

Performance Work Statement

For

**Supply/Warehousing
Services**

**In Support of
National Institutes of Health**

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

SECTION C
DESCRIPTION/SPECIFICATION
PERFORMANCE WORK STATEMENT
FOR SERVICES TO SUPPORT
NATIONAL INSTITUTES OF HEALTH (NIH)

General Intention: The intention of this solicitation is to obtain Supply/Warehousing Services to support NIH.

NOTE OF EXPLANATION:

This Performance Work Statement (PWS) represents a departure from traditional solicitation format. The intent of the Government is to solicit the most efficient and effective organization able to complete all requirements set forth in Sections C-1 through C-6 of this document. To achieve this goal:

- The ability of private and public sector offerors to perform all requirements is subject to comparison. Therefore the term **“Service Provider” (SP)** is used interchangeably with the term “Contractor.”
- The result of comparison may be (1) implementation of the Government’s Most Efficient Organization (MEO); (2) award of an Inter- or Intra- Service Support Agreement (ISSA); or (3) award of a commercial contract. Therefore, the term **“Award”** is used in lieu of the term **“Contract.”**
- Significant process improvements are desired.
- **“How to”** procedures have been removed, to the greatest extent practicable.
- Requirements are defined based on output of products and services, not level of effort required to perform functions.
- One of the following procedures will be used to select the source: (a) Sealed Bid; (b) Negotiated Procurement using Low Priced Technically Acceptable Source Selection Procedures; (c) Negotiated Procurement using Cost/Technical Tradeoff Source Selection Procedures with an Integrated Evaluation Process; or (d) Negotiated Procurement using Cost/Technical Tradeoff Source Selection Procedures with a Phased Evaluation Process.
- Proposals that will achieve savings through innovative process improvement and resource management are encouraged.

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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 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. 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 of the Division of Logistics Services integrates supply chain processes, including e-commerce, e-business, information technologies, warehousing and distribution channel management to enhance efficiencies and customer value. Supply Services responds to customer demand by managing supply operations including the NIH central supply system, warehouse and self-service stores; 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 support service processes include:

| | |
|------------|-------------------------------|
| 5.1 | Requisitioning |
| 5.2 | Receiving |
| 5.3 | Storage |
| 5.4 | Picking & Shipping |
| 5.5 | Inventory Control |
| 5.6 | Special Functions |

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 three primary locations operated by NIH. The locations include the NIH campus in Bethesda, MD, the Bayview campus in Baltimore MD, and the leased Gaithersburg 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.

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 must 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 is expected to 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;

- Writing NIH logistics policies and interpreting and implementing Federal and DHHS logistics regulations;
- Providing supply chain and transportation management advice and assistance to customers including NIH components and other Federal Government organizations;
- Serving as NIH's central liaison on logistics functions with the General Accounting Office, the Federal Bureau of Investigation, congressional members, other Department of Health and Human Service (DHHS) organizations (including the Office of the Secretary, Office of Inspector General, Office of Audit and the NIH community), the public, industry and other Government agencies;
- Preparing and consolidating recurring and unique logistics reports;
- Monitoring NIH Corrective Action Plans for CFO reports and internal management control assessments;
- Participating on logistics 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;
- Managing outbound freight;
- Receiving, monitoring, temporarily storing and ensuring customs clearance on international shipments;
- Reviewing, monitoring, and evaluating all inbound and third party shipping invoices for Institutes/Centers (ICs);

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

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.

NIH is one of the agencies of the Public Health Services that, in turn, is part of the U.S. DHHS. Comprised of 27 separate components, mainly Institutes and Centers, NIH has a capital asset inventory of over 150 owned and 40 leased facilities in which the NIH manages agency programs and conducts basic and clinical research that are part of this procurement action. Since its inception in 1887, no one could have imagined the size and scope of the NIH's present program. As a result of the numerous scientific opportunities and policy decisions that make up the historical fabric of the NIH, this premier medical research institution is poised to foster even more significant contributions to human health in the twenty-first century.

It is impossible to list all of the discoveries made by NIH-supported investigators. More than eighty (80) Nobel prizes have been awarded for NIH-supported research. Five of these prizes were awarded to investigators in the NIH intramural programs. 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. Some cancers have been cured and deaths from heart attack and stroke have been significantly lowered. Research has also revealed that preventive strategies such as a balanced diet, an exercise program, and not smoking can reduce the need for therapeutic interventions and thus save money otherwise expended for health care.

A brief summary of the NIH campuses that are supported by this procurement action follows:

1.3.1 BETHESDA, MARYLAND CAMPUS

The NIH Bethesda Campus in the Maryland suburbs of Washington, DC, is the largest of the six campuses with over 70 buildings, 8 million gross square feet of building space on an over 300 acre site. The Office of the NIH Director and offices of the twenty-seven Institute and Center directors are located on the Bethesda Campus.

The Bethesda Campus is home of the Joint Commission for the Accreditation of Healthcare Organizations accredited Warren G. Magnuson Clinical Center, with over 3 million gross square feet of space and is the focal point for clinical research conducted by the NIH. This facility provides the opportunity to conduct "bench to bedside" research that translates into new treatment modalities and cures for diseases throughout the world. The Bethesda Campus is the preferred location for research programs that require ready access to shared specialized advanced technologies and central research resources.

Through clinical research, promising discoveries in the laboratories are translated into new therapies and treatments for patients. The 14-story Warren Grant Magnuson Clinical Center is NIH's center for clinical research. Patients come from all over the world to participate in clinical studies here. Each year, the Clinical Center admits about 7,000 inpatients. Another 72,000 participate in studies as outpatients.

Construction began in 1997 for the new Mark O. Hatfield Clinical Research Center. The Hatfield Center, a 1,050,000 gross square feet facility, is expected to open in 2004 to house the research hospital's 250 beds for inpatient and outpatient care, outpatient facilities, and research laboratories. It connects to the current building, which opened its doors in 1953.

The Bethesda Campus also houses numerous Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC) accredited facilities.

1.3.2 RESEARCH TRIANGLE PARK (RTP), NORTH CAROLINA

The National Institute of Environmental Health Sciences (NIEHS) is the only Institute of the NIH not located on the Bethesda Campus. This 1,031,217 gross square foot facility shares a 504 acre campus with the Environmental Protection Agency at Research Triangle Park, NC. The NIEHS Facilities activity operates independently of the Office of Research Facilities Development and Operations with respect to day-to-day operation of the NIEHS Campus.

1.3.3 ROCKY MOUNTAIN LABS, HAMILTON, MONTANA

Rocky Mountain Laboratories (RML) in Hamilton, Montana, is a state-of-the-art research facility occupied by world-class scientists with a mission to study infectious microbes that cause disease in humans and animals. The campus occupies 33 acres, includes over 30 buildings and 220,000 gsf of space. Along with its parent organization, the National Institute of Allergy and Infectious Diseases, part of the NIH, RML studies helps develop new diagnostics, vaccines, and treatments for diseases caused by the intentional release of pathogens into a civilian population.

A new 100,000 gross square footage (gsf) Integrated Research Facility of over 100,000 gsf is slated for completion in 2006 and will house research laboratories as well as offices, conference rooms and break areas. Construction of this facility will allow expansion of studies to help develop new diagnostics, vaccines and treatments for diseases caused by emerging infections and the intentional release of infectious agents into a civilian population.

1.3.4 THE NIH ANIMAL CENTER, POOLESVILLE, MARYLAND CAMPUS

The NIH Animal Center (NIHAC) in Poolesville, MD consists of a 513-acre site in a relatively rural and remote location in Montgomery County, Maryland. These attributes cut two ways. Because the NIHAC is in a rural and remote area it is an excellent location for research animal facilities. There is room and few prying eyes. On the other hand, because it is in a rural and remote area, it is inconvenient for researchers to get to and from the facility. For this reason NIHAC is generally used for long term animal studies, quarantine, large animals, and animals not currently involved in highly researcher interactive studies.

1.3.5 BAYVIEW CAMPUS, BALTIMORE, MARYLAND

The existing Gerontology Research Center (GRC) of the National Institute on Aging is composed of approximately 220,000 gross square feet of space distributed among four floors, the basement and a two-story maintenance wing. The building was constructed in the mid-1960s with occupancy beginning in 1967.

. The building contains approximately 92,000 usable square feet of space housing basic science and clinical research laboratories, offices and conference rooms, a library, animal holding and procedure rooms. The animal facilities are AAALAC accredited. The basement space contains freezers for long-term specimen storage and limited storage of other materials and records.

The GRC is adjacent to the Johns Hopkins Hospital Bayview Medical Center. This location facilitates collaborations with John Hopkins Medical Institutions and other medical institutions.

1.3.6 GAITHER DISTRIBUTION CENTER IN MONTGOMERY COUNTY, MARYLAND

The Gaither Distribution Center is located in a leased facility in Montgomery County, Maryland. It provides the warehouse operations of Supply Services to support NIH and its outlying facilities. The Distribution Center is the main receiving, warehousing and issue facility.

