

**Requirement: NIDCR - Receive, process and maintain local purchase orders**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
POs are correctly processed, quality and quantity verified, against documentation, POs are correctly filed and maintained	10%	# of POs processed monthly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of POs processed	1000	1000	1000	1000	1000



**RFP#: 5.4.2**

**Requirement: NIDCR - Storage (Physical inventory Control)**

Storage of received materials is accomplished once the order has been processed by receiving and released from the staging area and distributed to the various NIDCR branch storage areas.

**Conditions of Performance**

The SP shall:

Ensure damaged and/or deteriorated materials is properly contained to prevent damage of hazardous conditions to warehouse personnel, facilities, and/or equipment.

Perform physical inventory control program services that maintain integrity in mission stock asset balances as prescribed in the following:

- Material is stored in such a way as to prevent damage or detracton

- Protect AFB stock from pest infestation and report a pest related damages IAW AFB Storage Attachment 1.2.4 Guide to Pest Management

- Conduct inventory discrepancy analysis and take corrective action

- Assist the government, as requested, during investigations and audits

- Respond to owner/manager inquiries on status of assets.

- Tally and/or summarize the results of inventory.

- Notify inventory (Item Management) personnel of damaged or deteriorated materials and take corrective action.

- 5.4.2.1 Conduct cycle counts of material in storage

- 5.4.2.2 Conduct 100% inventory annually of all items in stock

**RFP#: 5.4.2.1**

**Requirement: NIDCR - Conduct cycle counts of material in storage**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Correctly perform cycle counts, accurately verify item counts and locations. Report results to cycle count requestor.	10%	# of cycle counts monthly	Cycle counts are completed within 1 WD of assignment	5%	Cycle counts are completed within 2 WD of assignment

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of cycle counts	1000	1000	1000	1000	1000

**RFP#: 5.4.2.2**

**Requirement: NIDCR - Conduct 100% inventory annually of all items in stock**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
All items in stock are accurately inventoried with correct material in correct location. The results are reported to IM.	2%	# of line items inventoried annually	Within 1 month prior to end of FY	1%	By end of FY

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line items inventoried	480	480	480	480	480

**RFP#: 5.4.3**

**Requirement: NIDCR - Picking and Delivery**

Picking and Delivery are two separate operations that are closely interconnected and are considered one continuous operation.

Picking is the process of assembling the requisitioned materials together and packing the order for delivery.

Deliveries are separated by floor and branch prior to leaving the staging area.

**Conditions of Performance**

The SP shall:

Receive signatures for all materials delivered.

5.4.3.1 NIDCR - Stock Selection

**RFP#: 5.4.3.1**

**Requirement: NIDCR - Stock Selection**

**Conditions of Performance**

The SP shall:

Prepare materials for delivery to include staging, marking, labeling, hazardous tracking, unitization, palletizing, loading, and manifesting

Ensure hazardous materials to be delivered are packed IAW HAZMAT regulations.

5.4.3.1.1 Select required materials and stage them in packing/delivery area

5.4.3.1.2 Prepare materials for delivery

**RFP#: 5.4.3.1.1**

**Requirement: NIDCR - Select required materials and stage them in packing/delivery area**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Materials are correctly selected and staged in packing/shipping area.	2%	# of items picked weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of picks	3438	3438	3438	3438	3438

**RFP#: 5.4.3.1.2**

**Requirement: NIDCR - Prepare materials for delivery**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Materials are properly packed for delivery	1%	# of line items delivered weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line items delivered	13750	13750	13750	13750	13750

**RFP#: 5.5****Requirement: Center for Scientific Research Review (CSR)**

CSR supply support, located at Rockledge II (Room #1153), consists of checking in and storing materials in designated locations, selecting materials and staging them in the designated delivery area, delivering materials to proper locations, and maintaining a small inventory of office supplies (i.e. copy paper and boxes). A separate CSR procurement section orders supplies, either through the ADB or from outside vendors. CSR maintains a storage area of approximately 2000 sq. ft. for supplies, furniture, and grant applications awaiting processing.

5.5.1 CSR - Receiving

5.5.2 CSR - Picking and Delivery



**RFP#: 5.5.1**                      **Requirement: CSR - Receiving**

Receiving is a process of accepting products that enter the building from external suppliers. CSR shall accept receipts with Purchase Orders (PO)

**Conditions of Performance**

The SP shall:

Ensure every full pallet, partial pallet, or individual carton received has the correct unique PO documentation

Note and report to the PA any received amount that differs from the PO quantity.

5.5.1.1 CSR - Offload, Tally and Put-Away

**RFP#: 5.5.1.1**

**Requirement: CSR - Offload, Tally and Put-Away**

5.5.1.1.1 Check deliveries in at loading dock

5.5.1.1.2 Store material in designated location

5.5.1.1.3 Unload material and place in assigned staging area

**RFP#: 5.5.1.1.1**

**Requirement: CSR - Check deliveries in at loading dock**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Deliveries are checked in, material checked for visible damage, leakage or safety deficiencies, PO numbers are verified.	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of deliveries received	793	793	793	793	793

**RFP#: 5.5.1.1.2**

**Requirement: CSR - Store material in designated location**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Material is properly and safely stored in assigned locations	15%	# of line items stored weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of line items stored	4500	4500	4500	4500	4500

**RFP#: 5.5.1.1.3**

**Requirement: CSR - Unloaded material is placed in assigned staging area**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Unloaded material is placed in assigned staging area	10%	# of items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of items unloaded and staged	23000	23000	23000	23000	23000

**RFP#: 5.5.2**

**Requirement: CSR - Picking and Delivery**

Picking and Delivery are two separate operations that are closely interconnected and are considered one continuous operation. Picking is the process of assembling the requisitioned material together and packing the order for delivery

5.5.2.1 CSR - Stock Selection

**RFP#: 5.5.2.1**

**Requirement: CSR - Stock Selection**

**Conditions of Performance**

The SP shall:

Prepare materials for delivery to include staging, marking, labeling, unitization, and delivery

5.5.2.1.1 Select required materials and stage them in packing/shipping area

5.5.2.1.2 Deliver materials to proper locations

**RFP#: 5.5.2.1.1**

**Requirement: CSR - Select required materials and stage them for delivery**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL</b>	<b>MAX</b>
Materials are correctly selected and staged for delivery	2%	# of items picked weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of picks	2900	2900	2900	2900	2900



**RFP#: 5.5.2.1.2**

**Requirement: CSR - Deliver materials to proper locations**

**Quality and Timeliness**

<b>Quality Standard</b>	<b>Lot AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>Max AQL MAX</b>
Materials are delivered to correct Locations	2%	# of materials delivered monthly	Materials are delivered within 2 hours of receipt	2% delivered within 4 hours of receipt

**Workload Indicators**

<b>Workload Indicator</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
# of material deliveries	2900	2900	2900	2900	2900

## **SECTION C-6 APPLICABLE DIRECTIVES, PUBLICATIONS, INSTRUCTIONS, AND FORM**

### **6.1 PUBLICATIONS AND FORMS**

Publications and forms that apply to this PWS are listed below. The publications have been coded as either Mandatory or Informational. The SP is obligated to follow those publications coded as mandatory. The SP shall be guided by the publications coded informational to the extent necessary to accomplish requirements in this PWS. The forms listed in this section are not all-inclusive and merely represent a range of forms that may be used by the SP. Publications and forms listed will be made available at the start of the contract. Publications only available in hard copy format will be made available for review at GDC. Some publications and forms are available at:

<http://www.nih.gov>  
<http://forms.psc.gov/forms/PHS/phs.html>  
<http://forms.cit.nih.gov/ListPDF.html>  
<http://forms.cit.nih.gov/ListFM.html>

#### **6.1.1 SUPPLEMENTS AND AMENDMENTS**

The Government will provide follow-on requirements to the SP when changes occur. Supplements or amendments to listed publications from any organization level may be issued during the life of the contract. Any adjustments will be done IAW the Changes Clause FAR 52.243.1.

#### **6.1.2 GOVERNMENT'S RIGHTS TO SP'S OPERATING LOGS AND FORMS**

The Government will have unlimited rights to use, duplicate, or disclose SP's operating logs and forms, in whole or in part, in any manner, for purposes associated with execution of this contract. The purpose of this statement is to minimize disruptions in service and preserve historical data in the event the SP is changed. This does not apply to publications determined to be proprietary to the SP. Records maintained by the SP remain the property of the United States Government and will be retained IAW disposition instructions.

#### **6.1.3 DIRECTIVES**

The following documents are identified to assist in understanding how NIH currently performs their mission. Commercial practices will be considered where the performance requirements are determined to equal or exceed requirements, as NIH interested in obtaining the same or higher level of service.

<b>Reference Data Collection Sheet</b>		
<b>Reference</b>	<b>Mandatory or Advisory</b>	<b>Link or Print</b>
Executive Order 13148 – Greening the Government through Leadership in Environmental Management	Mandatory	
Executive Order 13101 – Track purchases of designated Environmental Protection Agency guideline items and report on them	Mandatory	
FAR 6.1 – Full and Open Competition	Mandatory	<a href="http://www.arnet.gov/far/">http://www.arnet.gov/far/</a>
FAR 6.102 – Use of Competitive Procedures	Mandatory	<a href="http://www.arnet.gov/far/">http://www.arnet.gov/far/</a>
FAR 45.505 – Records and Reports of Government Property	Mandatory	<a href="http://www.arnet.gov/far/">http://www.arnet.gov/far/</a>
FAR 52.245-11(c) – Government Property – Facilities Use	Mandatory	<a href="http://www.arnet.gov/far/">http://www.arnet.gov/far/</a>
FAR 52.246-4 – Inspection of Services, Fixed Price	Mandatory	<a href="http://www.arnet.gov/far/">http://www.arnet.gov/far/</a>
FAR 52.246-5 – Inspection of Services – Cost Reimbursement	Mandatory	<a href="http://www.arnet.gov/far/">http://www.arnet.gov/far/</a>

**6.1.4 Publications**

<b>DIRECTIVES/ PUBLICATION NO.</b>	<b>TITLE</b>	<b>Mandatory/ Advisory</b>	<b>Internet Available</b>
116-ORS	Hazardous Materials Compliance Pocketbook	Mandatory	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
	North American Emergency Response	Mandatory	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
200-ORS-7	Official OSHA Safety Handbook	Mandatory	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
	Hazardous Materials 181	Mandatory	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
	Occupational Safety & Health	Mandatory	<a href="http://www.osha.gov">www.osha.gov</a>
	RIMS Training Material	Mandatory	Paper
	RDT RIMS 3.4 Test Scripts	Mandatory	Paper
SMD/TOC-IPM	Integrated Procedure Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MGT	Management Review Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-CSV	Customer Service Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MNT	Maintenance Index	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Customer Survey Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Quality Critical Instrument List	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Nonconformance Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-PUR	Supplier Nonconformance Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Customer Satisfaction Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Calibration Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Customer Feedback Manual	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Service Process List - Site Specific	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Statistical Techniques List - Site Specific	Mandatory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
AFB Storage Attachment 1.2.4	Guide Pest Management	Mandatory	Paper
Cataloging Handbook,	Federal Supply Classification, Groups &	Mandatory	Paper

<b>DIRECTIVES/ PUBLICATION NO.</b>	<b>TITLE</b>	<b>Mandatory/ Advisory</b>	<b>Internet Available</b>
Dept of Army Supply Bulletin H2 SB 708-21	Classes		
	Federal Item Logistic Data Record	Mandatory	CD
	Guide for the Care and use of Laboratory Animals – DHHS Publication, Revised 1996.	Mandatory	<a href="http://grants2.nih.gov/grants/olaw/GuideBook.pdf">grants2.nih.gov/grants/olaw/GuideBook.pdf</a>
	Master Cross Reference Inventory Listing	Mandatory	Paper
NIH Policy Manual – 26101-41	E Self Service Store Charge Cards	Mandatory	<a href="http://www.nih.gov/od/olao/oa/delpro/delpro_refguide.pdf">www.nih.gov/od/olao/oa/delpro/delpro_refguide.pdf</a>
	NIH – GDC Description of Operations	Mandatory	Paper
45 CFR Part 5	Regulations, Public Information	Mandatory	<a href="http://grants2.nih.gov/grants/policy/nihgps_2003/master_list.htm">grants2.nih.gov/grants/policy/nihgps_2003/master_list.htm</a>
Directive 5 CFR Part 2635	Standards of Ethical Conduct	Mandatory	<a href="http://frwebgate.access.gpo.gov/cgi-bin/multidb.cgi">http://frwebgate.access.gpo.gov/cgi-bin/multidb.cgi</a>
49 CFR Parts 100 to 185	USDOT – Hazardous materials Regulations	Mandatory	<a href="http://hazmat.dot.gov/rules.htm">http://hazmat.dot.gov/rules.htm</a>
	Resource Conservation and Recovery Act (RCRA)	Mandatory	<a href="http://www.niehs.nih.gov/odhsb/emerg/108.pdf">www.niehs.nih.gov/odhsb/emerg/108.pdf</a>
	NIH Supply Caralog	Mandatory	<a href="http://www.olao.od.nih.gov/Acquisitions/TypeOfAcquisitions/SuppliesAndEquipment/FindingASource/SupplyCatalog.htm">http://www.olao.od.nih.gov/Acquisitions/TypeOfAcquisitions/SuppliesAndEquipment/FindingASource/SupplyCatalog.htm</a>
	DOJ's Freedom of Information Act Guide, May 2002	Advisory	<a href="http://www.nih.gov/icd/od/foia/">www.nih.gov/icd/od/foia/</a>
	Electronic Freedom of Information Act Amendment ("E-FOIA) of 1996	Advisory	<a href="http://www.nih.gov/icd/od/foia/">www.nih.gov/icd/od/foia/</a>
5 USC 552	The Freedom of Information Act	Advisory	<a href="http://www.nih.gov/icd/od/foia/">www.nih.gov/icd/od/foia/</a>
	Privacy Act of 1974 (and Amendments)	Advisory	Paper
	ISO9001 Overview	Advisory	Paper
	Retail Store System Application User guide	Advisory	Paper



