

TMA Procedures, Guidance, and Information

PGI 16.505 ORDERING

(October 3, 2012)

16.505 (b)(6) Task and Delivery Order Ombudsman

- (1) TRICARE Acquisition Directive – None
- (2) Overview - A TRICARE Management Activity (TMA) Task and Delivery Order Ombudsman has been appointed to address concerns from interested firms to ensure they are afforded a fair opportunity to be considered for award of a task or delivery order in accordance with the basic contract. The Chief, Contract Policy/Competition Advocate Division, Acquisition Management and Support Directorate, TMA is designated as the TMA Task and Delivery Order Ombudsman. Refer to DPAP memorandum entitled “Designation as Competition Advocate and Task-Order/Delivery-Order Ombudsman for TRICARE Management Activity”, dated May 21, 2012.
- (3) The Task and Delivery Order Ombudsman does not diminish the authority of the Contracting Officer or Project Manager, but communicates with potential offerors, offerors, or contractor concerns, issues, disagreements, and recommendations to the appropriate Government official. The Task and Delivery Order Ombudsman should be contacted only with issues or problems that have been brought previously to the attention of the Project Manager and Contracting Officer and could not be resolved satisfactorily at that level.
- (4) The Task and Delivery Order Ombudsman may be contacted by calling (703) 681-8664 or in writing at:

TRICARE Management Activity
Acquisition Management & Support
Attn: Task and Delivery Order Ombudsman
7700 Arlington Boulevard, Suite 5101
Falls Church, VA 22042-5101
- (5) Provide information and support as required by the Task and Delivery Order Ombudsman to support decisions and resolution of issues.