There are many facility issues that are resolved between GDC personnel, ORS, Nardi (the landlord's management company) and the landlord.

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 are being 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 NIH Campus's, access to the installation is subject to change, sometimes with little or no warning. Inbound and outbound traffic restrictions exist.

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

Main mailing address is:

National Institutes of Health

Building 1

1 Center Drive

Bethesda, Maryland 20892

Information about how to get to NIH is located at <http://www.nih.gov/about/#visitor>. Maps of campus and of the local area are located at <http://www.nih.gov/about/maps.html>.

Directions to the NIH Gaither Distribution Center at 1050 Industrial Drive, Gaithersburg, MD:

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 at 5600 Nathan Shock Dr., Baltimore MD. from GDC are shown 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 – 5600 Nathan Shock Dr. is the last building on the left.

1.5.1 VISITORS AND SECURITY

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.

1.5.2 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.

1.5.3 BUILDING SECURITY

Many on-campus buildings will have limited entrance points (typically the "main" entrance). Buildings 10, 31, 38, and 45 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 should be prepared to have their personal belongings inspected and go through a metal detection inspection (magnetometer, wand, etc).

All visitors must be escorted to and from their destination within all buildings by an NIH employee.

1.5.4 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 depending on whether 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 incoming and outbound traffic 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.

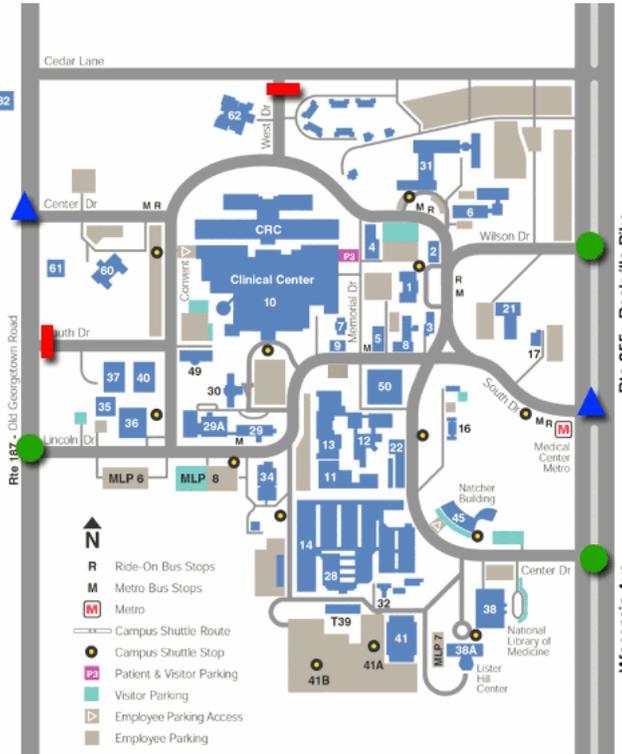
All visitor vehicles, including taxicabs, hotel and airport shuttles, delivery trucks and vans will be inspected before being allowed on campus. Visitors will be asked to show a photo ID and state the purpose of their visit. Be sure to allow extra time for this vehicle inspection procedure.

Please note: visitor parking is limited at NIH. Visitors are encouraged to use public transportation such as the Metrorail subway system which has a convenient stop (Medical Center) on the NIH campus.

1.5.5 PARKING AND TRANSPORTATION

Visitors at NIH Campus Bethesda must park in designated visitor parking lots. Patients may park 24 hours a day, 7 days a week in the Clinical Center garage, P-3 level. Vehicles will be inspected prior to parking in any underground or multi-level garage.

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

Public buses are no longer allowed to circulate on campus. Visitors arriving by bus will be dropped off at the NIH/Medical Center Metro stop at Rockville Pike and South Drive. Patients and visitors on official business can then ride the Campus Shuttle to the Clinical Center and other designated shuttle stops on the campus.

1.5.6 BUILDING ACCESS

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.

1.5.7 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)

1.5.8 OTHER CLOSURES

- U.S. Department of Homeland Security Threat Advisory RED
- For inclement weather closings at NIH Campus Bethesda the SP shall follow Office of Personnel Management guidance at the following. <http://www.opm.gov/status/index.asp>. Essential SP personnel to maintain campus 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 will 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.

Il 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 of 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 shall 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 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, should be strictly limited to those with a need to know the information in order to accomplish award/project responsibilities. This should 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 should 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. Arrangements shall be made to pick up the used cartridges. A truck shall pick up the used cartridges and return them to GDC. GDC shall retain the cartridges until they are picked up by a selected Recycling Contractor, and the Recycling Contractor shall pay for the used cartridges.

1.8 REPORTS

The SP shall research, create and distribute periodic and 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). Likewise there is no workload associated with the facilities currently under construction or planned construction. Some locations experiencing development include the Clinical Center Annex, the new building 33, the new John Edward Porter Neuroscience Research Center (opening June 2004), and the new Bio Terrorism Building, all located on the NIH campus. Baltimore, Maryland Bayview Campus is scheduled to open the Mark O. Hatfield Clinical Center sometime in 2004, 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 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:

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| 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. |

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| 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. |

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| 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). |

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| 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. |
| 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. |

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| 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. |

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| 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. |

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| 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 industry standards. |
| 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 | 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. |

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| | $\frac{(\text{total} + \text{partial quantity warehouse denials})}{100\% - [(\text{total number of MROs} + \text{total quantity of warehouse denials}) \times 100]} \text{WFR} =$ |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

2.2 ACRONYMS AND ABBREVIATIONS

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

| ACRONYM | Description |
|----------------|------------------------------------------------------------------------|
| 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 |
| CIT | Center for Information Technology |
| 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 |
| CSR | Central Stockroom |
| DHHS | Department of Health and Human 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 |
| FY | Fiscal Year |
| GBL | Government Bill of Lading |

| ACRONYM | Description |
|----------------|---------------------------------------------------------------------------------------|
| GDC | Gaithersburg 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 Standards & Organization |
| 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 |

| ACRONYM | Description |
|----------------|-------------------------------------------------------------|
| 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 |

| ACRONYM | Description |
|----------------|---------------------------------|
| 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 |

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. 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 may 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 will 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.

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. 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 may be used to transport SP personnel for unauthorized purposes i.e. lunch or to or from personal residence. The SP will 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 may, 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 vehicles on hand at the time of joint inventory to accomplish the work in this PWS.

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 (CIT).

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, including those individual sections within the Supply Management Branch. 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.

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 AUTOMATED SYSTEM

The Office Of Acquisition Management Automated System (OAMAS) is an off the shelf warehouse management system utilized by NLM to track product requisitions, product receipt, establish reorder and safe level points, track outstanding requisitions and to provide a current inventory of all current items carried.

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 to be used 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 Contracting Officer (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

Police and fire protection for GDC is provided by Montgomery County Police and Fire Departments.

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 SP shall be responsible for training of all additional SP personnel. The Government will cover instructor costs associated with government-furnished training whether on-site or off-site. 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 shall be the responsibility of the SP. 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. No inventory of the material returned to the Government will be taken by the SP.

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- and IC-specific non-commercial software tools, policies, procedures and office practice during the transition period. The SP shall be responsible for all training in the use of Commercial off the shelf software, as required by specific ICs.

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.

4.4.2 MISHAP REPORTING

The SP shall ensure their employees are adequately trained initially 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

The SP shall contact the lesser when building maintenance is required.

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, it is to be reported 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 program.

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 REQUISITIONING

5.2 RECEIVING

5.3 STORAGE

5.4 PICKING & SHIPPING

5.5 INVENTORY CONTROL

5.6 SPECIAL FUNCTIONS

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 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 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 ISO 9000-2000 as a cost reducer within quality control, improved resource management, and is currently ISO 9000-2000 warehouse-distribution certified for the requirements cited in this PWS. Because of these and other benefits observed, the government requires that the SP shall be ISO 9000-2000 warehouse-distribution certified and maintain that 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>

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 Self Service Stores (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:

CSR – (Gaithersburg 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. An 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

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

RFP#: 5.1**Requirement: 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 CSR customers order stock through the Delpro system.)

Conditions of Performance

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

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

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.

For purchases over \$2500. a minimum of three bids must be reviewed, 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.

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

Notify the winning vendor of the order.

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

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

Used toner cartridges are retained by the user and reported to the GDC help desk. Arrangements shall be made to pick up the used cartridges. A truck shall pick up the used cartridges and return them to GDC. GDC shall retain the cartridges until they are picked up by a selected Recycling Contractor, and the Recycling Contractor shall pay for the used cartridges.

Sub-Requirements

5.1.1 Generate Requests for Quotes (RFQs) and distribute to vendors.

5.1.2 Review vendor bids/quotes and make determinations for procurement.

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

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5.1.4 Generate and process FEDStrip orders to procure stock items from GSA.