**6.1.5 FORMS**

FORMS NO.	TITLE	Internet Available
001	Rewarehouse Report form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
002	Warehouse Performance	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
003	Monthly Count Report form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
005	Performance Error Rate Report form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
009	Item hold Sheet form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SF 18	Request for Quotation	http://forms.cit.nih.gov/adobe/procurement/SF18.PDF
100	Customer Satisfaction	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
NIH 230	Inventory Transaction Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SF – 364	Report of Discrepancy form (ROD)	http://forms.cit.nih.gov/adobe/grants/SF364.PDF
402	Supplier Nonconformance Report (SNR)	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
591	Customer Feedback	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
600	Action Record form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
600	Corrective Preventive Action Record (CPAR)	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
601	Count Report form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
615	Metric Record form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
NIH 649	Report of property transfer	http://forms.cit.nih.gov/adobe/property/NH649.PDF
852	Audit Plan	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
855	Qualified Auditor List	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
857	Audit Report form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>

FORMS NO.	TITLE	Internet Available
994	Individual Career Development plan form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SF – 1303	Request for Federal Cataloging/ Supply Support Action	<a href="http://forms.cit.nih.gov/adobe/procurement/SF1303.PDF">http://forms.cit.nih.gov/adobe/procurement/SF1303.PDF</a>
1559	Receipt form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
NIH 1861-1	Purchase Request	<a href="http://forms.cit.nih.gov/adobe/procurement/NH1861_1.PDF">http://forms.cit.nih.gov/adobe/procurement/NH1861_1.PDF</a>
OMB No. 2050-0072	Tier Two Emergency and Hazardous Chemical Inventory	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
NIH 2450	Request for Cardkey and Record of Registration	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
NIH 2547	NIH invoice of fees for Freedom of Information Act Services	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
NIH 2555	Order for Supplies or Services	<a href="http://forms.cit.nih.gov/adobe/procurement/NH2555.PDF">http://forms.cit.nih.gov/adobe/procurement/NH2555.PDF</a>
NIH 2558	OMS Medical Evaluation of Functional Activities	<a href="http://forms.cit.nih.gov/adobe/clinicalcare/NH2558.PDF">http://forms.cit.nih.gov/adobe/clinicalcare/NH2558.PDF</a>
ISO2001	Form	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MGT	Employee Qualification Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MNT	Facility Check List	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MNT	Facility Damage Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MNT	Lift Truck Daily Check List	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MNT	Daily Vehicle Inspection Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MNT	Equipment Maintenance Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-MNT	Request For Maintenance	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-PUR	Supplier Qualification Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-PUR	Internal Plan Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Check Record Sheet	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>



FORMS NO.	TITLE	Internet Available
SMD/FRM-QMS	Validation Record Sheet	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Software Validation List	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Corrective/Preventive Action Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Metric Record Sheet	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	System Metrics List	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-QMS	Internal Auditor Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-TRG	Training Record - Admin/Purch/Inv.Mgmt	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-TRG	Training Record - Customer Service	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-TRG	Training Record - Management	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-TRG	Training Record - Operations/Warehouse	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-TRG	Training Record - QA/Quality Mgmt. Systems	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-TRG	Training Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Warehouse Operator Count	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Warehouse Performance Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Customer Return Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Travel Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
NIH-1382-2	Motor Vehicle Trip Ticket	<a href="http://forms.nih.gov/ListFM.html">http://forms.nih.gov/ListFM.html</a>
SMD/FRM-WHS	Drivers/Helper Assignment	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	New Item Check In Sheet	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Item Hold Sheet	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Refused Shipment Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>

<b>FORMS NO.</b>	<b>TITLE</b>	<b>Internet Available</b>
SMD/FRM-WHS	Dock Verification Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Copier Paper Control Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Battery Control Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Cage Item Control Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Receiving Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Receiving Unscheduled Delivery	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Truck Driver Route Manifest	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Recycle Bin Pick-up	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Truck Driver Call In Log	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Customer Pick-up Record	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Custom Direct Cylinder Delivery	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Shipping Manifest	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Route Quantity Sheet	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>
SMD/FRM-WHS	Do Not Use Sign	<a href="http://www.e-ssy.com/edms/entrance.asp">www.e-ssy.com/edms/entrance.asp</a>

**6.1.6 REPORTS**

All daily, weekly, and monthly reports provided by CIT are generated during a batch run overnight and are delivered by 1000 the following day. Weekly reports are ran on Friday night and delivered on Monday morning, Monthly reports are delivered the 1<sup>st</sup> Monday of the month. As requested reports are available the next business day.

<b>REPORT</b>	<b>NAME</b>	<b>REQUESTER</b>	<b>PROVIDER</b>	<b>FREQUENCY</b>
R001PROD	Fedstrip Control Copy	DLS, SMB	CIT	order generated
R008CSR	Replenishment	DLS, SMB	CIT	daily
R008CSRW	Replenishment	DLS, SMB	CIT	weekly
R009CSRW	Special Expedite Report	DLS, SMB	CIT	as requested
R012CSR	Abnormal Issue Report	DLS, SMB	CIT	as requested
R012CSRW	Abnormal Issue Report	DLS, SMB	CIT	as requested
R013CSRW	Stock Due in Between X and X	DLS, SMB	CIT	weekly
R014CSRW	Stock Received Between X and X	DLS, SMB	CIT	weekly/as requested
R015CSRW	NSN's to be Discontinued	DLS, SMB	CIT	weekly
R017CSRW	Backorder Summary	DLS, SMB	CIT	weekly
R019CSRH	Requisition History	DLS, SMB	CIT	as requested
R020CSR	Stock Write-Offs & Adjustments	DLS, SMB	CIT	monthly
R021CSRH	Annual Inventory	DLS, SMB	CIT	as requested
R022CSR	Status of Items on Freeze	DLS, SMB	CIT	daily
R023CSR	Items on Backorder	DLS, SMB	CIT	daily
R024CSR	Inventory Analysis - Detail	DLS, SMB	CIT	monthly
R039CSR	Inventory Analysis - SOB	DLS, SMB	CIT	monthly
R045CSR	Sales Summary	DLS, SMB	CIT	as requested
R047CSRH	NSN History	DLS, SMB	CIT	as requested
R062CSR	Adjustments	DLS, SMB	CIT	daily
R064CSRW	Central Stock Room Suggested Orders which has not been placed	DLS, SMB	CIT	weekly
R070CSR	List NSNS to be Discontinued	DLS, SMB	CIT	monthly
R072CSR	No Issues in Last 4 Months	DLS, SMB	CIT	monthly
R072CSRW	Stock Due in Over 6 Months	DLS, SMB	CIT	weekly

<b>REPORT</b>	<b>NAME</b>	<b>REQUESTER</b>	<b>PROVIDER</b>	<b>FREQUENCY</b>
R073CSRW	Stock Due in Between 2 to 6 months	DLS, SMB	CIT	weekly
R074CSRW	Number of Items Stocked	DLS, SMB	CIT	weekly
R080CSRW	NSNs Not Issued the Last 3 Months	DLS, SMB	CIT	monthly
R088CSRW	Quantity on Hand Below Reorder Point	DLS, SMB	CIT	weekly
R095CSRW	Long Supply Report	DLS, SMB	CIT	weekly
R0C8CSRW	Approved Sources Sorted by NSN	DLS, SMB	CIT	as requested
R104CSRW	Stock Orders on Backorder	DLS, SMB		daily
R105CSRW	Percent of NSN's on Backorder	DLS, SMB	CIT	daily
R105CSRW	NSN's to be Discontinued	DLS, SMB	CIT	monthly
RC24CSRW	Inventory Analysis - FY Cumulative	DLS, SMB	CIT	as requested
RD41CSRW	Stock Master Transactions-Detail-SOB	DLS, SMB	CIT	as requested
RML2CSRW	Store Stock Master by Inventory	DLS, SMB	CIT	as requested
RS24CSRW	Inventory Analysis - Summary	DLS, SMB	CIT	monthly

**6.2 TECHNICAL EXHIBITS**

TE – 01 GDC Top 75 Items Issued  
TE – 02 GDC Square Footage  
TE – 03 GDC Space Layout  
TE – 04 GDC Office space Layout  
TE – 05 Building 10 – Self Service Store Floor Plan  
TE – 06 Building 10 – Self Service Store Receiving Area Floor Plan  
TE – 07 Building 31 – Self Service Store Floor Plan  
TE – 08 Material Handling Equipment – Forklifts  
TE – 09 Material Handling Equipment – Chargers  
TE – 10 GDC General Office Equipment  
TE – 11 GDC Warehouse Support Equipment  
TE – 12 GDC ADP Equipment and Cameras  
TE – 13 GDC NSN Stock Listing (Complete)  
TE – 14 GDC Laboratory Supplies (Code 01) NSN Listing  
TE – 15 GDC Glassware (Code 02) NSN Listing  
TE – 16 GDC Hospital Supplies (Code 03) NSN Listing  
TE – 17 GDC Housekeeping (Code 04) NSN Listing  
TE – 18 GDC Office Supplies (Code 05) NSN Listing  
TE – 19 GDC Chemicals (Code 06) NSN Listing  
TE – 20 GDC Forms (Code 07) NSN Listing  
TE – 21 GDC Human Foods (Code 08) NSN Listing  
TE – 22 GDC Enzymes (Code 09) NSN Listing  
TE – 23 GDC Virtual Stock (Code 10) NSN Listing  
TE – 24 GDC Refrigerated Items (Code 12) NSN Listing  
TE – 25 GDC Dry Ice (Code 15) NSN Listing  
TE – 26 GDC Gas Cylinders (Code 16) NSN Listing  
TE – 27 GDC HAZMAT Chemicals (Code 17) NSN Listing  
TE – 28 GDC AFB (Code 63) NSN Listing  
TE – 29 Building 10 Self Service Store – NSN Listing  
TE – 30 Building 31 Self Service Store – NSN Listing  
TE – 31 NLM NSN Listing  
TE – 32 AFB Receipt and Shipping Procedures  
TE – 33 Self Service Store Volumes  
TE – 34 Self Service Store Delivery Charges  
TE – 35 GDC Delivery Points  
TE – 36 Current GDC Vehicles

**Please contact the CO for TEs 3-7, facilities layouts.**

**DRAFT  
QUALITY ASSURANCE  
SURVEILLANCE PLAN  
(QASP)**

**FOR**

**Supply/Warehousing  
Services**

**In Support of  
NATIONAL INSTITUTE OF HEALTH**

**RFP #  
263-04-P(BC)-0013**

**13 August 2004**

**(This QASP is for reference purposes only)**

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## 1 INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is designed for 263-04-P(BC)-0013, National Institute of Health, Supply/Warehousing Services. This section presents the principles associated with award surveillance. The term award is used in lieu of the term 'contract' since the ACO comparison could result in the award of a contract, ISSA, or government staffed MEO. Section 2 presents the collection plans for each award requirement. Section 3 discusses staffing and training of QASP personnel and key award changes

The QASP was developed to comply with the Federal Acquisition Regulation (FAR), Subpart 37.6 - Performance Based Contracting. 37.602-2 Quality Assurance, states agencies shall develop quality assurance surveillance plans when acquiring services. These plans shall recognize the responsibility of the contractor to carry out its quality obligations and shall contain measurable inspection and acceptance criteria corresponding to the performance standards contained in the statement of work. The QASP shall focus on the level of performance required by the statement of work, rather than the methodology used by the contractor to achieve that level of performance.

The QASP will be used as a government document to enforce the inspection and acceptance clauses of the PWS.

### 1.1 PURPOSE

This QASP specifically corresponds to the RFP Section C, Performance Work Statement (PWS). That document discusses the requirements and standards of performance of the award. The NIH environment has been considered in developing the QASP. The following are specific considerations:

- The NIH operating budget continues to be reduced
- Productivity improvements are paramount
- Each Division and its customers have their own specific requirements for support and may emphasize requirements in different priorities
- QASP provides the surveillance plan necessary to ensure performance
- Compliance with the FAR

The objective of this QASP is to evaluate SP performance across requirements relative to performance standards. All activities included in Section C-5 are grouped into major categories of effort that lead to effective provision of support services. For this reason, the primary interest of the NIH is acceptability of the service and/or final product provided by the SP, rather than the detailed operations procedures utilized to provide the service. The QASP will be utilized to obtain knowledge necessary for the contracting officer to negotiate equitable adjustments in the flow of monetary compensation when it becomes necessary for the Government to accept performance shortfalls from contractually established quality standards.

The SP is responsible for a Quality Control (QC) plan to meet the detailed quality and timeliness standards in Section C-5 of the RFP. The Government is responsible for a



Quality Assurance (QA) plan to measure compliance with overall final standards. The Government's intent is to use QA to ensure the effectiveness of QC.

**Note: Quality Assurance (QA) versus Quality Control (QC)**

*QA and QC are frequently confused and mistakenly used interchangeably. They refer to distinctly different actions performed by different organizations. QA involves those actions taken by the government to inspect goods or services to determine whether they meet the requirements of the PWS. QA is performed by the Government's Quality Assurance Evaluator (QAE). QC refers to actions taken by a contractor or the MEO to control their production of goods or services so that they will meet the requirements of the PWS. QC is performed by the contractor's management team or by the supervisors in the MEO.*

## 1.2 TERMS

The following terms and acronyms are provided to facilitate understanding of this QASP.

**Acceptable Quality Level (AQL):** The maximum percentage of products or services that may be defective (do not meet performance standards) in a lot of SP deliverables for that lot to be considered satisfactory. Specification of an AQL does not allow the SP to knowingly provide defective service; instead, it is recognition of the fact that defective performance may sometimes occur unintentionally. As long as the percentage of defective performance does not exceed the specified AQL, the Government will not deduct for poor performance. However, the SP shall be required to re-perform or correct the defective service or product at no additional cost to the Government.

**Service Provider (SP):** Successful bidding activity on the NIH RFP. Also includes the employees of the SP who are performing services under the award. This bidding activity could be Government employees, ISSA, or contractor(s).

**SP Discrepancy Report (SPDR):** This report is the official form for documenting unsatisfactory performance for resolution by the SP.

**Quality Assurance (QA):** The functions and associated actions performed by the Government to ensure that award requirements are performed in accordance with specified standards, and that an appropriate level of SP quality control activities are in place.

