National Institutes of Health
Business and Professional Support Services II
(NIHBPSS II)

Standard Operating Procedures

15 April 2020

FOREWARD

The National Institutes of Health (NIH) Business and Professional Services II contract (NIHBPSS II) award mechanism is intended to assist NIH and its component Institutes and Centers (ICs) to achieve and maintain high quality performance in the areas of Business and Professional Support Services. The NIHBPSS II vehicle is structured as 14 Indefinite Delivery / Indefinite Quantity (IDIQ) contracts. Task orders are to be issued under the 14 contracts to acquire services as desired.

Standard Operating Procedures

The Standard Operating Procedures (SOP) herein contain guidelines for utilizing the NIHBPSS II contract vehicle, covering the roles and responsibilities of all involved parties, including Vendor personnel.

The task orders will be awarded under the Federal Acquisition Streamlining Act (FASA) which requires that the prime vendors be given a Fair-Opportunity-to-be-Considered (FOC) for task order awards. However, all orders with an expected total value between $3500.00 and $700,000.00 shall be set aside for small business concerns as authorized by section 1331 of Public Law 111-240 (15 U.S.C. 644(r)).

Please refer to the NIHBPSS II Website (http://NIHBPSS.olao.od.nih.gov) and/or contact the NIHBPSS II Program Support Team (NIHBPSSII@mail.nih.gov) if you have any questions, need additional information, and/or require official documentation and administration related to task order establishment.

The NIHBPSS II award mechanism will operate using the NIHBPSS II electronic Government Ordering System (eGOS), when available and implemented. This SOP will be updated at that time to provide specific, streamlined guidance on how to use eGOS in placing a task order.

Task Order Guidelines are subject to change; please refer to the latest version in effect. The latest version will supersede all earlier versions.

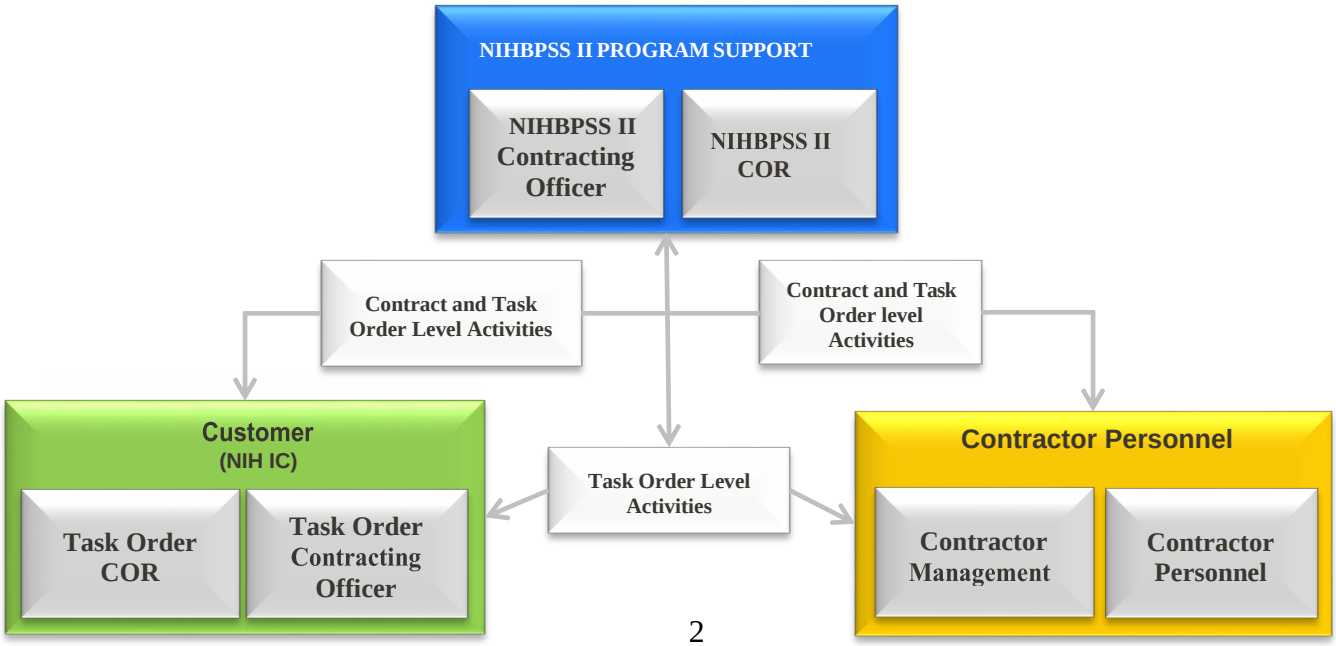
ACRONYMS

The following is a list of acronyms used throughout this document.