5.1.5 Enter orders into ADB.

5.1.6 Update stock item prices in ADB according to price lists received from vendors.

5.1.7 Investigate and rectify all RODs, through coordinating with vendors.

RFP#: 5.1.1

Requirement: Generate Requests for Quotes (RFQs) and distribute to vendors.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-----------------------------------------------|----------------|-----------------------------|-----------------------------------------|----------------|-----------------------------------------|
| RFQs are generated and distributed to vendors | 15% | # of RFQs generated monthly | Within 2 WD of receipt of replenishment | 15% | Within 5 WD of receipt of replenishment |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of RFQs generated | 2372 | 2372 | 2372 | 2372 | 2372 |

RFP#: 5.1.2

Requirement: Review vendor bids/quotes and make determinations for procurement.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------------------------------|---------|-----------------------------------|----------------------------------------|---------|----------------------------------------|
| Bids/quotes are reviewed and procurement determinations are made | 10% | # of bids/quotes received monthly | Review within 1 WD of RFP closing date | 10% | Review within 2 WD of RFP closing date |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|--------|--------|--------|--------|--------|
| # of bids/quotes received | 2372 | 2372 | 2372 | 2372 | 2372 |

RFP#: 5.1.3

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------|---------|-------------------------------|--------------------------------------------------|---------|-------------------------------------------------------------|
| POs are generated and submitted 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 error free | 10% | # of ROCs monthly | Within 5 WD of receiving routine replenishment | 10% | Within 7 WD of receiving routine replenishment |
| POs are generated and submitted 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|------------------------------|--------|--------|--------|--------|--------|
| # of open market POs | 8232 | 8232 | 8232 | 8232 | 8232 |
| # of open market POs (NLM) | 157 | 157 | 157 | 157 | 157 |
| # 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#: 5.1.4

Requirement: Generate and process FEDStrip orders to procure stock items from GSA.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------------------------------|---------|------------------------------|-------------------------------------------------|---------|-------------------------------------------------|
| 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|----------------------------|--------|--------|--------|--------|--------|
| # of FedStrip orders | 471 | 471 | 471 | 471 | 471 |
| # of FedStrip orders (NLM) | 109 | 109 | 109 | 109 | 109 |

RFP#: 5.1.5

Requirement: Enter orders into ADB.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------|---------|---------------------------------|-------------------------------------------------|---------|-------------------------------------------------|
| All orders are accurately 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 |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------------|--------|--------|--------|--------|--------|
| # of line items ordered | 9342 | 9342 | 9342 | 9342 | 9342 |
| # of line items ordered (NLM) | 987 | 987 | 987 | 987 | 987 |

RFP#: 5.1.6

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------|---------|---------------------------------------|------------------------------------------------------------|---------|------------------------------------------------------------|
| Prices 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|------------------------------|--------|--------|--------|--------|--------|
| # of line item price changes | 1000 | 1000 | 1000 | 1000 | 1000 |

RFP#: 5.1.7

Requirement: Investigate and rectify all RODs, through coordinating with vendors.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-----------------------------|---------|-------------------|-------------------------------|---------|-------------------------------|
| Discrepancies are rectified | 5% | # of RODs monthly | Within 3 WD of receipt of ROD | 5% | Within 5 WD of receipt of ROD |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|--------------------|--------|--------|--------|--------|--------|
| # of RODs | 215 | 215 | 215 | 215 | 215 |

RFP#: 5.2**Requirement: 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 the RIMS QA status is changed to "Good" and the product is made available for order fulfillment.

Sub-Requirements

5.2.1 Offload, Tally & Put-Away

5.2.2 Receipt Process Documentation

5.2.3 Denial Research

RFP#: 5.2.1

Requirement: Offload, Tally & Put-Away

Conditions of Performance

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.

If material is confidential, door seals on trucks must be checked for condition and serial number. If the seal is broken or missing, a notation shall be made on the accompanying documentation and the security office shall be notified prior to unloading or re-spotting.

Receiving of Animal Food & Bedding (AFB) must be done IAW American Association for Accreditation of Laboratory Animal Care (AAALAC) regulations. Please see TE 32.

Deliveries to GDC shall be checked in using RDTs (Radio Data Terminals).

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

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

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

Sub-Requirements

5.2.1.1 Schedule incoming deliveries.

5.2.1.2 Check deliveries in, verifying PO numbers.

5.2.1.3 Unload material and place in assigned staging lanes.

5.2.1.4 Store material in locations assigned through RIMS.

RFP#: 5.2.1.1

Requirement: Schedule incoming deliveries.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------------------|---------|-----------------------------------|-------------------------------|---------|----------------------------------|
| Incoming deliveries are properly scheduled | 5% | # of deliveries scheduled monthly | Within 1 WD prior to delivery | 15% | Within 4 hours prior to delivery |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|--------|--------|--------|--------|--------|
| # of deliveries scheduled | 3000 | 3000 | 3000 | 3000 | 3000 |

RFP#: 5.2.1.2

Requirement: Check deliveries in, verifying PO numbers.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------------------------------|---------|----------------------------------|-----------------------------------|---------|------------------------------------|
| Deliveries are properly checked in and verified | 10% | # of deliveries received monthly | Within 1 hour of delivery receipt | 5% | Within 2 hours of delivery receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|----------------------------------|--------|--------|--------|--------|--------|
| # of deliveries received | 4500 | 4500 | 4500 | 4500 | 4500 |
| # of deliveries received (NIA) | 916 | 916 | 916 | 916 | 916 |
| # of deliveries received (NLM) | 266 | 266 | 266 | 266 | 266 |
| # of deliveries received (NIDCR) | 1000 | 1000 | 1000 | 1000 | 1000 |

RFP#: 5.2.1.3

Requirement: Unload material and place in assigned staging lanes.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------------------------|---------|---------------------------------------|-----------------------------------|---------|------------------------------------|
| Material is properly unloaded and placed in assigned lanes | 10% | # of items unloaded and staged weekly | Within 1 hour of delivery receipt | 10% | Within 2 hours of delivery receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|----------------------------------------|---------|---------|---------|---------|---------|
| # of items unloaded and staged | 2121680 | 2121680 | 2121680 | 2121680 | 2121680 |
| # of items unloaded and staged (NIA) | 52441 | 52441 | 52441 | 52441 | 52441 |
| # of items unloaded and staged (NLM) | 58403 | 58403 | 58403 | 58403 | 58403 |
| # of items unloaded and staged (CSR) | 23000 | 23000 | 23000 | 23000 | 23000 |
| # of items unloaded and staged (NIDCR) | 30000 | 30000 | 30000 | 30000 | 30000 |

RFP#: 5.2.1.4

Requirement: Store material in locations assigned through RIMS.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------------|---------|------------------------------|-----------------------------------|---------|------------------------------------|
| Material is properly stored in assigned locations | 15% | # of materials stored weekly | Within 1 hour of delivery receipt | 10% | Within 2 hours of delivery receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------------|---------|---------|---------|---------|---------|
| # of materials stored | 2121680 | 2121680 | 2121680 | 2121680 | 2121680 |
| # of materials stored (NLM) | 58403 | 58403 | 58403 | 58403 | 58403 |
| # of materials stored (CSR) | 4500 | 4500 | 4500 | 4500 | 4500 |
| # of materials stored (NIDCR) | 4000 | 4000 | 4000 | 4000 | 4000 |

RFP#: 5.2.2

Requirement: Receipt Process Documentation

Conditions of Performance

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

Normal conditions may 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.)

If the receipt amount differs from the amount received, the PO shall be backed out and received with the proper amount. If the PO does not upload into ADB, receipts shall be entered manually into ADB.

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

Submit the requested 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.

Sub-Requirements

5.2.2.1 Receive, process and maintain local purchase orders.

5.2.2.2 Post receipts of material in database.

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

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

RFP#: 5.2.2.1

Requirement: Receive, process and maintain local purchase orders.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------|---------|----------------------------|-----------------------------------|---------|------------------------------------|
| POs are adequately processed and maintained | 10% | # of POs processed monthly | Within 1 hour of delivery receipt | 10% | Within 2 hours of delivery receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|----------------------------|--------|--------|--------|--------|--------|
| # of POs processed | 9300 | 9300 | 9300 | 9300 | 9300 |
| # of POs processed (NIA) | 916 | 916 | 916 | 916 | 916 |
| # of POs processed (NLM) | 266 | 266 | 266 | 266 | 266 |
| # of POs processed (NIDCR) | 1000 | 1000 | 1000 | 1000 | 1000 |

RFP#: 5.2.2.2

Requirement: Post receipts of material in database.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------|---------|------------------------------|-----------------------------------|---------|-----------------------------------|
| All receipts are posted | 10% | # of receipts posted monthly | Within 1 hour of delivery receipt | 3% | Within 1 hour of delivery receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------------------|--------|--------|--------|--------|--------|
| # of receipts posted in RIMS/ADB | 4500 | 4500 | 4500 | 4500 | 4500 |
| # of receipts posted in OAMAS (NLM) | 266 | 266 | 266 | 266 | 266 |

RFP#: 5.2.2.3

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------------------------------------|----------------|--------------------------------|--------------------------------|----------------|---------------------------------|
| Corrections are made to all exceptions and violations | 20% | # of corrections made annually | Within 1 hour of receipt of PO | 1% | Within 2 hours of receipt of PO |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of corrections made | 20 | 20 | 20 | 20 | 20 |

RFP#: 5.2.2.4

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|----------------------------------------------------------------------------|---------|-------------------------------|-----------------------------------|---------|------------------------------------|
| All damages, shortages and overages are properly identified and documented | 20% | # of RODs established monthly | Within 1 hour of delivery receipt | 3% | Within 2 hours of delivery receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-----------------------------|--------|--------|--------|--------|--------|
| # of RODs established | 173 | 173 | 173 | 173 | 173 |
| # of RODs established (NIA) | 260 | 260 | 260 | 260 | 260 |

RFP#: 5.2.3

Requirement: Denial Research

Conditions of Performance

Denial research includes all efforts to locate materiel 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.