**Quality Assurance Surveillance Plan (QASP):** A written document that specifies the techniques and procedures the Government will utilize to perform quality assurance inspection and acceptance of SP products and/or services.

**Quality Control (QC):** Those internal SP management functions that include, but are not limited to, training, documented procedures, inspections, and tests (taken at the point of performance) necessary to ensure that SP products and/or services conform to PWS requirements, specifications, and standards.

**Surveillance Positions:** The Government will utilize the following positions to perform award management and surveillance:

- **Contracting Officer (CO)** The CO will have ultimate authority for award management in accordance with the FAR.
- **Administrative Contracting Officer (ACO)** Upon award, the CO is referred to as ACO. This term is used throughout this QASP. The ACO has the rights and responsibilities under the FAR assigned to the CO.
- **Contracting Officer's Technical Representative/Project Officer (COTR/PO)** The primary technically oriented representative assigned to monitor total SP performance and interact with the Government personnel and provide technical coordination, as required, with Government organizations.
- **Quality Assurance Evaluator (QAE)** The specific on-site Government representative(s) delegated authority for the day-to-day managerial and technical interaction with the SP personnel. The assignment may be made on an office or functional basis.

### 1.3 QASP PRINCIPLES

The service provider activity is responsible for QC (inspection at the time of performance.) The receiving activity is responsible for QA (inspection of the delivered product and/or service.) The Acceptance and Inspection clause in the award allows the Government to implement quality assurance procedures. Other award clauses require the SP to implement a quality control plan.

The QASP documents a program undertaken by the Government to provide a measure of the quality and timeliness of products and services purchased from the SP. The Government, as recipient of the products and services provided by the SP, is responsible for developing and implementing methods for quality assurance. IAW the FAR, 37.503 Agency-head responsibilities, (d), strategies are developed and necessary staff training is initiated to ensure effective implementation of the policies in 37.102. This implementation is usually done through the QASP by a COTR/PO and other designated personnel. Implementation of the program assists in providing assurance that the quantity and quality of products and services received comply with contract requirements. It will accomplish this process by:

**A. Providing Government Quality Assurance Evaluators with a guide to systematically and effectively monitor a SP's work performance.**

*Because this plan is to be used as a tool by the Government, the Government at any time as necessary can modify it. In essence, the Government's surveillance effort might need to be increased or decreased throughout the contract performance period and the Government has the inherent right to do so.*

**B. Outlining the corrective procedures to be taken for deficient performance.**

*In the case of a contract award, these measures may result in any of the following: the issuance of discrepancy reports requiring corrective action responses, the taking of deductions from payments in fixed-price contracts, or the submission of recommendations to the contracting officer about the nature and significance of any performance shortfalls.*

**C. Providing a means whereby the Government supervisors can evaluate the SP's work performance standards.**

The QASP focuses on the quality of the products and/or services received from the SP rather than on the procedures used to provide them. The QASP details the following:

- The methods for surveillance of each award requirement
- The evaluation procedures to be used for each surveillance method
- The approaches for implementation of the QASP

There is a separate QA approach specified for each required product and/or service. The approaches are step-by-step procedures explaining performance and documentation of the evaluation processes, analysis of evaluation results, and determination of satisfactory or unsatisfactory SP performance.

**1.4 SURVEILLANCE METHODS**

The following performance monitoring methods can be applied individually or in combination. Table A-6 contains method, frequency, and documentation requirements for each surveillance method contained herein.

**1.4.1 DIRECT OBSERVATION (DO)**

Observation of direct services and/or products is used to survey the requirements. Observations can be performed periodically or through 100% surveillance. The observations are documented in a Surveillance Log.

**1.4.2 MANAGEMENT INFORMATION SYSTEMS (MIS)**

This method evaluates outputs of an award requirement through the use of management information reports. When using SP generated reports, this method is best for general surveillance, and may need to be supplemented by periodic inspections. MIS reports can assist all other methods. The key is to recognize that the SP generates many available reports. In a worst-case scenario, SP provided reports might be modified to conceal problems. The QAE can accept the reports at face value, but use other methods to investigate problem areas. MIS analysis may be documented in Surveillance Logs or Reports. The Surveillance Log is used when additional surveillance efforts are required based upon the MIS data. A Surveillance Report is appropriate to document the result of MIS analysis.

### 1.4.3 PERIODIC INSPECTION (PI)

This method uses a comprehensive evaluation of selected outputs. This is applicable to interim outputs, whose quality is also measured in final outputs. The inspections may be scheduled (Daily, Weekly, Monthly, Quarterly, or Annually) or unscheduled (as required). Periodic inspections may be documented using a Tally Checklist.

### 1.4.4 USER SURVEY

This method combines elements of validated user complaints and random sampling. A random survey is conducted to solicit user satisfaction. This is appropriate for high quantity activities that have historically been satisfactory. This method may also generate periodic and 100% inspections. The QAE will receive the survey responses. They should be reviewed initially to identify negative responses. SP provided tabulated reports should be reviewed for trends and general issues. The survey results may be documented in a Surveillance Report. The use of performance critiques (as in training courses) is included in this method.

### 1.4.5 VALIDATED USER/CUSTOMER COMPLAINTS (VU/CC)

This method relies on the user of the service and/or product to identify deficiencies. The complaints are then investigated and validated by the QAE. This is highly applicable to services provided in quantity and where quality is highly subjective. *It is assumed that the user complaints will generate many of the unscheduled periodic inspections.* Even the best surveillance plan will not allow the COTR/PO, and designated personnel, to check all aspects of the SP's performance. Although seldom used to reject a service and not appropriate for deduction of money from the SP, validated user complaints are a means of documenting certain kinds of service problems.

The manner of obtaining and documenting user complaints needs to be carefully planned by the QAE. Once established, the user complaint program and procedures should be presented to every organization receiving such service. Operating instructions should be given to each organization outlining the user complaint program, the format and the content of a validated user complain, and the actions, which can be expected from those, assigned to monitor and manage the award. Users familiar with award requirements will notify the QAE when there is a case of poor performance or nonperformance.

Upon notification, the QAE fills out a User Complaint Record (UCR) and then conducts an inspection to validate or invalidate the complaint. **A sample UCR is located in Attachment A-4.** A user complaint cannot be used to satisfy a random observance or 100% inspection requirement. However, it can be used as further evidence of unsatisfactory performance, if periodic or 100% inspection shows that the specific service is unsatisfactory. These complaints can be used to decide if action should be taken other than requiring rework.

#### 1.4.6 100% INSPECTION

This method evaluates all outputs of the award requirement. This is most applicable to small quantity, but highly important products and/or services. 100% inspections may be documented using a Tally Checklist.

#### 1.4.7 PERIODIC SAMPLING (PS)

This method is also a variation of random sampling. However, the sample is only taken in times when a deficiency is suspected. This method is a good follow-up to MIS analysis. The sample results are applicable only for the specific work inspected. Since the sample is not entirely random, it **cannot** be applied to total activity performance.

#### 1.4.8 RANDOM SAMPLING (RS)

This method is designed to evaluate the outputs of the award requirement by randomly selecting and inspecting a statistically significant sample. This is highly recommended for large quantity, repetitive activities with objective and measurable quality attributes.

The monthly random sampling guides are used to record information on observations and defects. **A sample Tally Checklist is located in Attachment A-1.** The details of any defects (defects or discrepancies, hereinafter referred to as defects) discovered during the sampling process are recorded on the checklist. The COTR/PO informs the SP's Program Director, in person, when defects occur and asks the Program Director (or designated SP representative) to correct the problem. A notation is made on the tally checklist of the date and time the deficiency was discovered. The Program Director or SP representative must initial the entry on the checklist. Tally checklists are to be assembled, summarized, and forwarded to the ACO as required. If the SP is responsible for exceeding the AQL as indicated in the sampling guide, the ACO issues a Service Provider Discrepancy Report (SPDR) to the SP. **A sample SPDR is located in Attachment A-5.** If the failure is considered serious, the SPDR is issued at the time of unsatisfactory performance rather than at the end of the month. When completed and signed, the SPDR, along with the random sampling checklist, becomes the documentation supporting payment, nonpayment, or other actions.

### 1.5 NORMAL INSPECTION

To determine the sample size for a given service and/or product, use Table B-2. Determine the lot size to survey, and choose the sample size from the 'Normal Sample Size' column. **Note:** Use the 'Small Sample Size' column only if there are a limited number of QAEs, or if the cost of inspection makes Normal Inspection cost prohibitive.

Once the sample size has been determined, all the items designated in a lot must be numbered beginning with one through the total of all items in the lot. Once all items in a lot are numbered, the actual sample must be selected. Table B-1 presents an example of a random number table, which can be used by the COTR/PO in developing random samples. The random numbers in this table are arranged in groups of five numbers (i.e., 58651, 25480, etc.) To use the table, begin by picking at random a group of numbers on any page on the table. This can be done by a process as simple as closing the eyes and pointing with a pencil or finger to some initial group of numbers.

The use of variety in the random number table ensures that detectable patterns do not occur. In addition to starting at different points and alternating the patterns used, the use of the first significant digits and last significant digits of the selected numbers will also provide variety. Success in the use of the tables requires consistency and variety.

**A further explanation on the usage of the random number table is included in Attachment B.**

Once the total number of random numbers is selected, the numbered items in the lot which match the selected random number table numbers must be inspected. Based upon the fixed AQL, the sample size, and the inspection of the sampled items, the COTR/PO should assess whether or not the SP has equaled or exceeded the AQL based on the prescribed sample size. SP performance or non-performance must be documented by the COTR/PO on the sampling guide tally checklist for each inspection. This documentation should be assembled monthly and forwarded to the ACO.

If the SP has equaled or exceeded the AQL, performance is considered unsatisfactory and the ACO should prepare a SPDR. The sample selection and analysis may begin during or after the performance period being surveyed. Caution must be exercised to ensure that sample results are applied to the correct performance period in which the work was produced.

### 1.5.1 REDUCED INSPECTION

When a SP's QC program works, good performance results. If the result of COTR/PO surveillance shows consistently good performance, the amount of the surveillance can be decreased for services surveyed by random sampling.

Reduced inspection can be used when conditions, set by the COTR/PO, are met for a sampling guide. The following is an example of conditions that may be adjusted to fit the goals of NIH:

- The preceding four lots, i.e., last four performance periods, have been acceptable
- The number of defects in each of the preceding four lots is less than one-half of the acceptable number. For example, with an AQL of 10% and a sample size of 50, the acceptance number is five. If two or less defects were found in each of the last four lots, reduced inspection could be used
- The normal sample size is being used
- The ACO agrees to use reduced inspection

Reduced inspection decreases the sample size used to evaluate SP performance. To implement the required changes to the existing sampling guide for reduced inspection; the following procedures should be initiated:

- Using the reduced lot size, find the new sampling size using Table B-2
- Apply the AQL in the Surveillance Plan to the new reduced sample size identified in Table B-2. If the AQL is met, continue using Reduced Inspection.

When reduced inspection is in effect, return to normal inspection the next performance period under the following conditions:

- When the number of defects exceeds the AQL under reduced sampling, or
- The ACO deems it necessary to return to normal inspection.

If during the first month normal sampling has been resumed, the number of defects found is again less than 50% of the reject level, a return to reduced inspection may be used the next month. If the number of defects found is over 50% of the reject level, then normal sampling must be performed until four months of less than 50% of the reject level defects are found.

## 1.6 DOCUMENTATION REQUIREMENTS

Accurate and thorough surveillance documentation is required for an effective and auditable QASP. Easy to use and complete documents are required, and the management and surveillance team must be disciplined in filling out the required documents. The inspection and acceptance of contractor provided products and services cannot be based upon opinion and anecdotal evidence. Completeness, currency and accuracy are required to document both satisfactory and unsatisfactory performance.

The following are the primary general documents required by this QASP. Section 1.6 and Chapter 2 discusses the implementation of these documents. The following discussion includes generic documents.

**Surveillance Reports** – A sample Surveillance Report can be found in Attachment A-2. The report is used for surveillance methods that are scheduled and completed in a continual process. As shown, the report is summary in nature, under the assumption that most surveillance is satisfactory. However, the results and compliance blocks may be used to document unsatisfactory performance. The blocks are completed in the following manner:

SURVEILLANCE REPORT FOR	Enter Activity Title
Award Requirement	To be inserted from the PWS
Award Reference	Insert the paragraph reference from the PWS
Method of Surveillance	Based on the Collection Matrix, including frequency
AQL	The AQL % from the PWS
Lot Size	The lot size per period
Date(s) Accomplished	Insert the date or dates when the surveillance is performed
Surveillance Results	Insert the results that document satisfactory and unsatisfactory performance. Include any additional comments that may impact the

	efficiency and effectiveness of performance by either the Government or the SP
Compliance	Enter YES or NO
Rationale	Optional for compliance, mandatory for non-compliance
Preparer	Name, title, and date



**Surveillance Logs – A sample Surveillance Log can be found in Attachment A-3.**

This log is valid for primary surveillance methods that are based on response to observed or reported issues. The logs are used when the surveillance may be conducted as needed, or over an extended period of time. The blocks are completed in the following manner:

SURVEILLANCE LOG FOR	Enter Activity Title
Initiating Action	Enter the surveillance schedule, observation, analysis, or user complaint that generated the need for the surveillance. As applicable, reference the use complaint record or other documentation
Award Requirement	To be inserted from the PWS
Award Reference	Insert the paragraph reference from the PWS
Method of Surveillance	Based on the QASP, including frequency
AQL and Lot size	The AQL % and the lot size per period
Date(s) Accomplished	Insert the date or dates when the surveillance is performed. It is common for a log to have multiple dates.
Surveillance Results	Insert the results that document satisfactory and unsatisfactory performance. Include any additional comments that may impact the efficiency and effectiveness of performance by either the Government or the SP. It is common for a log to be used to document required changes in Government direction or procedures that affect the award performance.
Compliance	Enter YES or NO
Rationale	Optional for compliance, mandatory for non-compliance
Preparer	Name, title, and date

**User Complaint Record (UCR) – A sample UCR can be found in Attachment A-4.**

The Government Representative or the originating party may fill out the record.