Abbreviation	Full Name
CO	Contracting Officer
COAC	Consolidated Operations Acquisitions Centers
COR	Contracting Officer's Representative
D&F	Determinations and Findings
eGOS	Electronic Government Ordering System
FAR	Federal Acquisitions Regulation (http://www.acquisition.gov/far)
FASA	Federal Acquisition Streamlining Act
IC	Institutes and Centers
ID/IQ	Indefinite Delivery/Indefinite Quantity
IGCE	Independent Government Cost Estimate
LH	Labor Hours
NIH	National Institutes of Health
OLAO	Office of Logistics and Acquisition Operations
NIHBPSS II	National Institutes of Health, Business and Professional Support Services II
SOW	Statement of Work
SRD	Selection Recommendation Document
T&M	Time & Materials
TO	Task Order
TORP	Task Order Request Package

NIHBPSS II ORGANIZATIONAL CHART

Additional details of the roles and responsibilities shown in the diagram below are described in Section 2.



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1 GENERAL INFORMATION

The National Institutes of Health Business and Professional Support Services II (NIHBPSS II) Contract is an acquisition vehicle available to all Institutes and Centers (ICs) and offices within the National Institutes of Health (NIH) to purchase business operation and professional support services. This multiple award contract with 14 vendors will be used by NIH to procure business and professional support services on a task order (TO) basis. In technical terms, NIHBPSS II is an Indefinite Delivery/Indefinite Quantity (IDIQ) contract, which affords customers the ability to order services after requirements materialize, providing NIH with flexibility in both quantities and delivery scheduling. Additional information including the scope, labor categories, and services related to NIHBPSS II can be found in the following sections.

The contract period of performance will consist of a base year performance period and two one-year option periods.

1.1 Non-Personal Services

Pursuant to FAR 37.1, no personal services shall be performed under this contract. All work requirements shall flow only from the Contracting Officer's Representative (COR) to the contractor's Project Manager. No contractor employee will be directly supervised by the Government. All individual employee assignments, and daily work direction, shall be given by the applicable employee supervisor. If the contractor believes any Government action or communication has been given that would create a personal services relationship between the Government and any contractor employee, the contractor shall promptly notify the Contracting Officer of this communication or action.

Pursuant to FAR 7.5, the contractor shall not perform any inherently governmental actions under this contract. No contractor employee shall hold him or herself out to be a Government employee, agent, or representative. No contractor employee shall state orally or in writing at any time that he or she is acting on behalf of the Government. In all communications with third parties in connection with this contract, contractor employees shall identify themselves as contractor employees and specify the name of the company for which they work. In all communications with other Government contractors in connection with this contract, the contractor employee shall state that they have no authority to in any way change the contract and that if the other contractor believes this communication to be a direction to change their contract, they should notify the Contracting Officer for that contract and not carry out the direction until a clarification has been issued by the Contracting Officer.

The contractor shall insure that all of its employees working on this contract are informed of this information. Nothing in this section shall limit the Government's rights in any way under the other provisions of the contract, including those related to the Government's right to inspect and accept the services to be performed under this contract. The substance of this section shall be included in all subcontracts at any tier.

1.2 Labor Categories

The contractor shall maintain a management structure with overall task order control and authority for the performance of the work. At a minimum, the contractor's management structure shall be responsible for the following throughout the life of each task order:

a) Deploying a technically proficient and professionally capable staff.

b) Keeping personnel turnover to a minimum and ensuring individuals are motivated to achieve excellent performance.

c) Ensuring problems are minimized and unavoidable problems are resolved with minimal disruption to the activities performed under the task order.

d) Obtaining continuous feedback on performance from appropriate Government personnel and disseminating feedback to vendor personnel on all areas of task order performance.

e) Continually monitoring the quality of all products and services provided for purposes of identifying and implementing performance improvements; and

f) Ensuring that all resources necessary to perform the task order are identified with clearly defined roles and deployed on schedule.

Support under this contract will include the following labor categories:

1. PROJECT MANAGER

Functional Responsibility: Manages multiple projects and project managers. Serves as the overall lead or director on complex projects and multiple agency contracts and serves as the principal liaison between the contractor and multiple government agencies. The Senior Project Manager is responsible for ensuring that all tasking associated with a Government-funded program or project is completed effectively and efficiently, on time. Manages associated technical project issues. Assures quality control programs are in place and consistent on all programs assigned.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 5 years of relevant experience*

2 ASSISTANT PROJECT MANAGER

Functional Responsibility: Serves as a lead on complex projects and multiple agency contracts and serves as the principal liaison between the contractor and multiple government agencies. The Project Manager is responsible for ensuring that all tasking associated with a Government-funded program or project is completed effectively and efficiently, on time. Coordinates manpower and resources for multiple projects. Manages associated technical project issues. Assures quality control programs are in place and consistent on all programs assigned.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 1 to 2 years of relevant experience*

3. ADMINISTRATIVE ASSISTANT

Functional Responsibility: In direct support of professional positions, conducts a variety of clerical and administrative activities. Maintains office files, provides word processing, spread sheets and graphics as desired; other duties as assigned.