Sub-Requirements

5.2.3.1 Perform denial research if requisitioned stock is not available in the quantity or condition required to satisfy the customer requisition.

RFP#: 5.2.3.1

Requirement: Perform denial research if requisitioned stock is not available in the quantity or condition required to satisfy the customer requisition.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------------------------------------|---------|---------------------------------------------|-------------------------------|---------|----------------------------|
| Adequate research is performed to resolve discrepancy | 10% | # of unsatisfied lines investigated monthly | Within 4 hours of discrepancy | 5% | Within 1 WD of discrepancy |

Workload Indicators

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

RFP#: 5.3**Requirement: 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 pallet is to be stored. The operator must scan the Tracking and Identification Number (TIN), on the pallet using a Vehicle Data Terminal (VDT), and the storage location will be displayed. When the pallet is properly stowed the location is scanned and RIMS will be updated to display the proper location of the material.

Conditions of Performance

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

GDC/DOO 9.0-9.3

Material is stored in such a way as to prevent damage or deterioration.

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 action.

Special inspection requests are 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.

The SP shall tally and/or summarize the results of inventory.

The current cycle count inventory process has been approved, by the Office of Financial Budget, to comply with the requirement for annual inventory for the GDC.

Sub-Requirements

5.3.1 Conduct cycle counts of material in storage.

5.3.2 Identify and document damage or deterioration of materials.

5.3.3 Conduct 100% inventory of all items in stock.

5.3.4 Rewarehouse material from one location to another within the GDC.

5.3.5 Perform special inspections of AFB and chemical storage areas.

RFP#: 5.3.1

Requirement: Conduct cycle counts of material in storage.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-----------------------------------------------|---------|---------------------------|-------------------------------------------------|---------|-------------------------------------------------|
| Cycle counts verify item counts and locations | 10% | # of cycle counts monthly | Assigned cycle counts are completed within 1 WD | 5% | Assigned cycle counts are completed within 2 WD |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|--------|--------|--------|--------|--------|
| # of cycle counts | 4000 | 4000 | 4000 | 4000 | 4000 |
| # of cycle counts (NIDCR) | 1000 | 1000 | 1000 | 1000 | 1000 |

RFP#: 5.3.2

Requirement: Identify and document damage or deterioration of materials.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|----------------------------------------------------------|---------|--------------------------------|----------------------------|---------|----------------------------|
| All damaged material is properly identified and document | 20% | # of reports generated monthly | Within 1 WD of cycle count | 5% | Within 2 WD of cycle count |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|------------------------|--------|--------|--------|--------|--------|
| # of reports generated | 125 | 125 | 125 | 125 | 125 |

RFP#: 5.3.3

Requirement: Conduct 100% inventory of all items in stock.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------|---------|--------------------------------------|--------------------------------------------|---------|-----------------------|
| All items in stock are inventoried | 0% | # of line items inventoried annually | Within 1 month prior to end of fiscal year | 1% | By end of fiscal year |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------------------|--------|--------|--------|--------|--------|
| # of line items inventoried | 4629 | 4629 | 4629 | 4629 | 4629 |
| # of line items inventoried (NLM) | 689 | 689 | 689 | 689 | 689 |
| # of line items inventoried (NIDCR) | 480 | 480 | 480 | 480 | 480 |

RFP#: 5.3.4

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------|---------|---------------------------------|-----------------------------------------------------------|---------|-----------------------------------------------------------|
| Warehouse space is maximized | 8% | # of items rewarehoused monthly | Material is rewarehoused within 1 WD of RIMS notification | 10% | Material is rewarehoused within 2 WD of RIMS notification |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------------|--------|--------|--------|--------|--------|
| # of items rewarehoused | 375000 | 375000 | 375000 | 375000 | 375000 |
| # of items rewarehoused (NIDCR) | 18750 | 18750 | 18750 | 18750 | 18750 |

RFP#: 5.3.5

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------------------------------------------|---------|----------------------------------------|-------------------------------|---------|-------------------------------|
| All AFB and chemical storage areas are adequately inspected | 0% | # of special inspections semi-annually | Within 3 days of notification | 3% | Within 5 days of notification |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|--------------------------|--------|--------|--------|--------|--------|
| # of special inspections | 35 | 35 | 35 | 35 | 35 |

RFP#: 5.4 Requirement: 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 will 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

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

Sub-Requirements

5.4.1 Stock Selection

5.4.2 Transport Materials

RFP#: 5.4.1**Requirement: Stock Selection****Conditions of Performance**

Preparation for shipping shall include staging, marking, labeling, hazardous tracking, unitization, palletizing, loading, manifesting, and delivery support.

"Items on Reserve" are items that shall be reserved for Fleet pick up and Walk-In pick up.

The SP shall 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. Processing of emergency requests may require the SP to provide:

- oSame/next day receipt by customer
- oDeliveries to a carrier's facility for transportation
- oExpedited services such as providing priority services for stock requests and transshipments of materiel prior to routine delivery including:
- oNot Mission Capable Supply/Partially Mission Capable Supply (NMCS/PMCS)
- oProcessing 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 materiel will normally be either received from or released directly to the customer or their representative. The SP shall not load government materiel in any POVs.

Sub-Requirements

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

5.4.1.2 Prepare materials for shipping.

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

RFP#: 5.4.1.1

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-----------------------------------------------------------------------|---------|--------------------------|------------------------------------------|---------|---------------------------------------|
| Materials are correctly selected and forward to 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|--------------------|--------|--------|--------|--------|--------|
| # of picks | 273600 | 273600 | 273600 | 273600 | 273600 |
| # of picks (NLM) | 8464 | 8464 | 8464 | 8464 | 8464 |
| # of picks (CSR) | 2900 | 2900 | 2900 | 2900 | 2900 |
| # of picks (NIDCR) | 3438 | 3438 | 3438 | 3438 | 3438 |

RFP#: 5.4.1.2

Requirement: Prepare materials for shipping.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------|---------|---------------------------------|------------------------------------------|---------|---------------------------------------|
| Materials are properly prepared | 1% | # of line items prepared weekly | Within 4 hours of receipt of requisition | 10% | Within 1 WD of receipt of requisition |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|----------------------------------|---------|---------|---------|---------|---------|
| # of line items prepared | 2207376 | 2207376 | 2207376 | 2207376 | 2207376 |
| # of line items prepared (NIDCR) | 13750 | 13750 | 13750 | 13750 | 13750 |

RFP#: 5.4.1.3

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------------------|---------|--------------------------------------------|-----------------------------------------|---------|------------------------------------------|
| Requested material is correctly picked and processed | 10% | # of manual allocations performed annually | Within 1 hour of receipt of requisition | 20% | Within 2 hours of receipt of requisition |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-----------------------------------|--------|--------|--------|--------|--------|
| # of manual allocations performed | 10 | 10 | 10 | 10 | 10 |

RFP#: 5.4.2

Requirement: Transport Materials

Conditions of Performance

Provide transportation of materials for all transactions (including non-mission) as requested.

Complete ISO paperwork for transportation documentation.

Obtain required signatures for all items delivered.

The SP shall be responsible for all fines levied for errors in hazardous shipment.

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 may not be cancelled.

All deliveries from GDC shall be delivered on wrapped pallets.

A listing of all current GDC delivery points and frequencies can be found in TE-35.