The complaint record should be of sufficient detail to allow a complete investigation that may be documented in a surveillance log. When appropriate, the record should be maintained with the log. A UCR should include the following information:

USER COMPLAINT RECORD FOR	Enter Activity Title
Date	XX/XX/XX
Time	XX:XX
Received by	Enter name of Government Representative
Source	Name of individual, title and organization, office location, and phone number
Nature of Complaint	Describe the situation and events. Include all information, including Government and SP actions
Award Requirement	Enter the PWS requirement
Award Reference	Insert the PWS reference
Log Reference	Reference the surveillance log used to document the investigation
SP Informed	Date, time, person informed, title, and phone number
Action taken by the SP	Document any response or action reported by the SP or attach any documentation provided by the SP
Preparer	Name, title, and date

If the COTR/PO determines that the complaint is valid, the COTR/PO will be required to enter his/her signature, the date, and the time on the UCR. The re-performance period (if applicable) shall commence as though the deficiency was discovered through a scheduled inspection. If the number of user complaints exceeds the AQL, a discrepancy report must also be prepared.

**Quality can be subjective.** *The COTR/PO needs to carefully evaluate the complaint to guard against unfair user opinions. The evaluations can possibly identify areas where users need to give more complete guidance to the SP.*

**Service Provider Discrepancy Reports (SPDR)** – A sample SPDR can be found in **Attachment A-5**. This report is the official form for documenting unsatisfactory performance for resolution by the SP. This form emphasizes that the goal of the QASP is **not** to build files leading to termination. The goal of the QASP is to assist the SP to provide effective and efficient performance in accordance with the award requirements.

The appropriate Government representative fills in the discrepancy information. In most cases, the QAE will provide this information, and the COTR/PO will provide the SP's Program Director (or designated representative) with the verbal and written notification.

The SP's Project Director shall approve the SP's response and sign the appropriate line. The response shall include corrective actions at the designated location and all other locations, actions to prevent recurrence, and QC procedures to be used or modified.

The COTR/PO shall evaluate the response and recommend the Government action to the ACO. The ACO will approve the required action (if any) and complete the form, with signatures. The SP will then be provided with the original form and a file copy. The original shall be signed by the SP's Project Director and returned to the ACO.

SP DISCREPANCY REPORT FOR	Enter Activity Title
To	Enter the Service Provider and manager's name
From	Enter the name of the QAE
Discrepancy or Problem	Describe in detail, include date and time, and award requirement
Signature of Government Representative	ACO signature
SP Response	The SP's response shall be documented on the form or attached to the form, and be signed and dated by the SP's Project Director
Government Evaluation	List acceptance, partial acceptance, or rejection, and provide rationale
Government Action	List action, if any
Close Out	Ensure all blocks are complete prior to closing and filing the SPDR

**1.7 Performance Management Plan (PMP)** – A sample found below. This document is modeled from the Balanced Scorecard, which defines what management means by "performance" and measures whether management is achieving desired results. The Balanced Scorecard translates Mission and Vision Statements into a comprehensive set of objectives and performance measures that can be quantified and appraised. These measures typically include the following categories of performance:

- Financial performance (revenues, earnings, return on capital, cash flow);
- Customer value performance (market share, customer satisfaction measures, customer loyalty);
- Internal business process performance (productivity rates, quality measures, timeliness);
- Innovation performance (percent of revenue from new products, employee suggestions, rate of improvement index);
- Employee performance (morale, knowledge, turnover, use of best demonstrated practices).

The appropriate Government representative fills in the PMP form.

The SP's Project Director shall review the PMP and collected data on a monthly basis. The PMP will serve as part of the Continuous Improvement and Total Quality Management Initiatives.

The COTR shall evaluate the response and recommend the Government action to the CA. The CA will approve the required initiatives to ensure product and service quality.

### Performance Management Plan (PMP)

<b>Division Approval/Date:</b>	<b>Associate Director Approval/Date:</b>
--------------------------------	--

#### Service Group

Insert Service Group or Function Name Here

#### Discrete Services

DS1: Insert Discrete Services here

DS2:

DS3:

#### Value Proposition

Insert Value Proposition Here

#### Service Strategy

- |  |                                  |
|--|----------------------------------|
| <input type="checkbox"/> Operational Excellence      | <input type="checkbox"/> Growth  |
| <input checked="" type="checkbox"/> Customer Intima- | <input type="checkbox"/> Sustain |
| <input type="checkbox"/> Product Leadersh            | <input type="checkbox"/> Harvest |

#### Strategy Description

Insert Strategy Description Here

#### Team Leader

Insert Name (s) Here

#### Team Members

Insert Name (s) Here

**Date:** Date of Revision

---

**Date:** Date of Revision

	Objective	Measure	FY 03 Target	FY04 Target	FY05 Target	Initiative	Owner
<b>Customer</b>	Insert Obejctives Here	Insert Items According to Heading Here					
<b>Internal Business</b>	Insert Obejctives Here	Insert Items According to Heading Here					
<b>Learning and Growth</b>	Insert Obejctives Here	Insert Items According to Heading Here					
<b>Financial</b>	Insert Obejctives Here	Insert Items According to Heading Here					

## 1.8 IMPLEMENTATION

The QASP implementation is based upon careful planning and targeted use. These goals are met through scheduling, documenting, modifying, and implementing the QASP.

**Surveillance Schedules** – Surveillance schedules should be developed or modified on a monthly basis. The QAEs and the COTR/PO develop a monthly inspection schedule for activities based on the surveillance plan's requirements. The monthly schedule should be completed by the last workday of the preceding month. The monthly inspection schedule is developed by identifying the required tasks. Items to be inspected during the month are to be incorporated into the schedule and noted in such a manner as to clearly indicate what the representative is monitoring. Time to validate user complaint items should also be incorporated into the inspection schedule to the extent possible. The primary scheduling requirements are tracking surveillance as it occurs and scheduling surveillance, as it is required.

During the course of the award, the appropriate representative must retain a copy of all inspection schedules. The COTR/PO must maintain the SPDRs, UCRs, surveillance activity checklists for 100% inspected items, and surveillance checklists for MIS reported information. At the end of the award period, the COTR/PO will forward these records to the ACO for inclusion in the award file.

If the specific service is judged to be unsatisfactory during an inspection, the documentation supporting the award deficiency report is to be forwarded to the COTR/PO within five (5) working days after the inspection. The COTR/PO will notify the ACO upon receipt of the report. When the output is based on a SP developed procedure, the procedures themselves are only analyzed when the Government considers the level of service unsatisfactory. When this is the case, the COTR/PO must determine whether the unsatisfactory performance is the fault of the Government or the SP.

When the Government has caused the SP to perform in an unsatisfactory manner, no action is required of the SP and the discrepancies are not counted against the SP's performance. Rather, the COTR/PO must prepare a letter addressed to the responsible Governmental organization requesting that corrective action be taken. This letter is sent to the organization through the ACO. When unsatisfactory performance is the SP's fault, the SP is informed of the deficient performance and requested to take corrective action. If further progress on improving performance is not made, the Government reserves the right to terminate the award.

**Documentation** – Section 1.5 presented the required documentation and the previous paragraphs discussed the schedule. The following are the key elements concerning documentation in the implementation of the QASP:

- The forms may appear to present a formal and bureaucratic front to the QASP. However, just the opposite is true. The forms are intended to allow a more informal and surveillance-as-required approach. The formality of the form is not the critical issue. The ability to consistently document surveillance is the important point to the forms. Surveillance of the award requirements is subjective in nature to some degree. Therefore, consistent documentation allows for the evaluator to build more objectivity into the process.
- SP performance must be documented to provide a legal basis to take action. Informal or anecdotal evidence cannot be used to reward the SP or to initiate corrective actions.
- It is equally important to document both satisfactory and unsatisfactory performance. Documentation of satisfactory performance assists in documenting that the award is properly implemented and executed. It also assists in identifying SP approaches that are working, when unsatisfactory performance is documented for the same requirement at a different location. *It is anticipated that the vast majority of surveillance will result in documenting satisfactory performance.*
- The documentation does not require complex writing. Simple and clear sentences are preferred. The key is to be complete. Some documents may be reviewed months later. The discussions should always allow for complete understanding based solely on the form.
- The forms are set up as one page. However, they may be extended to as many pages as required. Formatting is easier when using the computer files retained by the COTR/PO.

**Modification** – the Government can modify The QASP unilaterally. Such modifications are not subject to the modification clause in the award and cannot be grounds for increasing the cost of the award. The QASP represents the Government's acceptance and inspection program for the award requirements.

**Note:** Award Modifications refer to changes in the QASP requirements, as reflected in the PWS. Award Modifications do not refer to monthly adjustments in surveillance schedules by individual QAEs or other representatives.

The COTR/PO will present all recommended QASP modifications to the ACO for approval. The COTR/PO may provide QASP modifications to the SP for information only. The COTR/PO will be responsible for distributing all QASP modification to the QAEs.



It is anticipated that all components will use the same QASP. The QAE is responsible for identifying to the COTR/PO any specific modifications required for just their functional area.

It is anticipated that many recommended modifications will be provided by the QAEs. They will be in a unique situation to test the QASP and recommend improvements. The COTR/PO may be the primary input for modifications to the management reports and the MIS analysis.

Discussed further in Chapter 2, it is anticipated that the QASP will be most stringently followed during the initial months of the award. As all parties become more familiar with the requirements and the operational environment, surveillance tends to become less formal and more directed to the most critical problems. QASPs are routinely modified as the award progresses to reflect these changes.

**Note:**

This QASP is written prior to award. As such, many variables remain unknown, such as:

- Will there be any critical changes in the requirements or governing directives and laws?
- Will there be any major reorganization that could affect the award?

*Any and/or all of these variables may affect the need to modify the QASP.*

## 2. COLLECTION PLAN

This chapter presents the collection matrix for each requirement in the PWS

### 2.1 COLLECTION MATRIX

The collection matrix provides a consistent approach to tracking performance in terms of quantity and quality. The standards of timeliness listed in the PWS shall be used to support the quality standards in the collection matrix. When it is suspected that the timeliness standards are not being met, then the QAE shall document performance utilizing the appropriate surveillance.

This QASP is designed for all award surveillance and management issues. The collection matrix is specifically designed to achieve the following goals:

- Consistency with the primary mission of NIH
- Emphasis on the identification of satisfactory performance and rapid resolution of problems
- Reliance on the QAEs to assist in prevention of unsatisfactory performance through timely surveillance and direct communication with the appropriate award personnel
- Reliance on the COTR/PO in review of management reports to spot general and broad issues for rapid resolution
- Research of the Government's role in any performance problems and take rapid action to correct problems and assist in total program performance

The activity-specific collection plans conclude with the following discussion of the surveillance plan, phase-in requirements, and activity specific Surveillance Plan and Surveillance Schedule.

### 2.2 SURVEILLANCE PLAN

The Surveillance Plan in Attachment C-1 displays the recommended surveillance method by functional area for each output to be measured, utilizing the procedures discussed in Section 1. The primary considerations for the choice of surveillance method are the limited resources available for surveillance, and the diversity of services and unique users. Therefore, the collection plan is based upon the following:

- The plan is stringent and comprehensive. This level of surveillance is best suited for the beginning of the award, when new award employees begin performance, and during periods of prolonged unsatisfactory performance.
- The plan is designed to encourage surveillance as required as soon as the SP has demonstrated satisfactory performance over four (4) performance periods. Thereby, the limited resources can be targeted to the most critical issues. In this

approach, the periodic surveillance methods are implemented only when problems are suspected or on a less frequent basis. The more stringent approach is returned to whenever the environment dictates (new employees, changed procedures, new information system, etc.) or when unsatisfactory performance is observed more than once in a performance period at a specific location for a specific service.

**NOTE: IN NO WAY DOES REDUCED SURVEILLANCE IMPLY ACCEPTANCE OF UNSATISFACTORY PERFORMANCE. REDUCED SURVEILLANCE IS ONLY RECOGNITION OF SATISFACTORY PERFORMANCE OVER TIME. THE SP MUST COMPLY WITH AWARD REQUIREMENTS REGARDLESS OF THE GOVERNMENT'S SURVEILLANCE METHODS.**

This emphasis on consistent, but targeted, surveillance allows each QAE to comply with the general QASP principles, but be flexible to the functional-specific requirements and available resources.

### **2.3 PHASE-IN-REQUIREMENTS**

As mentioned above, and throughout this document, the phase-in period is of critical concern to proper implementation of the QASP. This is to assist in the following:

- The SP providing the required quality and quantity of services from the very beginning of the award
- The Government testing the QASP and personnel assignments, and modifying as necessary
- The Government identifying issues and problems in its own processes and operations that affect award performance

It is anticipated that the phase-in period will include numerous issues related to the new award requirements and this QASP. These issues will require more continued involvement of higher-level Government personnel during the phase-in period. The Government is responsible for providing a transition plan to the SP prior to the phase-in period. The Government will also provide an orientation of the QASP and how it is applied to the QC. The SP is responsible for assumption of requirements, within stated quality and quantity standards, in accordance with the transition plan. The goal of the phase-in surveillance is to assist in the proper assumption of the requirements. A fine balance is required between insuring required performance and assisting a smooth initiation of duties.

**2.4 SURVEILLANCE PLAN MATRIX EXPLANATION**

Surveillance methods can be applied individually or in combination to the requirements where performance is measurable, the requirement headings are highlighted. The measurable requirements are in the white rows.

Note 1	Note 2	Note 3	Note 4	Note 2	Note 3	Note 5	Surveillance Method								
RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max	DO	MIS	PI	US	VU CC	100 %	PS	RS
<b>5.1 Gaither Distribution Center</b>															
<b>5.1.3</b>	<b>GDC – Storage (Physical Inventory Control)</b>														
5.1.3.1	Conduct cycle counts of material in storage	Correctly perform cycle counts, accurately verify item counts and locations. Results are entered into RIMS.	10%	#of cycle counts monthly	Cycle counts are completed within 1 WD of assignment	5%	2 WD								

Notes

- (1) The **RFP#** corresponds to the RFP# of the PWS.
- (2) Standards of performance are measures of **quality** and **timeliness**. **Quality standards** measure performance level.
- (3) Acceptable Quality Level (**AQL**) is the maximum acceptable deviation from standard, expressed in terms of a percentage of a lot.
- (4) **Lot** identifies units of output, i.e., the number of times a service is performed during a specified period of time.
- (5) **Max** reflects the maximum amount of deviation, expressed in time, permitted to deviate from the **timeliness standard**. This is the “Not to exceed value”.