Sub-Requirements

5.4.2.1 Plan and schedule deliveries.

5.4.2.2 Deliver materials to all assigned locations.

5.4.2.3 Pickup returns.

RFP#: 5.4.2.1

Requirement: Plan and schedule deliveries.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------------------------------|---------|-----------------------------------|------------------------------------------|---------|---------------------------------------|
| Deliveries are adequately planned and scheduled | 10% | # of deliveries scheduled monthly | Within 4 hours of receipt of requisition | 10% | Within 1 WD of receipt of requisition |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|--------|--------|--------|--------|--------|
| # of deliveries scheduled | 5200 | 5200 | 5200 | 5200 | 5200 |

RFP#: 5.4.2.2

Requirement: Deliver materials to all assigned locations.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|----------------------------------------|---------|------------------------|------------------------------------------|---------|---------------------------------------|
| All materials reach assigned locations | 5% | # of deliveries weekly | Within 4 hours of receipt of requisition | 10% | Within 1 WD of receipt of requisition |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|------------------------------|--------|--------|--------|--------|--------|
| # of pallets delivered (GDC) | 42336 | 42336 | 42336 | 42336 | 42336 |
| # of deliveries (NLM) | 1437 | 1437 | 1437 | 1437 | 1437 |

RFP#: 5.4.2.3

Requirement: Pickup returns.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------------|---------|----------------------------------|--------------------------------|---------|-----------------------------|
| Materials are collected and returned to receiving | 5% | # of line items returned monthly | Within 4 hours of notification | 10% | Within 1 WD of notification |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|--------------------------|--------|--------|--------|--------|--------|
| # of line items returned | 1500 | 1500 | 1500 | 1500 | 1500 |

RFP#: 5.5**Requirement: Inventory Control**

The Stock Management Branch (SMB) is staffed to manage inventory for the GDC and Self-Service Stores. 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 SMB 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 SMB also stocks items made exclusively for the NIH research community. The SMB is expected to be committed to providing top-notch service to meet the ever-changing demands in the NIH community.

Conditions of Performance

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

Sub-Requirements

5.5.1 Stock Item Inventory

5.5.2 Marketing

5.5.3 Catalog

5.5.4 Self Service Store (SSS) charge cards

RFP#: 5.5.1**Requirement: Stock Item Inventory****Conditions of Performance**

Properly respond to the Inventory Manager's (IM) disposition instructions for each PO.

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.)

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

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

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.

No more than 50 items shall be on backorder at one time.

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

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

Submit request to post current Fiscal Year (FY) CAN.

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.

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

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

Inventory adjustments must be approved by Project Officer/COR.

Sub-Requirements

5.5.1.1 Establish contracts for stock items and exercise contract option year(s).

5.5.1.2 Review contracts for vendor compliance and make determinations on continuation of contracts

FINAL PWS

- 5.5.1.3 Determine viability of trial stock items.
- 5.5.1.4 Determine reorder points and safety levels for stock items and make adjustments to the ADB.
- 5.5.1.5 Enter pending quantity in ADB to requisition/replenish stock, and provide supporting documentation to the Purchasing Agent.
- 5.5.1.6 Establish and revise reorder point levels for self service store merchandise
- 5.5.1.7 Identify and remove dead stock
- 5.5.1.8 Assist with annual inventory of freezer and refrigerator stock
- 5.5.1.9 Request stock inventory in order to resolve discrepancies between ADB and RIMS.
- 5.5.1.10 Conduct spot check product evaluations.
- 5.5.1.11 Establish new items in the CSR Program and enter required inventory control data in the database.
- 5.5.1.12 Generate messages for NIH CSR customers and submit them to CIT to be posted on the Delpro message board.

RFP#: 5.5.1.1

Requirement: Establish contracts for stock items and exercise contract option year(s).

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------------------------------------------|----------------|-----------------------------------------|------------------------------------|----------------|------------------------------------|
| Contracts are prepared error free and options are exercised | 2% | # of active contracts reviewed annually | Within 6 months of end of contract | 1% | Within 3 months of end of contract |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of active contracts | 8 | 8 | 8 | 8 | 8 |

RFP#: 5.5.1.2

Requirement: Review contracts for vendor compliance and make determinations on continuation of contracts

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------|---------|-----------------------------------------|--------------------------------------|---------|---------------------------------------|
| Sufficient information reviewed | 1% | # of active contracts reviewed annually | Within 2 WD of nonconformance | 2% | Within 4 WD of nonconformance |
| Accurate determination made | 1% | # of active contracts reviewed annually | Within 7 WD after receipt of invoice | 2% | Within 14 WD after receipt of invoice |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-----------------------|--------|--------|--------|--------|--------|
| # of active contracts | 8 | 8 | 8 | 8 | 8 |

RFP#: 5.5.1.3

Requirement: Determine viability of trial stock items.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------------------------------|---------|-------------------------------------|---------------------------------------------------------------------------|---------|--------------------------------------------------------------------------|
| Usage requirements for stock items are reviewed | 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|--------|--------|--------|--------|--------|
| # of stock items analyzed | 1200 | 1200 | 1200 | 1200 | 1200 |

RFP#: 5.5.1.4

Requirement: Determine reorder points and safety levels for stock items and make adjustments to the ADB.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|----------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------|-----------------------------------------------------------------------------|---------|------------------------------------------------|
| Stock items are 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|------------------------------------------|--------|--------|--------|--------|--------|
| # of stock items which reach a ROP | 1125 | 1125 | 1125 | 1125 | 1125 |
| # of stock items which reach a ROP (NLM) | 25 | 25 | 25 | 25 | 25 |

RFP#: 5.5.1.5

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------------------------------------------------------------------|---------|---------------------------------------|-----------------------------------|---------|-----------------------------------|
| Stock items are 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 |
| # of stock line items ordered (NLM) | 987 | 987 | 987 | 987 | 987 |

RFP#: 5.5.1.6

Requirement: Establish and revise reorder point levels for self service store merchandise

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------------------------------------------|---------|--------------------------------------------|-----------------------------------------------------------------------------|---------|------------------------------------------------|
| Reorder point levels are reviewed and established to support current demands | 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#: 5.5.1.7

Requirement: Identify and remove dead stock

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-----------------------|---------|------------------------------|------------------------------------------------------------------------------------|---------|-------------------------------------------------------------|
| Dead stock is removed | 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|--------------------------|--------|--------|--------|--------|--------|
| # of items removed | 365 | 365 | 365 | 365 | 365 |
| # of items removed (NLM) | 12 | 12 | 12 | 12 | 12 |

RFP#: 5.5.1.8

Requirement: Assist with annual inventory of freezer and refrigerator stock

Quality and Timeliness Standards

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

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|------------------------------------------------------|--------|--------|--------|--------|--------|
| # of freezer and refrigerator line items inventoried | 889 | 889 | 889 | 889 | 889 |

RFP#: 5.5.1.9

Requirement: Request stock inventory in order to resolve discrepancies between ADB and RIMS.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------------|---------|---------------------------------------------------------|-------------------------------------------------------------------|---------|-------------------------------------------------------------------|
| Inventory discrepancies are resolved | 5% | # of line items with out-of-balance inventories monthly | Adjustments made to stock inventory within 1 WD of identification | 2% | Adjustments made to stock inventory within 2 WD of identification |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------------------------------|--------|--------|--------|--------|--------|
| # of line items with out-of-balance inventories | 215 | 215 | 215 | 215 | 215 |

RFP#: 5.5.1.10

Requirement: Conduct spot check product evaluations.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------------------------------------|----------------|------------------------------------------|--------------------------------------------------|----------------|--------------------------------------------------|
| Products accurately evaluated for vendor compliance with product specs | 0% | All stock items generating a ROD monthly | Conduct evaluation within 1 WD of ROD generation | 0% | Conduct evaluation within 3 WD of ROD generation |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of RODs evaluated | 57 | 57 | 57 | 57 | 57 |

RFP#: 5.5.1.11

Requirement: Establish new items in the CSR Program and enter required inventory control data in the database.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-----------------------------------------------------|---------|------------------------------|--------------------------------------------------------------------|---------|--------------------------------------------------------------------|
| Item specs are accurately reflected in the database | 5% | # of new items added monthly | New items added to the CSR Program and ADB within 2 WD of receipt. | 5% | New items added to the CSR Program and ADB within 4 WD of receipt. |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|----------------------------|--------|--------|--------|--------|--------|
| # of new items added | 381 | 381 | 381 | 381 | 381 |
| # of new items added (NLM) | 12 | 12 | 12 | 12 | 12 |

RFP#: 5.5.1.12

Requirement: Generate messages for NIH CSR customers and submit them to CIT to be posted on the Delpro message board.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------|---------|----------------------------------|-----------------------------|---------|-----------------------------|
| Messages are clear and concise | 10% | # of messages annually | Within 10 WD prior to event | 10% | Within 5 WD prior to event |
| Messages are clear and concise | 10% | # of emergency messages annually | Within 2 hours of emergency | 20% | Within 3 hours of emergency |

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#: 5.5.2

Requirement: Marketing

Conditions of Performance

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

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.

Sub-Requirements

5.5.2.1 Conduct customer surveys

5.5.2.2 Receive customer phone calls and investigate complaints and suggestions pertaining to the CSR Program.

5.5.2.3 Coordinate product/vendor shows at NIH facilities.

5.5.2.4 Participate in product shows on and off the NIH Campus.

5.5.2.5 Submit updates to the CSR website to the webmaster.

5.5.2.6 Design/redesign and distribute flyers promoting CSR stock.

RFP#: 5.5.2.1

Requirement: Conduct customer surveys

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------------------|---------|--------------------------------|----------------------------------------|---------|----------------------------------------|
| Customer surveys are conducted and complaints resolved. | 5% | # of surveys conducted monthly | 100 surveys are conducted within 30 WD | 2% | 100 surveys are conducted within 45 WD |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|------------------------|--------|--------|--------|--------|--------|
| # of surveys conducted | 1200 | 1200 | 1200 | 1200 | 1200 |

RFP#: 5.5.2.2

Requirement: Receive customer phone calls and investigate complaints and suggestions pertaining to the CSR Program.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|----------------------------------------------------------|---------|-----------------------------|--------------------------------------------|---------|--------------------------------------------|
| Complaints and suggestions are investigated and resolved | 5% | # of calls received monthly | Complaints resolved within 3 WD of receipt | 5% | Complaints resolved within 5 WD of receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------|--------|--------|--------|--------|--------|
| # of calls received | 363 | 363 | 363 | 363 | 363 |

RFP#: 5.5.2.3

Requirement: Coordinate product/vendor shows at NIH facilities.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|----------------------------------------------------------------------------------------|----------------|------------------------------------|--------------------------------|----------------|-------------------------------|
| Product shows are set-up and 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of product/vendor shows | 60 | 60 | 60 | 60 | 60 |

RFP#: 5.5.2.4

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------------------|---------|---------------------------------------------|---------------------------------|---------|-------------------------------------|
| Available products are displayed to potential customers | 5% | # of product shows participated in annually | Shows participated in quarterly | 20% | Shows participated in semi-annually |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|------------------------------------|--------|--------|--------|--------|--------|
| # of product shows participated in | 40 | 40 | 40 | 40 | 40 |

RFP#: 5.5.2.5

Requirement: Submit updates to the CSR website to the webmaster.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-------------------------|----------------|---------------------------------------|-----------------------------------------------------------------|----------------|-----------------------------------------------------------------|
| Website is current | 10% | # of updates to website semi-annually | Website updates submitted within 2 WD of changes to CSR Program | 10% | Website updates submitted within 5 WD of changes to CSR Program |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of updates to website | 32 | 32 | 32 | 32 | 32 |

RFP#: 5.5.2.6

Requirement: Design/redesign and distribute flyers promoting CSR stock.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------------------|---------|------------------------------------------|---------------------------------|---------|---------------------------------|
| Flyers are up-to-date and generated for distribution | 5% | # of flyers designed/redesigned annually | Within 6 WD prior to event/show | 3% | Within 1 WD prior to event/show |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------------|--------|--------|--------|--------|--------|
| # of flyers designed/redesigned | 70 | 70 | 70 | 70 | 70 |

RFP#: 5.5.3**Requirement: Catalog****Conditions of Performance**

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.

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 an existing Federal item identification, add reference data associated with an NSN, or cancel an NSN.

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

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

Assure 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 CSR catalog. Adequate specifications and pictures should be collected from the vendor before the NSN is assigned and given to the vendor.

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

Sub-Requirements

5.5.3.1 Categorize all new stock items and assign local NSNs.

5.5.3.2 Obtain NSNs from GSA for permanent stock items.

5.5.3.3 Record and maintain item and vendor information in the ADB and catalog file folders.

5.5.3.4 Create a catalog file for each new item in the inventory.

5.5.3.5 Maintain the NIH Supply Catalog and submit web updates to the webmaster.

5.5.3.6 Produce and distribute hard copy NIH Supply Catalogs.

RFP#: 5.5.3.1

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------|----------------|-----------------------------|----------------------------------------------------------------------|----------------|---------------------------------------------------------------------|
| Local NSNs are assigned to all stock items. | 0% | # of NSNs assigned annually | Within 4 days of stock item being approved for inclusion in the CSR. | 0% | Within 7 days of stock item being approved for inclusion in the CSR |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of NSNs assigned | 381 | 381 | 381 | 381 | 381 |

RFP#: 5.5.3.2

Requirement: Obtain NSNs from GSA for permanent stock items.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------|---------|-------------------------------|--------------------------------------------------|---------|----------------------------------------------------|
| GSA-approved NSNs are assigned | 5% | # of requests to GSA for NSNs | Within 6 MO after item is established in the CSR | 5% | Within 1 year after item is established in the CSR |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------------|--------|--------|--------|--------|--------|
| # of requests to GSA for NSNs | 300 | 300 | 300 | 300 | 300 |

RFP#: 5.5.3.3

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------------------------------|---------|------------------------------------------------------------------|------------------------------------------------|---------|-----------------------------------------------|
| Vendor information and stock item specs are accurate and up-to-date | 2% | # of stock items with revised item or vendor information monthly | Information is updated within 2 WD of receipt. | 5% | Information is updated within 4 WD of receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|----------------------------------------------------|--------|--------|--------|--------|--------|
| Total # of stock line items in stockroom inventory | 4481 | 4481 | 4481 | 4481 | 4481 |

RFP#: 5.5.3.4

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-----------------------------------------|---------|--------------------------------------------|---------------------------------------------------------|---------|---------------------------------------------------------|
| All new stock items have a catalog file | 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-----------------------------------|--------|--------|--------|--------|--------|
| # of new items added to inventory | 381 | 381 | 381 | 381 | 381 |

RFP#: 5.5.3.5

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------------------------------------|---------|---------------------------------------|-------------------------------------------|---------|-------------------------------------------|
| Supply Catalog identifies all available items within the CSR | 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

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------------|--------|--------|--------|--------|--------|
| # of stock line items updated | 381 | 381 | 381 | 381 | 381 |

RFP#: 5.5.3.6

Requirement: Produce and distribute hard copy NIH Supply Catalogs.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------------------------|----------------|------------------------------------|-----------------------------------|----------------|------------------------------------|
| Supply catalog distributed to customer base | 5% | # of catalogs distributed annually | Distributed by Jan 30th each year | 5% | Distributed by March 1st each year |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of catalogs distributed | 4000 | 4000 | 4000 | 4000 | 4000 |

RFP#: 5.5.4 Requirement: 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

CAN numbers shall be recorded for each card.

Sub-Requirements

5.5.4.1 Create and issue new or replacement SSS charge cards.

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

RFP#: 5.5.4.1

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------------------------------------------------|---------|---------------------------------------------------|------------------------|---------|------------------------|
| New or replacement SSS cards with proper CAN assigned are issued to requesting ICs | 1% | # of new or replacement SSS cards created monthly | Within 1 WD of request | 0% | Within 2 WD of request |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------------------------|--------|--------|--------|--------|--------|
| # of new or replacement SSS cards created | 350 | 350 | 350 | 350 | 350 |

RFP#: 5.5.4.2

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

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------------------------------------|---------|-----------------------------------------|------------------------------------|---------|--------------------------------------------|
| Annual renewal SSS cards are issued with proper CAN assigned | 1% | # of renewal SSS cards created annually | Prior to the end of the current FY | 0% | By the end of the first week of the new FY |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|--------------------------------|--------|--------|--------|--------|--------|
| # of renewal SSS cards created | 3425 | 3425 | 3425 | 3425 | 3425 |

RFP#: 5.6

Requirement: Special Functions

Sub-Requirements

5.6.1 VRP Inspections and AAALAC Certification

5.6.2 Self Service Store Operations

RFP#: 5.6.1

Requirement: 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.

Conditions of Performance

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

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.

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

Sub-Requirements

5.6.1.1 Assist with VRP and AAALAC inspections.

RFP#: 5.6.1.1

Requirement: Assist with VRP and AAALAC inspections.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------------------------------|---------|----------------------------------------------------|---------------------------------------------------------|---------|---------------------------------------------------------|
| VRP and AAALAC inspections receive satisfactory rating | 10% | # of VRP and AAALAC inspections conducted annually | Inspections are completed within 2 WD of scheduled date | 10% | Inspections are completed within 4 WD of scheduled date |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------|--------|--------|--------|--------|--------|
| # of VRP inspections | 52 | 52 | 52 | 52 | 52 |
| # of AAALAC inspections | 4 | 4 | 4 | 4 | 4 |

RFP#: 5.6.2 Requirement: 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.

Conditions of Performance

Freezer items are the only items which arrive directly from the vendor. The SP shall verify that the vendor has provided all items 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 freezer program coordinator.

The SP shall 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.

The annual volume for the SS Stores is displayed in TE - 33.

All items designated as high dollar value or secured items shall be inventoried daily. Discrepancies shall be reported immediately to the PO or Supervisor for action or inventory adjustment.

Store shelves shall be maintained 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.

Customer Delivery services shall include delivery of materials to designated locations on campus, and occasionally to off campus facilities. An additional fee may 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.