## 2.5 SURVEILLANCE SCHEDULE

Once the award has been made, the government representative will review the SP's Quality Control Plan for completeness and thoroughness. The Government representative will then devise a surveillance schedule to include the following key elements:

- The surveillance schedule is initially designed for the normal inspection required.
- The scheduled surveillance is balanced throughout the month and between the days according to days of the week and anticipated workload.
- The schedule is month specific, and incorporates surveillance requirements with longer cycles.
- There is room in the schedule for other surveillance, as required. This may be generated from scheduled surveillance or from user complaints. These surveys would be reflected in the schedule as they are planned, or as they occur.
- Surveillance of complaints are not scheduled, but are tracked as they are received.

The schedule is the baseline documentation to reflect the surveillance activity. As discussed in Section 1.5, a complete and current schedule assists in avoiding criticism of the Surveillance Plan. (See Surveillance Schedule Attachment C-2)

### 3. ISSUES

#### 3.1 TIMING OF QASP DEVELOPMENT

OMB policy requires that the QASP be developed prior to award, sufficient enough to be subjected to the Independent Review. QA experts will contend that the best QASPs are developed after the award, and be based on a review of the SP's Quality Control processes. This is particularly true in an A-76 competition involving best value evaluations. *This QASP is a living document.* The Government reserves the right to change the surveillance method and frequency based on SP performance. This QASP should be modified once the final best value terms and SP processes are known, after the award decision.

#### 3.2 TRAINING

It is anticipated that very little training funds will be available for QASP implementation. Therefore, the COTR/PO will need to provide informal training to customers who may initiate complaints. Formal training should be provided to individuals that serve as QAEs. The ACO and/or COTR/PO may provide this.

#### 3.3 KEY AWARD CHANGES

The following are the primary changes between the new award and the current activities:

- The current activities are based upon effort, not performance
- There are few processes where the performers are held accountable for the results
- The current QA and QC programs are more informal than called for in the PWS and QASP
- It is anticipated that the SP will be selected based upon significant process improvements

It is anticipated that these changes will result in both more work and less work: more work, as a result from a change to a more structured QA environment; and less work, as a result of anticipated improvements in initial services and the formal surveillance information that will be available to quickly identify issues before they become problems.

## **ATTACHMENT A**

### **Sample Forms**

The attached sample forms will be helpful to Government Representatives in implementing and tracking the QASP.

The Government reserves the right to modify the forms as required.





**A-2 SURVEILLANCE REPORT**

<b>SURVEILLANCE REPORT FOR</b>		
_____		
<b>AWARD REQUIREMENT:</b>	<b>AWARD REFERENCE:</b>	
<b>METHOD OF SURVEILLANCE:</b>	<b>AQL:</b>	<b>LOT:</b>
<b>DATE (S) ACCOMPLISHED:</b>		
<b>SURVEILLANCE RESULTS:</b>		
<b>COMPLIANCE:</b>	<b>RATIONALE:</b>	
<b>PREPARER:</b>		
<b>NAME:</b>	<b>DATE:</b>	<b>TITLE:</b>

**A-3 SURVEILLANCE LOG**

<b>SURVEILLANCE LOG FOR:</b>			
INITIATING ACTION:			
AWARD REQUIREMENT:			AWARD REFERENCE:
METHOD OF SURVEILLANCE:	AQL:	LOT:	
DATE (S) ACCOMPLISHED:		SURVEILLANCE RESULTS:	
COMPLIANCE:	RATIONALE:		
PREPARER:	NAME:	DATE:	TITLE:
<b>SURVEILLANCE LOG FOR:</b>			
INITIATING ACTION:			
AWARD REQUIREMENT:			AWARD REFERENCE:
METHOD OF SURVEILLANCE:	AQL:	LOT:	
DATE (S) ACCOMPLISHED:		SURVEILLANCE RESULTS:	
COMPLIANCE:	RATIONALE:		
PREPARER:	NAME:	DATE:	TITLE:

**A-4 USER COMPLAINT RECORD**

<b>USER COMPLAINT RECORD FOR:</b>		
DATE/TIME:		RECEIVED BY:
SOURCE OF COMPLAINT: (Include Name, Organization, and phone number)		
NATURE OF COMPLAINT:		
AWARD REQUIREMENT:		
AWARD REFERENCE:		LOG REFERENCE:
SP INFORMED		
NAME:		TITLE:
DATE:	TIME:	PHONE:
ACTION		
ACTION TAKEN BY THE SP:		
PREPARER		
NAME:	TITLE:	DATE:

**A-5 SERVICE PROVIDER DISCREPANCY REPORT**

<b>SERVICE PROVIDER DISCREPANCY REPORT (SPDR)</b>			
TO: (SP and manager name)		FROM: (Name of QAE)	
<b>DATES</b>			
PREPARED	ORAL NOTIFICATION	RETURNED BY SP	ACTION COMPLETE
DISCREPANCY OR PROBLEM (Describe in detail. Include reference in PWS. Attach continuation sheet if necessary)			
SIGNATURE OF GOVERNMENT REPRESENTATIVE			
TO: (Government Representative)		FROM: (SP)	
SERVICE PROVIDER'S RESPONSE AS TO CAUSE, CORRECTIVE ACTION, AND ACTIONS NECESSARY TO PREVENT RECURRENCE. (Cite applicable QC program procedures) Attach continuation sheet(s) as necessary			
SIGNATURE OF SP			DATE
GOVERNMENT EVALUATION (Acceptance, partial acceptance, rejection. Attach continuation sheet(s) as necessary)			
GOVERNMENT ACTIONS			
<b>CLOSE OUT</b>			
	NAME AND TITLE	SIGNATURE	DATE
SP NOTIFIED			

**A-6 SURVEILLANCE METHOD TABLE**

<b>Surveillance Method</b>	<b>Frequency</b>	<b>Documentation</b>
Direct Observation (DO)	As required	Surveillance Log
Management Information System (MIS)	As required	Surveillance Log: additional surveillance efforts
	As required	Surveillance Report: result of MIS analysis
Periodic Inspection (PI)	Set by QAE	Tally Checklist
100% Inspection	Set by QAE	Tally Checklist
Validated User/Customer Complaint	As required	UCR
User Survey	As required	Surveillance Report
Periodic Sampling	Set by QAE	Tally Checklist
Random Sampling	Set by QAE	Tally Checklist
	As required	SPDR: if AQL exceeded

## ATTACHMENT B

### Random Number Tables

The random number table is a list of random one digit numbers (from 0 to 9, inclusive) that have been grouped into sets of 5 digits and divided into groups of 10 rows.

**Note:** *the row letter is NOT part of the table.*

Each entry in the table is equally likely to be one of the values from 0 to 9; each pair of digits in the table is equally likely to be one of the values from 00 to 99; each triplet in the table is equally likely to be one of the values 000 to 999; and so on.

Suppose that you wanted to randomly select 10 survey units from a population that contains 500 units.

- Label the survey units from 1 to 500.
- Enter the table at an arbitrary row and position in the row, and pick off successive three (3) digit groups. Each three-digit group will select one of the experimental units. Ignore 000, and 501-999; these numbers fall out of the sequence of the population. For example, suppose that you enter the table at row VV. The random digits are:

46499 94631 17985 09369 19009 51848 58794 48921 22845 55264

When this line is grouped into three-digit numbers, the result is:

**46499 94631 17985 09369 19009 51848 58794 48921 22845 55264**

It is critical to keep a consistent pattern when selecting the three digit groups from the random numbers. You may choose the first three, the last three, or the middle three digits. In this instance, the pattern is to pick the first three digits from each number.

It is also important to be consistent with the direction that you move within the random number table to maintain a valid distribution. If you choose to go from left to right across the rows or up and down the columns this must remain consistent during the whole process.

And so, the three-digit groups from this line are:

464 946 179 093 190 518 587 489 228 552

The first 10 distinct three-digit groups that are between 001 and 500 (inclusive) are used to select the units for the survey. From the above example, units 464, 179, 093, 190, 489 and 228 would be selected to sample. Additional row(s) would be necessary to complete the example of 10 survey units.

**Note:** Additional rows might be needed to complete your survey, dependent upon the sample size.

### B-1 TABLE OF UNIFORM RANDOM NUMBERS

Row	Uniform Random Numbers									
A	57245	39666	18545	50534	57654	25519	35477	71309	12212	98911
B	42726	58321	59267	72742	53968	63679	54095	56563	09820	86291
C	82768	32694	62828	19097	09877	32093	23518	08654	64815	19894
D	97742	58918	33317	34192	06286	39824	74264	01941	95810	26247
E	48332	38634	20510	09198	56256	04431	22753	20944	95319	29515
F	26700	40484	28341	25428	08806	98858	04816	16317	94928	05512
G	66156	16407	57395	86230	47495	13908	97015	58225	82255	01956
H	64062	10061	01923	29260	32771	71002	58132	58646	69089	63694
I	24713	95591	26970	37647	26282	89759	69034	55281	64853	50837
J	90417	18344	22436	77006	87841	94322	45526	38145	86554	42733
K	78886	86557	11295	07253	29289	44814	58898	36929	66839	81250
L	39681	54696	38482	48217	73598	93649	92705	34912	18981	74299
M	38265	45196	31143	82190	27279	79883	20219	38823	84543	22119
N	34270	41885	00079	63600	59152	10670	27951	77830	05368	58315
O	73869	34748	75787	88844	89522	71436	04166	06246	20952	56808
P	21732	36017	69149	70330	90500	73110	92908	55789	73450	68282
Q	72583	49811	67519	98476	97889	37112	94963	91140	24571	23446
R	72678	49483	57039	18420	74773	16869	72077	27720	14058	66743
S	88572	01294	14117	56884	77107	53023	02243	26415	52233	12818
T	82868	59988	42323	96542	96733	00056	74887	21914	48300	96404
U	09949	56572	28104	64281	01217	76250	39511	19059	85172	35273
V	41942	91440	81609	38147	59406	88491	18079	29786	81499	85390
W	46777	74928	91290	55022	56629	01335	61379	71134	86187	70717
X	58280	17867	07990	85055	55279	83390	37598	93350	05666	55402
Y	87042	55080	76185	19947	79551	77594	87381	99430	44251	30896
Z	72183	39856	94385	55160	50680	68443	95437	74302	06204	71004
AA	76768	16066	94109	90685	92058	81744	99133	36354	34292	90092
BB	21703	64616	03431	47610	31968	61593	36259	70600	53491	95542
CC	78269	12087	32204	81177	30333	83630	06026	89308	94179	54907
DD	49285	16579	22109	63651	34778	28631	27285	95751	91704	59819
EE	90016	10303	81862	41351	88681	76632	15336	91955	38436	43892
FF	63651	93677	08027	80384	71134	79937	23322	10577	21413	86688

Row	Uniform Random Numbers									
GG	02780	37186	74076	33376	03782	64199	77333	12812	78027	89926
HH	49414	09022	38644	53038	34634	36565	01984	88477	83879	60943
II	53861	74046	04778	08365	83104	79004	88335	54047	99675	41864
JJ	78677	55123	73447	00158	61482	02808	83475	59932	19044	27318
KK	74550	84403	56850	83780	88847	65591	03859	58670	60057	25225
LL	22866	64152	35023	35701	98228	53388	82321	34392	09589	97340
MM	17601	32926	06120	27626	48687	42885	25858	53920	95764	84716
NN	20862	64222	96951	19524	15866	52508	03763	98033	87268	71167
OO	71490	83428	78903	81931	24345	37331	03971	38118	01065	36010
PP	21050	12825	28217	99510	86900	09987	91244	06520	81108	87266
QQ	91632	96199	54191	77480	33049	00849	96668	65865	25164	98330
RR	46988	84607	55711	43874	26532	76307	38846	55961	83227	16069
SS	72200	24023	55848	09162	44976	15663	34697	83365	82930	63392
TT	88621	25822	78463	72191	00625	85945	72522	29613	46473	51177
UU	15384	03326	32091	20199	70046	64343	20566	79050	43837	15831
VV	46499	94631	17985	09369	19009	51848	58794	48921	22845	55264
WW	13520	96795	79714	66338	79836	44430	89290	06167	69090	29476
XX	24323	00280	73922	43447	00319	92899	75411	91840	39594	17621
YY	99090	55543	87734	80685	74261	70848	87196	59085	28471	74971
ZZ	97585	33311	68919	33189	49987	24081	79404	45363	46920	94760
A1	97622	85282	58594	83977	25002	39124	58350	67845	17771	58031
B2	24260	21646	75111	41560	90082	57613	93807	04060	94811	60124
C3	65250	83876	34806	08796	53719	94310	94363	55289	81226	18190
D4	45817	37470	73508	84200	73933	80187	26207	69917	58064	95000
E5	48898	28088	77723	81458	18981	35389	17199	85718	18019	66290
F6	23900	87304	91349	27541	42047	23002	47976	99586	96453	06861
G7	38635	66539	55139	56894	01608	05068	21910	41858	15382	98701
H8	58095	49005	59108	12315	35856	19651	55545	79711	42424	67008
I9	76474	40345	47744	45224	42903	86698	09851	87819	81523	34272
J10	03535	70021	61645	84268	65636	94414	06266	12237	43147	16894
K11	14364	82782	07176	53522	06834	46016	42758	04753	00023	15300
L12	91751	29817	90578	31800	13393	35965	41128	92983	61660	50106
M13	56151	59329	22926	66357	41724	68645	04327	27543	18723	11957
N14	57881	15295	43246	47103	15977	84216	78875	06677	77219	50803
O15	36126	70899	51669	79958	93311	62555	70694	16626	35623	18758
P16	73389	33283	66929	73444	31434	10263	16868	74346	84838	82770
Q17	77383	40683	84063	45412	21358	84024	88935	77583	33522	53090