Sub-Requirements

- 5.6.2.1 Receive and inspect SSS Stock Shipments.
- 5.6.2.2 Conduct daily inventories of SSS high dollar value & secured stock.
- 5.6.2.3 Conduct cycle counts of SSS materials in stock.
- 5.6.2.4 Revise SSS reorder points and safe levels for stock.
- 5.6.2.5 Check out SSS customers.

5.6.2.6 Provide SSS customer delivery services.

RFP#: 5.6.2.1

Requirement: Receive and inspect SSS Stock Shipments.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------|---------|-------------------------------------|----------------------------------------------------|---------|-------------------------|
| All shipments are received and inspected | 5% | # of SSS shipments received monthly | Shipments are checked in within 4 hours of receipt | 5% | Within 1 day of receipt |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-----------------------------|--------|--------|--------|--------|--------|
| # of SSS shipments received | 600 | 600 | 600 | 600 | 600 |

RFP#: 5.6.2.2

Requirement: Conduct daily inventories of SSS high dollar value & secured stock.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|--------------------------------------------------------------------------|---------|---------------------------------------------------------------------|---------------------------------|---------|------------------------------------|
| All high dollar and secured items are inventoried prior to store opening | 5% | # of SSS high dollar and secured stock line items inventoried daily | Within 2 hours of store opening | 5% | Within 30 minutes of store opening |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------------------------------------------|--------|--------|--------|--------|--------|
| # of SSS high dollar and secured stock line items inventoried | 1800 | 1800 | 1800 | 1800 | 1800 |

RFP#: 5.6.2.3

Requirement: Conduct cycle counts of SSS materials in stock.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|-----------------------------------------------|----------------|-------------------------------|-------------------------------------------------|----------------|-------------------------------------------------|
| Cycle counts verify item counts and locations | 5% | # of SSS cycle counts monthly | Assigned cycle counts are completed within 1 WD | 5% | Assigned cycle counts are completed within 2 WD |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| # of SSS cycle counts | 17000 | 17000 | 17000 | 17000 | 17000 |

RFP#: 5.6.2.4

Requirement: Revise SSS reorder points and safe levels for stock.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|------------------------------------------------------------------------------------------------------------------------|---------|--------------------------------------------|---------------------------------------------------------------------------------------------|---------|---------------------------------------------------------------------------------------------|
| Stock reorder and safe levels are adjusted to maintain adequate stock levels and adjustments are reflected in the ADB. | 10% | # of SSS ROP/ safe 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 |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------------------------|--------|--------|--------|--------|--------|
| # of SSS item ROP/safe levels revised | 400 | 400 | 400 | 400 | 400 |

RFP#: 5.6.2.5

Requirement: Check out SSS customers.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|---------------------------|----------------|---------------------------------|-------------------------------|----------------|---------------------------|
| Customers are checked out | 1% | # of SSS customers served daily | Within 30 minutes of 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#: 5.6.2.6

Requirement: Provide SSS customer delivery services.

Quality and Timeliness Standards

| Quality Standard | Lot AQL | Lot | Timeliness Standard | Max AQL | MAX |
|----------------------------------------------------|---------|-----------------------------|----------------------------|---------|--------------|
| Purchased items are delivered to correct locations | 5% | # of SSS deliveries monthly | Within requested timeframe | 5% | Within 1 day |

Workload Indicators

| Workload Indicator | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---------------------|--------|--------|--------|--------|--------|
| # of SSS deliveries | 1500 | 1500 | 1500 | 1500 | 1500 |

SECTION C-6

APPLICABLE DIRECTIVES, PUBLICATIONS, INSTRUCTIONS, AND FORMS

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. 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 shall 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 shall 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.

| Reference Data Collection Sheet | | |
|------------------------------------------------------------------------------------------------|-----------------------|---------------|
| Reference | Mandatory or Advisory | Link or Print |
| Executive Order 13148 – Greening the Government through Leadership in Environmental Management | Mandatory | |
| Executive Order 13101 – Track purchases of designated Environmental Protection Agency | Mandatory | |

| Reference Data Collection Sheet | | |
|------------------------------------------------------------|------------------------------|-------------------------------------------------------------------|
| Reference | Mandatory or Advisory | Link or Print |
| guideline items and report on them | | |
| FAR 6.1 – Full and Open Competition | Mandatory | http://www.arnet.gov/far/ |
| FAR 6.102 – Use of Competitive Procedures | Mandatory | http://www.arnet.gov/far/ |
| FAR 45.505 – Records and Reports of Government Property | Mandatory | http://www.arnet.gov/far/ |
| FAR 52.245-11(c) – Government Property – Facilities Use | Mandatory | http://www.arnet.gov/far/ |
| FAR 52.246-4 – Inspection of Services, Fixed Price | Mandatory | http://www.arnet.gov/far/ |
| FAR 52.246-5 – Inspection of Services – Cost Reimbursement | Mandatory | http://www.arnet.gov/far/ |
| | | |

6.1.4 Publications

| DIRECTIVES/ PUBLICATION NO. | TITLE | Mandatory/ Advisory | Internet Available |
|----------------------------------------|---------------------------------------------|--------------------------------|---------------------------------------------------------------------------------------|
| 116-ORS | Hazardous Materials Compliance Pocketbook | Mandatory | http://www.access.gpo.gov/nara/cfr/ |
| | North American Emergency Response | Mandatory | http://www.access.gpo.gov/nara/cfr/ |
| 200-ORS-7 | Official OSHA Safety Handbook | Mandatory | http://www.access.gpo.gov/nara/cfr/ |
| | Hazardous Materials 181 | Mandatory | http://www.access.gpo.gov/nara/cfr/ |
| | Occupational Safety & Health | Mandatory | www.osha.gov |
| | RIMS Training Material | Mandatory | Paper |
| | RDT RIMS 3.4 Test Scripts | Mandatory | Paper |
| SMD/TOC-IPM | Integrated Procedure Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-MGT | Management Review Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-CSV | Customer Service Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-MNT | Maintenance Index | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Customer Survey Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Quality Critical Instrument List | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Nonconformance Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-PUR | Supplier Nonconformance Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Customer Satisfaction Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Calibration Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Customer Feedback Manual | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Service Process List - Site Specific | Mandatory | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Statistical Techniques List - Site Specific | Mandatory | www.e-ssy.com/edms/entrance.asp |
| AFB Storage Attachment 1.2.4 | Guide Pest Management | Mandatory | Paper |

| DIRECTIVES/ PUBLICATION NO. | TITLE | Mandatory/ Advisory | Internet Available |
|----------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Cataloging Handbook, Dept of Army Supply Bulletin H2 SB 708-21 | Federal Supply Classification, Groups & Classes | Mandatory | Paper |
| | Federal Item Logistic Data Record | Mandatory | CD |
| | Guide for the Care and use of Laboratory Animals – DHHS Publication, Revised 1996. | Mandatory | grants2.nih.gov/grants/olaw/GuideBook.pdf |
| | Master Cross Reference Inventory Listing | Mandatory | Paper |
| NIH Policy Manual – 26101-41 | E Self Service Store Charge Cards | Mandatory | www.nih.gov/od/olao/oa/delpro/delpro_refguide.pdf |
| | NIH – GDC Description of Operations | Mandatory | Paper |
| 45 CFR Part 5 | Regulations, Public Information | Mandatory | grants2.nih.gov/grants/policy/nihgps_2003/master_list.htm |
| Directive 5 CFR Part 2635 | Standards of Ethical Conduct | Mandatory | http://frwebgate.access.gpo.gov/cgi-bin/multidb.cgi |
| 49 CFR Parts 100 to 185 | USDOT – Hazardous materials Regulations | Mandatory | http://hazmat.dot.gov/rules.htm |
| | Resource Conservation and Recovery Act (RCRA) | Mandatory | www.niehs.nih.gov/odhsb/emerg/108.pdf |
| | DOJ's Freedom of Information Act Guide, May 2002 | Advisory | www.nih.gov/icd/od/foia/ |
| | Electronic Freedom of Information Act Amendment ("E-FOIA) of 1996 | Advisory | www.nih.gov/icd/od/foia/ |
| 5 USC 552 | The Freedom of Information Act | Advisory | www.nih.gov/icd/od/foia/ |
| | GDC Description of Operations | Advisory | Paper |
| | 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 | ISO – Local Form |
| 002 | Warehouse Performance | ISO – Local Form |
| 003 | Monthly Count Report form | ISO – Local Form |
| 005 | Performance Error Rate Report form | ISO – Local Form |
| 009 | Item hold Sheet form | ISO – Local Form |
| SF 18 | Request for Quotation | http://forms.cit.nih.gov/adobe/procurement/SF18.PDF |
| 100 | Customer Satisfaction | ISO – Local Form |
| NIH 230 | Inventory Transaction Record | ISO – Local Form |
| SF – 364 | Report of Discrepancy form (ROD) | http://forms.cit.nih.gov/adobe/grants/SF364.PDF |
| 402 | Supplier Nonconformance Report (SNR) | ISO – Local Form |
| 591 | Customer Feedback | ISO – Local Form |
| 600 | Action Record form | ISO – Local Form |
| 600 | Corrective Preventive Action Record (CPAR) | ISO – Local Form |
| 601 | Count Report form | ISO – Local Form |
| 615 | Metric Record form | ISO – Local Form |
| NIH 649 | Report of property transfer | http://forms.cit.nih.gov/adobe/property/NH649.PDF |
| 852 | Audit Plan | ISO – Local Form |
| 855 | Qualified Auditor List | ISO – Local Form |
| 857 | Audit Report form | ISO – Local Form |
| 994 | Individual Career Development plan form | ISO – Local Form |