Row	Uniform Random Numbers									
R18	62798	96248	60474	36149	21187	23194	03696	74445	54525	12869
S19	12283	00561	29955	05775	34520	47217	26059	35414	65998	49766
T20	78433	49762	41177	80949	32843	64714	40450	15064	11389	78409
U21	26348	29480	65497	34615	12888	19977	17597	25914	36394	79315
V22	26078	36705	83043	61592	12459	61255	40550	59892	66163	97848
W23	40115	70829	00654	12791	85668	19015	82785	92889	35041	18949
X24	81560	62666	77627	09123	63484	49481	60451	88073	71000	63511
Y25	34074	51484	59356	20301	22365	95862	46995	26284	45273	35706
Z26	42176	81350	05941	09754	16987	98248	90319	33116	39120	34765
AA1	63288	62381	58461	13225	57138	19619	30877	82640	24888	02600
BB2	88820	33240	78977	98928	41160	29671	33299	95592	38493	05321
CC3	63532	20433	25690	09557	90207	95808	57383	68622	13359	25371
DD4	39033	68857	74705	91718	77485	32496	30737	28551	69056	95615
EE5	46964	90715	01804	14953	97658	71613	90353	78189	03195	73795
FF6	03528	92683	29740	31679	22941	92131	69021	21325	70930	19548
GG7	67027	36641	74347	54500	80074	94364	10164	99309	66272	24925
HH8	65462	73352	17392	09552	74361	46123	13020	63169	98318	91666
II9	55797	95254	84279	88885	65569	96791	66118	05817	17867	88254
JJ10	58697	56009	20438	06653	93978	51961	97609	97367	02795	04718
KK11	97876	76551	19215	87623	55326	85282	86292	18328	55016	84126
LL12	72443	02607	13183	06156	76680	62398	79369	77374	78292	41027
MM13	96152	80526	62087	12197	59252	68312	39759	63535	23675	47358
NN14	10277	64926	33378	48335	35488	47577	85954	97588	75873	31350
OO15	77557	25011	86663	97410	99845	42709	48407	63841	14727	00484
PP16	68784	85951	54232	30976	48666	15927	73072	00907	76237	56914
QQ17	67778	30262	16944	36130	77604	34923	92336	66565	94490	68039
RR18	94104	06985	81837	53674	36266	21688	68769	18492	12242	34164
SS19	70107	17900	53497	71908	18186	59909	00400	53236	23016	70860
TT20	07847	64852	37719	68837	60757	92158	80433	17687	08916	01706
UU21	33167	35411	27473	13393	17714	59680	30888	98213	93364	03219
VV22	84527	88986	01665	23547	74666	25487	34977	59681	38520	57293

**B-2 TABLE OF INSPECTION SAMPLE SIZES**

Lot Size	Normal Inspection Sample Size	Reduced Inspection Sample Size	Small Sample Size
2-8	2	2	2
9-15	3	2	2
16-25	5	2	3
26-50	8	3	5
51-90	13	5	5
91-150	20	8	8
151-280	32	13	13
281-500	50	20	13
501-1,200	80	32	20
1,201-3,200	125	50	32
3,201-10,000	200	80	32
10,001-35,000	315	125	50
35,001-150,000	500	200	80
150,001-500,000	800	315	80
500,001-Over	1250	500	125

## ATTACHMENT C

## QASP Report

RFP#	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX	Primary
5.1.1.1	Generate Requests for Quotes (RFQs) and verify price reasonableness for RFQ over \$2500.	RFQs, via written or verbal request, are generated accurately and fairly distributed amongst qualified vendors. Prices evaluated and the best fair and reasonable price selected.	5%	# of RFQs over \$2,500 generated monthly	Within 2 WD of receipt of replenishment	5%	Within 5 WD of receipt of replenishment	RS
5.1.1.2	Review vendor bids/quotes and make recommendations for procurement.	Bids/quotes are reviewed, analyzed and procurement recommendations are forwarded to PA.	10%	# of bids/quotes received monthly	Review within 1 WD of RFP closing date	10%	Review within 2 WD of RFP closing date	RS
5.1.1.3	Generate Federal Supply Schedule (FSS) and verify price reasonableness	FSS requisitions over \$1000 are generated completely, accurately, and costs analyzed to to get the best fair and reasonable price.	5%	# of FSS requisitions over \$1,000.	Within 2 WD of receipt of requisition	5%	Within 3 WD of receipt of requisition	RS
5.1.1.4	Generate purchase orders or records of call to procure stock items from vendors.	POs, open market & FSS, are generated and submitted to purchasing agent error free	2%	# of POs monthly	Within 5 WD of receiving routine replenishment	2%	Within 7 WD of receiving routine replenishment	RS
		ROCs are generated and submitted to purchasing agent error free	30%	# of ROCs monthly	Within 5 WD of receiving routine replenishment	30%	Within 7 WD of receiving routine replenishment	RS
		Emergency POs are generated and submitted to purchasing agent error free	2%	# of emergency orders monthly	Within 1 WD of receiving emergency replenishment	2%	Within 3 WD of receipt of receiving emergency replenishment	RS

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<b>RFP#</b>	<b>Requirement</b>	<b>Quality Standard</b>	<b>AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>AQL</b>	<b>MAX</b>	<b>Primary</b>
5.1.1.5	Generate FEDStrip orders to procure stock items from GSA.	FEDStrip orders are generated and submitted error free	3%	# of FEDStrip orders monthly	Within 5 WD of receipt of routine replenishment	3%	Within 7 WD of receipt of routine replenishment	RS
5.1.1.6	Enter orders into ADB.	All orders are accurately entered into and reflected in ADB.	5%	# of line items ordered monthly	Within 5 WD of receipt of routine replenishment	5%	Within 7 WD of receipt of routine replenishment	RS
5.1.1.7	Update stock item prices in ADB according to price lists received from vendors.	Prices in ADB are accurate and up-to-date	5%	# of line item price changes annually	Updates are made within 2 WD of receipt of new price list.	5%	Updates are made within 3 WD of receipt of new price list	RS
5.1.1.8	Investigate and rectify all RODs, through coordinating with vendors.	Discrepancies investigated to determine problem, cause, viable solution, discrepancies are rectified and results forwarded to Project Officer	6%	# of RODs monthly	Within 3 WD of receipt of ROD	6%	Within 5 WD of receipt of ROD	RS
5.1.2.1.1	Schedule incoming deliveries.	Incoming deliveries scheduled to maximize utilization of warehouse personnel and minimize vehicle time at delivery dock	5%	# of deliveries scheduled monthly	Within 1 WD prior to delivery	15%	Within 4 hours prior to delivery	RS
5.1.2.1.2	Check deliveries in, verifying PO numbers.	Deliveries properly checked in. Materials checked for visible damages, leakages or safety deficiencies. PO #'s verified and entered into RIMS	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt	RS
5.1.2.1.3	Unload material and place in assigned staging lanes.	Material properly unloaded and placed in assigned lanes. Materials are checked for visible damages, leakages or safety deficiencies	10%	# of general items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS

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<b>RFP#</b>	<b>Requirement</b>	<b>Quality Standard</b>	<b>AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>AQL</b>	<b>MAX</b>	<b>Primary</b>
5.1.2.1.3	Unload material and place in assigned staging lanes	AFB received, processed and staged IAW NIH procedures. Materials are checked for visible damages, leakages or safety deficiencies	10%	# of AFB items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
		Chemicals/ Hazardous material items unloaded and staged. Materials checked for visible damages, leakages or safety deficiencies	10%	# of Chemical/ Hazardous items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
5.1.2.1.4	Store material in locations assigned through RIMS.	Items are properly and safely stored in locations assigned by ADB	15%	# of AFB items unloaded weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
		AFB is properly and safely stored in locations assigned by RIMS	10%	# of general items stored weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
		Chemical/ Hazardous material is properly and safely stored in locations assigned by RIMS	10%	# of Chemical/ Hazardous items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
5.1.2.2.1	Receive, process and maintain local purchase orders.	POs are correctly processed, quality and quantity verified against documentation. POs are correctly filed and maintained.	10%	# of POs processed monthly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS

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5.1.2.2.2	Post receipts of material in database.	Required fields for receipts accurately posted & verified in RIMS & ADB.	10%	# of receipts posted monthly	Within 1 hour of delivery receipt	3%	Within 2 hour of delivery receipt	RS
5.1.2.2.3	Correct all RIMS system exceptions and violations of incoming Purchase Order requisitions.	Exceptions and violations are verified and required corrections posted to RIMS	20%	# of corrections made annually	Within 1 hour of receipt of PO	5%	Within 2 hours of receipt of PO	RS
5.1.2.2.4	Identify all concealed damages, shortages and overages within containers on SF 364 (Report of Discrepancy).	All damages, shortages and overages correctly identified, and documented and notification sent to PA.	20%	# of RODs established monthly	Within 1 hour of delivery receipt	7%	Within 2 hours of delivery receipt	RS
5.1.2.3.1	Perform denial research if requisitioned stock order specifications, approved by ADB, to satisfy the requirement are not met.	Research performed to document shortage and resolve discrepancy	10%	# of unsatisfied lines investigated	Within 4 hours of discrepancy identification	5%	Within 1 WD of discrepancy identification	RS
5.1.3.1	Conduct cycle counts of material in storage.	Correctly perform Cycle counts, accurately verify item counts and locations. Results are entered into RIMS	10%	# of cycle counts monthly	Cycle counts are completed within 1 WD of	5%	Cycle counts are completed within 2 WD of assignment	MIS
5.1.3.2	Identify and document damage or deterioration of materials.	All damaged material properly identified, documented, and disposition resolved.	20%	# of reports generated monthly	Within 1 WD of cycle count	10%	Within 2 WD of cycle count	RS
5.1.3.3	Rewarehouse material from one location to another within the GDC.	Warehouse space is appropriately maximized with correct material in assigned location	8%	# of items rewarehoused monthly	Material is rewarehoused within 1 WD of RIMS notification	10%	Material is rewarehoused within 2 WD of RIMS notification	MIS

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5.1.3.4	Perform special inspections of AFB and chemical storage areas.	All AFB and chemical storage areas inspected for proper and safe storage as required by local AFB and chemical/ hazardous material storage procedures	3%	# of special inspections semi-annually	Within 3 days of notification	3%	Within 5 days of notification	RS
5.1.4.1.1	Select required materials and forward them to packing/shipping area.	Correct materials selected and forwarded to packing/shipping area	1%	# of items picked weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
5.1.4.1.2	Prepare materials for shipping.	General materials are properly packed for shipment	1%	# of general line items prepared weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
		AFB materials are properly packed for shipment	1%	# of AFB line items prepared weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
		Chemical/Hazardous materials are properly packed for shipment	1%	# of chemical/ hazardous line items prepared weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
5.1.4.1.3	Perform manual allocation of material for priority walk-through.	Requested material is correctly picked, processed and packaged for pick-up.	10%	# of manual allocations performed annually	Within 1 hour of receipt of requisition	20%	Within 2 hours of receipt of requisition	RS
5.1.4.2.1	Plan and schedule deliveries.	Deliveries planned and scheduled to meet customer requirements	10%	# of deliveries scheduled monthly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS

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5.1.4.2.2	Deliver materials to all assigned locations.	General materials delivered to correct locations, in an undamaged condition, with proper documentation. Signature received for each delivery	5%	# of general material pallets delivered weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
		AFB material is delivered to correct locations, with proper documentation. Signature received for each delivery	5%	# of AFB material pallets delivered weekly	Within 1 hours of receipt of requisition	10%	Within 2 hours of receipt of delivery receipt	RS
		Chemicals/Hazardous material is delivered to correct locations with proper documentation. Signature received for each delivery	5%	# of Chemicals/ Hazardous material pallets delivered weekly.	Within 1 hours of receipt of requisition	10%	Within 2 hours of receipt of delivery receipt	RS
5.1.4.2.3	Pickup returns.	Correct materials are validated, collected and returned to the receiving area, with proper documentation	5%	# of line items returned monthly	Within 4 hours of notification	10%	Within 1 WD of notification	RS
5.1.5.1.1	Make recommendations on continuation of contracts based on vendor performance	Contract thoroughly reviewed for vendor compliancy and factual recommendations made	13%	# of active contracts reviewed annually	Within 7 WD after receipt of invoice	13%	Within 14 WD after receipt of invoice	RS
5.1.5.1.2	Determine suitability of trial stock items and make recommendations for actions.	Usage requirements for stock items adequately reviewed and determination made	10%	# of stock items analyzed quarterly	Items are rejected or accepted to the inventory within one month of trial	5%	Items are rejected or accepted to the inventory within 2 months of trial	RS



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5.1.5.1.3	Recommend adjustments to reorder points and safety levels for stock items and make adjustments to the ADB, after approval	Stock items are correctly reordered and maintained above the safety level and adjustments are reflected in the main inventory system.	2%	# of stock items which reach a ROP monthly	Ordering criteria is changed within 2 WD of change in customer demand/trend	2%	Within 3 WD of change in customer demand/trend	reordered RS
5.1.5.1.4	Enter pending quantity in ADB to requisition/replenish stock, and provide supporting documentation to the Purchasing Agent.	Stock items are correctly reordered on a timely basis to retain stock levels above the safety level.	2%	# of stock line items ordered monthly	Within 2 WD of stock reaching ROP	2%	Within 4 WD of stock reaching ROP	RS
		ADB accurately updated	2%	# of stock line items ordered monthly	Within 2 WD of stock reaching ROP	2%	Within 4 WD of stock reaching ROP	RS
		Completed Documentation is provided to the purchasing agent.	2%	# of stock line items ordered monthly	Within 2 WD of stock reaching ROP	2%	Within 4 WD of stock reaching ROP	RS
5.1.5.1.5	Identify and make recommendations on removal of dead stock	Stock items identified as dead stock are removed from warehouse location, NIH catalog, master item list, ADB & RIMS	20%	# of items removed quarterly	Dead stock items are identified monthly and removed within 60 WD of identification	15%	Dead stock items are removed within 90 WD of	RS
5.1.5.1.6	Assist with annual inventory of freezer and refrigerator stock	Semi-annual inventory of freezer and refrigerator stock is complete and accurate.	5%	# of freezer and refrigerator stock line items inventoried semi-annually	Reconcile and adjust inventory within 5 WD of annual inventory	8%	Reconcile and adjust inventory within 10 WD of annual inventory	RS
5.1.5.1.7	Request stock physical inventory in order to resolve discrepancies between ADB and RIMS.	Inventory discrepancies correctly resolved and documentation provided to Project Officer	6%	# of line items with out-of-balance inventories monthly	Adjustments made to stock inventory within 1 WD of identification	6%	Adjustments made to stock inventory within 2 WD of identification	MIS

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<b>RFP#</b>	<b>Requirement</b>	<b>Quality Standard</b>	<b>AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>AQL</b>	<b>MAX</b>	<b>Primary</b>
5.1.5.1.8	Respond to feedback product evaluations and make recommendations for courses of action	Products accurately evaluated for vendor compliance with product specs	3%	# of spot check product evaluations conducted monthly	Conduct evaluation within 1 WD of request	3%	Conduct evaluation within 3 WD of ROD request	RS
5.1.5.1.9	Establish new items in the Central Stockroom Program and enter required inventory control data in the database	Item specs are accurately reflected in the database and item folder established with complete and accurate information.	5%	# of new items added monthly	New items added to the Central Stockroom Program and ADB within 2 WD of receipt.	5%	New items added to the Central Stockroom Program and ADB within 4 WD of receipt.	RS
5.1.5.1.10	Generate messages for NIH Central Stockroom customers and submit them to CIT to be posted on the Delpro message board.	messages are correct, clear, timely and concise	10%	# of emergency messages annually	Within 2 hours of emergency order receipt	10%	Within 3 hours of emergency order receipt	100%
		Emergency messages are correct, clear, timely and concise	20%	# of messages annually	Within 10 WD prior to event	20%	Within 5 WD prior to event	100%
5.1.5.2.1	Conduct customer surveys designed to improve products maintained in inventory	Customer surveys conducted, complaints accurately resolved, and suggestions forwarded to Project Officer for approval	5%	# of surveys conducted monthly	100 surveys are conducted within 30 WD	2%	100 surveys are conducted within 45 WD	RS
5.1.5.2.2	Receive customer phone calls and investigate complaints and suggestions pertaining to the Central Stockroom	Complaints and suggestions are documented, investigated and resolved to customers satisfaction	5%	# of calls received monthly	Complaints resolved within 3 WD of receipt	5%	Complaints resolved within 5 WD of receipt	US
5.1.5.2.3	Coordinate product/vendor shows at NIH facilities.	Product shows professionally set-up to allow the customers to view the latest products available	5%	# of product/vendor shows annually	Shows are conducted bi-monthly	20%	Shows are conducted quarterly	RS

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<b>RFP#</b>	<b>Requirement</b>	<b>Quality Standard</b>	<b>AQL</b>	<b>Lot</b>	<b>Timeliness Standard</b>	<b>AQL</b>	<b>MAX</b>	<b>Primary</b>
5.1.5.2.4	Participate in product shows on and off the NIH Campus.	Products are professionally displayed to potential customers and display booth is manned at all times.	5%	# of product shows participated in annually	Shows participated in quarterly	20%	Shows participated in semi-annually	RS
5.1.5.2.5	Submit updates for the Central Stockroom website to the webmaster.	Accurate updates are submitted to the website	10%	# of updates to website semi-annually	Website updates submitted within 2 WD of changes to Central Stockroom	10%	Website updates submitted within 5 WD of changes to Central Stockroom Program	RS
5.1.5.2.6	Design/redesign and distribute flyers promoting Central Stockroom stock.	Flyers are up-to-date, generated correctly and approved for distribution by Project Officer	5%	# of flyers designed/redesigned annually	Within 10 WD prior to event/show	3%	Within 5 WD prior to event/show	100%
5.1.5.2.7	Establish and delete GDC delivery codes	Delivery codes are entered accurately and completely to identify the current IC information for delivery points	5%	# of delivery codes established/deleted monthly	Revisions to delivery codes shall be entered within 1 hr after receipt	5%	Revisions to delivery codes are make within 1 WD of receipt	PS
5.1.5.2.8	Maintain customer call log and provide report to Project Officer	Log reflects all incoming calls accurately and completely and report identifies each call and resolution of enquiry	10%	# of customer calls logged monthly	Customer calls resolved to customer satisfaction within 10 WD of logged call	10%	Customer calls resolved to customer satisfaction within 5 WD of logged call	RS
5.1.5.3.1	Categorize all new stock items and assign local NSNs.	Local NSNs, with correct federal stock class, assigned to all stock items.	1%	# of NSNs assigned annually	Within 4 days of stock item being approved for inclusion in the Central	2%	Within 7 days of stock item being approved for inclusion in the Central Stockroom	RS
5.1.5.3.2	Obtain NSNs from GSA for permanent stock items.	Correct and accurate item specifications are forwarded to GSA for permanent NSNs.	5%	# of requests to GSA for NSNs annually	Within 6 MO after item is established in the Central Stockroom	5%	Within 1 year after item is established in the Central Stockroom	RS

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5.1.5.3.3	Record and maintain item and vendor information in the ADB and catalog file folders.	Vendor information and stock item specs are accurately entered into ADB and catalog file folders are complete & data is current.	2%	Total # of line items stocked annually	Information is updated within 2 WD of receipt.	5%	Information is updated within 4 WD of receipt	RS
5.1.5.3.4	Create a catalog file for each new item in the inventory.	An accurate and complete catalog file is created for each new stock item	10%	# of new items added to inventory	Catalog file established within 14 WD of NSN assignment	10%	Catalog file established within 21 WD of NSN assignment	RS
5.1.5.3.5	Maintain the NIH Supply Catalog and submit web updates to the webmaster.	Supply Catalog correctly identifies all available items within the GDC and SSS	5%	# of stock line items updated monthly	Catalog updated by the 1st of every month	5%	Catalog updated by the 5th of every month	RS
5.1.5.3.6	Produce and distribute hard copy NIH Supply Catalogs.	Supply Catalog correctly distributed to current customer base	5%	# of catalogs distributed annually	Distributed by Jan 30th each year	5%	Distributed by March 1st each year	RS
5.1.5.4.1	Create and issue new or replacement SSS charge cards.	New or replacement SSS cards with proper CAN assigned correctly issued to requesting ICs	4%	# of new or replacement SSS cards created monthly	Within 1 WD of receipt of request	0%		RS
5.1.5.4.2	Create and issue annual renewal SSS charge cards, according to IC requirements.	Annual renewal SSS cards, with proper CAN assigned, correctly issued to requesting ICs	1%	# of renewal SSS cards created annually	Prior to the 15th of September for requests received by the assigned deadline	1%	Within 5 WD of receipt after assigned deadline	RS
5.1.6.1.1	Assist with VRP and AAALAC inspections.	VRP inspections received satisfactory rating and all discrepancies are corrected	2%	# of VRP inspections conducted annually	Discrepancies are corrected within 2 WD of scheduled date	2%	Discrepancies are completed within 4 WD of scheduled	RS

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5.1.6.1.1	Assist with VRP and AAALAC inspections.	AAALAC inspections receive satisfactory rating and all discrepancies are corrected.	0%	# of AAALAC inspections conducted tri-annually	Discrepancies are corrected within 2 WD of scheduled date	0%		PS
5.1.6.2.1	Receive and inspect SSS Stock Shipments.	All received shipments are inspected for condition and quantity. Discrepancies are documented & GDC notified. Documentation is correctly processed. Freezer and refrigerator stock verified and order form forwarded to GDC IM.	5%	# of SSS shipments received monthly	Shipments are checked in within 4 hours of receipt	5%	Within 1 day of receipt	RS
5.1.6.2.2	Conduct daily inventories of SSS high dollar value & secured stock.	All high dollar and secured items are accurately inventoried prior to store opening, quantities logged and discrepancies immediately reported to SSS supervisor	5%	# of SSS high dollar and secured stock line items inventoried weekly	Within 2 hours of store opening	5%	Within 30 minutes of store opening	MIS
5.1.6.2.3	Conduct cycle counts of SSS materials in stock.	Correctly perform cycle counts to verify inventory and locations. Discrepancies are reported to SSS supervisor.	5%	# of SSS cycle counts monthly	Cycle counts are completed within 1 WD of	5%	Cycle counts are completed within 2 WD of assignment	MIS

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5.1.6.2.4	Recommend SSS reorder points and safety levels for stock and make adjustments.	Stock reorder and safety levels are adjusted to maintain adequate stock levels, adjustments authorized by Project Officer or SSS supervisor are correctly rejected in the ADB.	10%	# of SSS ROP/safety levels revised annually	Ordering criteria is revised within 2 WD of change in customer demands/trend identification	5%	Ordering criteria is revised within 3 WD of change in customer demands/trend identification	RS
5.1.6.2.5	Check out SSS customers.	Customers are correctly checked out, in a professional manner	1%	# of SSS customers served daily	Within 30 minutes of checkout	1%	Within 1 hour of checkout	RS
5.1.6.2.6	Provide SSS customer delivery services.	Purchased items are delivered to correct location as scheduled by customer. In undamaged condition, with proper documentation	5%	# of SSS deliveries monthly	Within requested timeframe	5%	Within 1 day	RS
5.2.1.1	Generate purchase orders or records of call to procure stock items from vendors	POs generated and submitted to purchasing agent error free	8%	# of POs generated monthly	Within 5 WD of receiving routine replenishment	8%	Within 7 WD of receiving routine replenishment	RS
5.2.1.2	Generate FEDStrip orders to procure stock items form GSA	FEDStrip orders are generated and submitted error free	11%	# of FEDStrip orders monthly	Within 10 WD of receipt of routine replenishment	11%	Within 5 WD of receipt of routine replenishment	RS
5.2.1.3	Enter orders into ADB	All orders are accurately entered into and reflected in ADB	5%	# of line items ordered monthly	Within 5 WD of receipt of routine replenishment	5%	Within 5 WD of receipt of routine replenishment	RS
5.2.2.1.1	Check deliveries in, verifying PO numbers	Deliveries are checked in, materials checked for visible damage, leakage of safety deficiencies. PO numbers verified and entered into ADB.	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt	RS

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5.2.2.1.2	Unload material and place in assigned staging lanes	Material properly unloaded and placed in assigned staging area	10%	# of items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt	RS
5.2.2.1.3	Store material in designated location	Material properly & safely stored in assigned locations	15%	# of materials stored weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt	RS
5.2.2.2.1	Receive, process and maintain local purchase order	POs are correctly processed, quality and quantity verified against documentation. POs correctly filed and maintained	10%	# of POs processed monthly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
5.2.2.2.2	Post receipts of material in OAMAS database	Required fields for receipts accurately posted & verified in OAMAS	10%	# of receipts posted in OAMAS monthly	Within 1 hour of delivery receipt	3%	Within 2 hours of delivery receipt	RS
5.2.3.1	Conduct 100% inventory annually of all items in stock	All items in stock accurately inventoried with correct material in correct location.	2%	# of line items inventoried annually	Within 1 month prior to end of FY	2%	By end of FY	100%
5.2.4.1.1	Select required materials and stage them in packing/shipping area	Materials are correctly selected and staged for packing/shipping area	1%	# of items picked weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
5.2.4.2.1	Deliver materials to all assigned locations	Deliver materials to correct locations, in an undamaged condition, with proper documentation. Received signature for each delivery	5%	# of deliveries weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS

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5.2.5.1.1	Recommend adjustments to reorder points and safety levels for stock items and make adjustments in OAMAS, after approval	Stock items correctly reordered and maintained above the safety level and Adjustments are reflected in the OAMAS inventory system.	2%	# of stock items which reach a ROP monthly	Ordering criteria is changed within 2 WD of change to customer demand/trend	2%	Within 3 WD of change in customer demand/trend	RS
5.2.5.1.2	Enter pending quantity in OAMAS to requisition/replenish stock and provide supporting documentation to the purchasing agent	Stock items are correctly reordered to retain stock levels above the safety level. Completed documentation provided to the PA.	2%	# of stock line items ordered monthly	Within 2 WD of stock reaching ROP	2%	Within 4 WD of stock reaching ROP	RS
5.2.5.1.3	Identify and make recommendations on remove of dead stock	Stock items identified as dead stock are removed from warehouse location	9%	# of items removed annually	Dead stock items are identified monthly and removed within 60 WD of identification	9%	Dead stock items are identified monthly and removed within 90 WD of identification	RS
5.2.5.1.4	Establish new items in the OAMAS program and enter required inventory control data in the database	Item specs are accurately reflected in the database	9%	# of new items added annually	New items added to the OAMAS program within 2 WD of receipt	9%	New items added to the OAMAS database within 4 WD of receipt	RS
5.3.1.1.1	Check deliveries in, verifying PO numbers	Deliveries are properly checked in materials inspected for visible damage, leakages or safety deficiencies. PO numbers are verified & entered into ADB.	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt	RS
5.3.1.1.2	Received materials are place in assigned staging area	Material properly unloaded and placed in assigned staging area	10%	# of items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt	RS
5.3.1.1.3	Deliver materials to proper section	Requested materials delivered to correct section	2%	# of material deliveries monthly	Materials are delivered within 2 hours of receipt	2%	Materials are delivered within 4 hours	RS



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5.3.1.2.1	Receive, process and maintain local purchase orders	POs correctly processed, quality and quantity verified and documentation correctly filed & maintained.	10%	# of POs processed monthly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
5.3.1.2.2	Identify all concealed damages, shortages and overages within containers on SF 364 (ROD)	All damages, shortages and overages are correctly identified and documented.	20%	# of RODs established monthly	Within 1 hour of delivery receipt	3%	Within 1 hour of delivery receipt	RS
5.4.1.1.1	Check deliveries in, verifying PO numbers	Deliveries are properly checked in, materials checked for visible damage, leakage, or safety deficiencies. PO numbers are verified and documentation signed	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt	RS
5.4.1.1.2	Unload material and place in assigned staging area	Material is properly unloaded and placed in assigned staging area.	10%	# of items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt	RS
5.4.1.1.3	Store material in designated locations	Material properly and safely stored in assigned locations	15%	# of materials stored weekly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
5.4.1.2.1	Receive, process and maintain local purchase orders	POs are correctly processed, quality and quantity verified against documentation. POs correctly filed and maintained	10%	# of POs processed monthly	Within 1 hour of delivery receipt	10%	Within 2 hours of delivery receipt	RS
5.4.2.1	Conduct cycle counts of material in storage	Correctly perform cycle counts, verify item counts and locations. Report results to cycle count requestor.	10%	# of cycle counts monthly	Cycle counts are completed within 1 WD of	5%	Cycle counts are completed within 2 WD of assignment	RS