| FORMS NO. | TITLE | Internet Available |
|-------------------|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| SF – 1303 | Request for Federal Cataloging/ Supply Support Action | http://forms.cit.nih.gov/adobe/procurement/SF1303.PDF |
| 1559 | Receipt form | ISO – Local Form |
| NIH 1861-1 | Purchase Request | http://forms.cit.nih.gov/adobe/procurement/NH1861_1.PDF |
| OMB No. 2050-0072 | Tier Two Emergency and Hazardous Chemical Inventory | ISO – Local Form |
| NIH 2450 | Request for Cardkey and Record of Registration | ISO – Local Form |
| NIH 2547 | NIH invoice of fees for Freedom of Information Act Services | ISO – Local Form |
| NIH 2555 | Order for Supplies or Services | http://forms.cit.nih.gov/adobe/procurement/NH2555.PDF |
| NIH 2558 | OMS Medical Evaluation of Functional Activities | http://forms.cit.nih.gov/adobe/clinicalcare/NH2558.PDF |
| ISO2001 | Form | ISO – Local Form |
| SMD/FRM-MGT | Employee Qualification Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-MNT | Facility Check List | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-MNT | Facility Damage Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-MNT | Lift Truck Daily Check List | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-MNT | Daily Vehicle Inspection Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-MNT | Equipment Maintenance Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-MNT | Request For Maintenance | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-PUR | Supplier Qualification Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-PUR | Internal Plan Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Check Record Sheet | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Validation Record Sheet | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Software Validation List | www.e-ssy.com/edms/entrance.asp |

| FORMS NO. | TITLE | Internet Available |
|------------------|--------------------------------------------|--------------------------------------------------------------------------------------|
| SMD/FRM-QMS | Corrective/Preventive Action Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Metric Record Sheet | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | System Metrics List | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-QMS | Internal Auditor Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-TRG | Training Record - Admin/Purch/Inv.Mgmt | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-TRG | Training Record - Customer Service | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-TRG | Training Record - Management | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-TRG | Training Record - Operations/Warehouse | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-TRG | Training Record - QA/Quality Mgmt. Systems | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-TRG | Training Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Warehouse Operator Count | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Warehouse Performance Log | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Customer Return Log | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Travel Log | www.e-ssy.com/edms/entrance.asp |
| NIH-1382-2 | Motor Vehicle Trip Ticket | http://forms.nih.gov/ListFM.html |
| SMD/FRM-WHS | Drivers/Helper Assignment | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | New Item Check In Sheet | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Item Hold Sheet | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Refused Shipment Log | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Dock Verification Log | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Copier Paper Control Log | www.e-ssy.com/edms/entrance.asp |

| FORMS NO. | TITLE | Internet Available |
|------------------|---------------------------------|--------------------------------------------------------------------------------------|
| SMD/FRM-WHS | Battery Control Log | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Cage Item Control Log | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Receiving Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Receiving Unscheduled Delivery | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Truck Driver Route Manifest | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Recycle Bin Pick-up | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Truck Driver Call In Log | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Customer Pick-up Record | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Custom Direct Cylinder Delivery | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Shipping Manifest | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Route Quantity Sheet | www.e-ssy.com/edms/entrance.asp |
| SMD/FRM-WHS | Do Not Use Sign | www.e-ssy.com/edms/entrance.asp |

6.1.6 REPORTS

| REPORT | NAME | REQUESTER | PROVIDER | FREQUENCY |
|-----------------|------------------------------------------------|-----------|----------|-------------------|
| R001PROD | Fedstrip Control Copy | DLS, SMB | CIT | order generated |
| R008CSRD | Replenishment | DLS, SMB | CIT | daily |
| R008CSRW | Replenishment | DLS, SMB | CIT | weekly |
| R009CSRW | Special Expedite Report | DLS, SMB | CIT | demand generated |
| R012CSRD | Abnormal Issue Report | DLS, SMB | CIT | as needed |
| R012CSRW | Abnormal Issue Report | DLS, SMB | CIT | as needed |
| R013CSRW | Stock Due in Between X and X | DLS, SMB | CIT | weekly |
| R014CSRW | Stock Received Between X and X | DLS, SMB | CIT | Wkly/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 needed |
| R020CSRМ | Stock Write-Offs & Adjustments | DLS, SMB | CIT | monthly |
| R021CSRH | Annual Inventory | DLS, SMB | CIT | as requested |
| R022CSRД | Status of Items on Freeze | DLS, SMB | CIT | daily |
| R023CSRД | Items on Backorder | DLS, SMB | CIT | daily |
| R024CSRМ | Inventory Analysis - Detail | DLS, SMB | CIT | monthly |
| R039CSRМ | Inventory Analysis - SOB | DLS, SMB | CIT | monthly |
| R045CSRA | Sales Summary | DLS, SMB | CIT | as needed |
| R047CSRH | NSN History | DLS, SMB | CIT | as needed |
| R062CSRД | Adjustments | DLS, SMB | CIT | daily |
| R064CSRW | CSR Suggested Orders which has not been placed | DLS, SMB | CIT | weekly |
| R070CSRМ | List NSNS to be Discontinued | DLS, SMB | CIT | monthly |
| <i>R072CSRМ</i> | No Issues in Last 4 Months | DLS, SMB | CIT | monthly |
| R072CSRW | Stock Due in Over 6 Months | DLS, SMB | CIT | weekly |
| R073CSRW | Stock Due in Between 2 to 6 months | DLS, SMB | CIT | weekly |
| R074CSRW | Number of Items Stocked | DLS, SMB | CIT | weekly |
| R080CSRМ | NSNS Not Issued the Last 3 Months | DLS, SMB | CIT | monthly |

| REPORT | NAME | REQUESTER | PROVIDER | FREQUENCY |
|----------|--------------------------------------|--------------|-------------|--------------|
| 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 needed |
| RD41CSRW | Stock Master Transactions-Detail-SOB | DLS, SMB | CIT | as needed |
| RML2CSRW | Store Stock Master by Inventory | DLS, SMB | CIT | as needed |
| RS24CSRW | Inventory Analysis - Summary | DLS, SMB | CIT | monthly |
| | Warehouse Performance Wk #1 | Reggie Roary | Carol Evans | Weekly |
| | Warehouse Performance Wk #2 | Reggie Roary | Carol Evans | Weekly |
| | Warehouse Performance Wk #3 | Reggie Roary | Carol Evans | Weekly |
| | Warehouse Performance Wk #4 | Reggie Roary | Carol Evans | Weekly |
| | Warehouse Performance Wk #5 | Reggie Roary | Carol Evans | Weekly |
| | Monthly Warehouse Performance | Reggie Roary | Carol Evans | Monthly |
| | Warehouse Counts Wk #1 | Reggie Roary | Carol Evans | Weekly |
| | Warehouse Counts Wk #2 | Reggie Roary | Carol Evans | Weekly |
| | Warehouse Counts Wk #3 | Reggie Roary | Carol Evans | Weekly |
| | Warehouse Counts Wk #4 | Reggie Roary | Carol Evans | Weekly |
| | Warehouse Counts Wk #5 | Reggie Roary | Carol Evans | Weekly |
| | Monthly Warehouse Counts | Reggie Roary | Carol Evans | Monthly |
| | Rewarehouse Wk #1 | Reggie Roary | Carol Evans | Weekly |
| | Rewarehouse Wk #2 | Reggie Roary | Carol Evans | Weekly |
| | Rewarehouse Wk #3 | Reggie Roary | Carol Evans | Weekly |
| | Rewarehouse Wk #4 | Reggie Roary | Carol Evans | Weekly |
| | Rewarehouse Wk #5 | Reggie Roary | Carol Evans | Weekly |
| | Monthly Rewarehouse | Reggie Roary | Carol Evans | Monthly |
| | Reship Report | Reggie Roary | Carol Evans | Monthly |
| | Warehouse Error Rate Report | Reggie Roary | Carol Evans | Monthly |
| | Call Log Summary | Reggie Roary | Carol Evans | Monthly |

| REPORT | NAME | REQUESTER | PROVIDER | FREQUENCY |
|---------------|---------------------------|------------------|-----------------|------------------|
| | Customer Return Log | Reggie Roary | Carol Evans | Monthly |
| | Warehouse Performance Log | Reggie Roary | Carol Evans | 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

Please contact the CO for TEs 3-7, facilities layouts.