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5.4.2.2	Conduct 100% inventory annually of all items in stock	All items in stock accurately inventoried with correct material in correct location. The results are reported to IM	2%	# of line items inventoried annually	Within 1 month prior to end of FY	1%	By end of FY	100%
5.4.3.1.1	Select required materials and stage them in packing/delivery area	Materials correctly selected and staged in packing/shipping area	2%	# of items picked weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
5.4.3.1.2	Prepare materials for delivery	Materials are properly packed for delivery	1%	# of line items delivered weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
5.5.1.1.1	Check deliveries in at loading dock	Deliveries are checked in, material checked for visible damage, leakage or safety deficiencies. PO numbers are verified.	10%	# of deliveries received monthly	Within 1 hour of delivery receipt	5%	Within 2 hours of delivery receipt	RS
5.5.1.1.2	Store material in designated location	Material properly and safely stored in assigned locations.	15%	# of materials stored weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt	RS
5.5.1.1.3	Unload material and place in assigned staging area	Unloaded material placed in assigned staging area	10%	# of items unloaded and staged weekly	Within 1 hour of delivery receipt	10%	Within 2 hour of delivery receipt	RS
5.5.2.1.1	Select required materials and stage them in packing/shipping area	Materials are correctly selected and staged for delivery	2%	# of items picked weekly	Within 4 hours of receipt of requisition	10%	Within 1 WD of receipt of requisition	RS
5.5.2.1.2	Deliver materials to proper locations	Materials are delivered to correct locations	2%	# of materials deliveries monthly	Materials are delivered within 2 hours of receipt	2%	Materials are delivered within 4 hours of receipt	RS

## Surveillance Schedule

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>5.1</b>	<b>Gaither Distribution Center (GDC)</b>													
<b>5.1.1</b>	<b>GDC - Requisitioning</b>													
5.1.1.1	Generate Requests for Quotes (RFQs) and verify price reasonableness for RFQ over \$2500.	Quarterly												
5.1.1.2	Review vendor bids/quotes and make recommendations for procurement.	Quarterly												
5.1.1.3	Generate Federal Supply Schedule (FSS) and verify price reasonableness	Quarterly												
5.1.1.4	Generate purchase orders or records of call to procure stock items from vendors.	Quarterly												
5.1.1.5	Generate FEDStrip orders to procure stock items from GSA.	Quarterly												
5.1.1.6	Enter orders into ADB.	Weekly												
5.1.1.7	Update stock item prices in ADB according to price lists received from vendors.	Quarterly												
5.1.1.8	Investigate and rectify all RODs, through coordinating with vendors.	Monthly												
<b>5.1.2</b>	<b>GDC - Receiving</b>													
<b>5.1.2.1</b>	<b>GDC - Offload, Tally &amp; Put-Away</b>													

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5.1.2.1.1	Schedule incoming deliveries.	Monthly												
5.1.2.1.2	Check deliveries in, verifying PO numbers.	Monthly												
5.1.2.1.3	Unload material and place in assigned staging lanes.	Monthly												
5.1.2.1.4	Store material in locations assigned through RIMS.	Monthly												
<b>5.1.2.2</b>	<b>GDC - Receipt Process Documentation</b>													
5.1.2.2.1	Receive, process and maintain local purchase orders.	Monthly												
5.1.2.2.2	Post receipts of material in database.	Monthly												
5.1.2.2.3	Correct all RIMS system exceptions and violations of incoming Purchase Order requisitions.	Monthly												
5.1.2.2.4	Identify all concealed damages, shortages and overages within containers on SF 364 (Report of Discrepancy).	Monthly												
<b>5.1.2.3</b>	<b>GDC - Denial Research</b>													
5.1.2.3.1	Perform denial research if requisitioned stock order specifications, approved by ADB, to satisfy the requirement are not met.	Monthly												
<b>5.1.3</b>	<b>GDC - Storage (Physical Inventory Control)</b>													
5.1.3.1	Conduct cycle counts of material in storage.	Monthly												

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5.1.3.2	Identify and document damage or deterioration of materials.	Monthly												
5.1.3.3	Rewarehouse material from one location to another within the GDC.	Monthly												
5.1.3.4	Perform special inspections of AFB and chemical storage areas.	Monthly												
<b>5.1.4</b>	<b>GDC - Picking &amp; Shipping</b>													
<b>5.1.4.1</b>	<b>GDC - Stock Selection</b>													
5.1.4.1.1	Select required materials and forward them to packing/shipping area.	Monthly												
5.1.4.1.2	Prepare materials for shipping.	Monthly												
5.1.4.1.3	Perform manual allocation of material for priority walk-through.	Monthly												
<b>5.1.4.2</b>	<b>GDC - Transport Materials</b>													
5.1.4.2.1	Plan and schedule deliveries.	Monthly												
5.1.4.2.2	Deliver materials to all assigned locations.	Monthly												
5.1.4.2.3	Pickup returns.	Monthly												
<b>5.1.5</b>	<b>GDC - Inventory Control</b>													
<b>5.1.5.1</b>	<b>GDC - Stock Item Inventory</b>													
5.1.5.1.1	Make recommendations on continuation of contracts based on vendor performance	Quarterly												
5.1.5.1.2	Determine suitability of stock trial items and make recommendations for	Semi-Annual												

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	actions.													
5.1.5.1.3	Recommend adjustments to reorder points and safety levels for stock items and make adjustments to the ADB, after approval	Quarterly												
5.1.5.1.4	Enter pending quantity in ADB to requisition/replenish stock, and provide supporting documentation to the Purchasing Agent.	Weekly												
5.1.5.1.5	Identify and make recommendations on removal of dead stock	Quarterly												
5.1.5.1.6	Assist with semi-annual inventory of freezer and refrigerator stock	Annual												
5.1.5.1.7	Request stock physical inventory in order to resolve discrepancies between ADB and RIMS.	Monthly												
5.1.5.1.8	Respond to feedback product evaluations and make recommendations for course of action	Quarterly												
5.1.5.1.9	Establish new items in the Central Stockroom Program and enter required inventory control data in the database.	Quarterly												
5.1.5.1.10	Generate messages for NIH Central Stockroom customers and submit them to CIT to be posted on the Delpro message board.	Monthly												
<b>5.1.5.2</b>	<b>GDC - Marketing</b>													

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5.1.5.2.1	Conduct customer surveys designed to improve products maintained in inventory	Monthly												
5.1.5.2.2	Receive customer phone calls and investigate complaints and suggestions pertaining to the Central Stockroom.	Weekly												
5.1.5.2.3	Coordinate product/vendor shows at NIH facilities.	Quarterly												
5.1.5.2.4	Participate in product shows on and off the NIH Campus.	Quarterly												
5.1.5.2.5	Submit updates for the Central Stockroom website to the webmaster.	Semi-Annual												
5.1.5.2.6	Design/redesign and distribute flyers promoting Central Stockroom stock.	Monthly												
5.1.5.2.7	Establish and delete GDC delivery codes	Monthly												
5.1.5.2.8	Maintain customer call log and provide report to Project Officer	Monthly												
<b>5.1.5.3</b>	<b>GDC - Catalog</b>													
5.1.5.3.1	Categorize all new stock items and assign local NSNs.	Quarterly												
5.1.5.3.2	Obtain NSNs from GSA for permanent stock items.	Semi-Annual												
5.1.5.3.3	Record and maintain item and vendor information in the ADB and catalog file folders.	Semi-Annual												

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5.1.5.3.4	Create a catalog file for each new item in the inventory.	Semi-Annual												
5.1.5.3.5	Maintain the NIH Supply Catalog and submit web updates to the webmaster.	Semi-Annual												
5.1.5.3.6	Produce and distribute hard copy NIH Supply Catalogs.	Annual												
<b>5.1.5.4</b>	<b>GDC - Self Service Store (SSS) charge cards</b>													
5.1.5.4.1	Create and issue new or replacement SSS charge cards.	Semi-Annual												
5.1.5.4.2	Create and issue annual renewal SSS charge cards, according to IC requirements.	Annual												
<b>5.1.6</b>	<b>GDC - Special Functions</b>													
<b>5.1.6.1</b>	<b>GDC - VRP Inspections and AAALAC Certification</b>													
5.1.6.1.1	Assist with VRP and AAALAC inspections.	Monthly												
<b>5.1.6.2</b>	<b>GDC - Self Service Store Operations</b>													
5.1.6.2.1	Receive and inspect SSS Stock Shipments.	Monthly												
5.1.6.2.2	Conduct daily inventories of SSS high dollar value & secured stock.	Monthly												
5.1.6.2.3	Conduct cycle counts of SSS materials in stock.	Monthly												
5.1.6.2.4	Recommend SSS reorder points and safety levels for stock and make adjustments.	Monthly												
5.1.6.2.5	Check out SSS customers.	Monthly												



RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5.1.6.2.6	Provide SSS customer delivery services.	Monthly												
<b>5.2</b>	<b>National Library of Medicine (NLM)</b>													
<b>5.2.1</b>	<b>NLM - Requisitioning</b>													
5.2.1.1	Generate purchase orders or records of call to procure stock items from vendors	Monthly												
5.2.1.2	Generate FEDStrip orders to procure stock items from GSA	Monthly												
5.2.1.3	Enter orders into ADB	Monthly												
<b>5.2.2</b>	<b>NLM - Receiving</b>													
<b>5.2.2.1</b>	<b>NLM - Offload, Tally and Put-away</b>													
5.2.2.1.1	Check deliveries in, verifying PO numbers	Monthly												
5.2.2.1.2	Unload material and place in assigned staging lanes	Monthly												
5.2.2.1.3	Store material in designated location	Monthly												
<b>5.2.2.2</b>	<b>NLM - Receipt Process Documentation</b>													
5.2.2.2.1	Receive, process and maintain local purchase order	Monthly												
5.2.2.2.2	Post receipts of material in OAMAS database	Monthly												
<b>5.2.3</b>	<b>NLM - Storage (Physical inventory Control)</b>													
5.2.3.1	Conduct 100% inventory annually of all items in stock	Annual												
<b>5.2.4</b>	<b>NLM - Picking and Delivery</b>													
<b>5.2.4.1</b>	<b>NLM - Stock Selection</b>													

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5.2.4.1.1	Select required materials and stage them in packing/shipping area	Monthly												
<b>5.2.4.2</b>	<b>NLM - Transport Materials</b>													
5.2.4.2.1	Deliver materials to all assigned locations	Monthly												
<b>5.2.5</b>	<b>NLM - Inventory Control</b>													
<b>5.2.5.1</b>	<b>NLM - Stock item inventory</b>													
5.2.5.1.1	Recommend adjustments to reorder points and safety levels for stock items and make adjustments in OAMAS, after approval.	Monthly												
5.2.5.1.2	Enter pending quantity in OAMAS to requisition/ replenish stock and provide supporting documentation to the purchasing agent	Monthly												
5.2.5.1.3	Identify and make recommendations on remove of dead stock	Monthly												
5.2.5.1.4	Establish new items in the OAMAS program and enter required inventory control data in the database	Monthly												
<b>5.3</b>	<b>National Institute of Aging (NIA)</b>													
<b>5.3.1</b>	<b>NIA - Receiving</b>													
<b>5.3.1.1</b>	<b>NIA - Check-in, Tally and Deliver</b>													
5.3.1.1.1	Check deliveries in, verifying PO numbers	Monthly												

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5.3.1.1.2	Received materials are place in assigned staging area	Monthly												
5.3.1.1.3	Deliver materials to proper section	Monthly												
<b>5.3.1.2</b>	<b>NIA - Receipt Process Documentation</b>													
5.3.1.2.1	Receive, process and maintain local purchase orders	Monthly												
5.3.1.2.2	Identify all concealed damages, shortages and overages within containers on SF 364 (ROD)	Monthly												
<b>5.4</b>	<b>National Institute of Dental and Craniofacial Research (NIDCR)</b>													
<b>5.4.1</b>	<b>NIDCR - Receiving</b>													
<b>5.4.1.1</b>	<b>NIDCR - Offload, Tally and Put-Away</b>													
5.4.1.1.1	Check deliveries in, verifying PO numbers	Monthly												
5.4.1.1.2	Unload material and place in assigned staging area	Monthly												
5.4.1.1.3	Store material in designated locations	Monthly												
<b>5.4.1.2</b>	<b>NIDCR - Receipt Process Documentation</b>													
5.4.1.2.1	Receive, process and maintain local purchase orders	Monthly												
<b>5.4.2</b>	<b>NIDCR - Storage (Physical inventory Control)</b>													
5.4.2.1	Conduct cycle counts of material in storage	Monthly												

RFP	Requirement	INSPECTION INTERVAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5.4.2.2	Conduct 100% inventory annually of all items in stock	Annual												
<b>5.4.3</b>	<b>NIDCR - Picking and Delivery</b>													
<b>5.4.3.1</b>	<b>NIDCR - Stock Selection</b>													
5.4.3.1.1	Select required materials and stage them in packing/delivery area	Weekly												
5.4.3.1.2	Prepare materials for delivery	Weekly												
<b>5.5</b>	<b>Center for Scientific Research (CSR)</b>													
<b>5.5.1</b>	<b>CSR - Receiving</b>													
<b>5.5.1.1</b>	<b>CSR - Offload, Tally and Put-Away</b>													
5.5.1.1.1	Check deliveries in at loading dock	Monthly												
5.5.1.1.2	Store material in designated location	Weekly												
5.5.1.1.3	Unload material and place in assigned staging area	Weekly												
<b>5.5.2</b>	<b>CSR - Picking and Delivery</b>													
<b>5.5.2.1</b>	<b>CSR - Stock Selection</b>													
5.5.2.1.1	Select required materials and stage them in packing/shipping area	Weekly												
5.5.2.1.2	Deliver materials to proper locations	Monthly												