Education: High school degree

Experience: No less than 1 to 2 years of relevant experience*

4. **WEB PROJECT MANAGER**
   Functional Responsibility: Responsible for web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and products and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance.

   Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
   Experience: No less than 3 years of relevant experience*

5. **WEB DESIGNER**
   Functional Responsibility: Under general supervision, designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Develops applications based on current, new and future net-based applications. Requires significant graphics and design experience as well as HTML knowledge.

   Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
   Experience: No less than 1 to 2 years of relevant experience*

6. **WEB SOFTWARE DEVELOPER**
   Functional Responsibility: Experienced in the design and development, testing, deployment, and maintenance of web or web applications constructed in a business application or survey application mode. Experienced in developing 508 - compliant web applications for relational database and/or data retrieval systems.

   Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
   Experience: No less than 1 to 2 years of relevant experience*

7. **WEB CONTENT ADMINISTRATOR**
   Functional Responsibility: Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.
   Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
   Experience: No less than 1 to 2 years of relevant experience*

8. **BUDGET ANALYST**
   Functional Responsibility: Work with program and project managers to develop the organization's budget. Review budget proposals for completeness, accuracy, and compliance with laws and other regulations. Explain their recommendations for funding requests to other organization, legislators, and the public. Analyze proposed plans and find alternatives if the projected results are unsatisfactory. Monitor organizational spending to ensure that it is within budget. Inform program managers of the status and availability of funds. Estimate future financial needs.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 1 to 2 years of relevant experience*

9. **ACCOUNTING ANALYST**
Functional Responsibility: Evaluates public company financial statements. Public companies' issue (10-k) annual financial statements as required by the Security and Exchange Commission. The statements include the balance sheet, the income statement, the statement of cash flows and the notes to the financial statements. Specifically, the notes to the financial statements contain considerable quantitative detail supporting the financial statements along with narrative information.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 1 to 2 years of relevant experience*
In addition, the analyst will most likely hold the Chartered Certified Accountant (ACCA) or Certified Public Accountant (CPA) or Chartered Account (CA or ACA) description
Experience: Has extensive training in understanding financial accounting principles for public companies based on generally accepted accounting principles as provided by the Financial Accounting Standards Board. Or, he/she may have additional experience in applying international accounting standards based on the rules put out by the International Accounting Standards Board.

10. **FINANCIAL MANAGER**
Functional Responsibility: Responsible for the financial health of an organization. They produce financial reports, direct investment activities. And develop strategies and plans for the long-term financial goals of their organization. Prepare financial statements, business activity reports, and forecasts. Monitor financial details to ensure the legal requirements are met. Supervise employees who do financial reporting and budgeting. Review company financial reports and seek ways to reduce costs. Help management make financial decisions.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 3 years of relevant experience*

11. **PROCUREMENT SPECIALIST**
Functional Responsibility: Ensures that the items and services to build and maintain advanced technology products are purchased from specified suppliers and are delivered according to agreed terms and conditions. An important aspect of this role is seeking maximum value for the company through time and cost agreements while working with technology advanced products. Reviews planned orders, creates requisitions for purchased items, and manage approval process. Tracks order acknowledgement, prepares and communicates shortage and backlog reports, and provides visibility of potential interruptions to internal customers. Reviews, updates, and maintains purchase orders until they are closed.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 1 to 2 years of relevant experience*

12. **SUBJECT MATTER EXPERT**
Functional Responsibility: Experience in utilizing new methodologies for solving problems and ensuring that systems are in compliance with organizational requirements. Analyzes user needs to determine functional requirements, performs functional allocation to identify required tasks and their interrelationships. Develops recommendations for the organizational process changes to include

new technology, identifies resources required for each task.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 5 years of relevant experience*

13. **LOGISTICAL/TECHNICAL SUPPORT SPECIALIST**
Functional Responsibility: Performs logistics tasks associated with logistics engineering, scientific or general data processing functions within Governmental and/or civil development. Acquisition, sustainment and/or operational environments, interfaces with individual users to resolve operational and/or business processes, and/or routine technical, problems. Coordinates tasks with other employees, trains and assists less-experienced personnel. Participates as individual contributor and as member of multiple cross functional integrated product teams and/or functional area teams.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 1 to 2 years of relevant experience*

14. **FUNCTIONAL SPECIALIST**
Functional Responsibility: A functional specialist is an expert in a specific discipline, such as human resources, finance, marketing, information technology or continuous improvement. A specialist can either manage a department or take a key role in one area of the department. For example, a marketing specialist might oversee the research, distribution, sales, advertising, promotions, social media or public relations of a small business. At a large company, she might specialize by handling one of those duties. A specialist might not be able to handle all of the tasks in her area but knows enough about them to manage others. For example, an advertising specialist will be familiar with media buying, layout and design, pay-per-click strategies and copywriting. While she might not have advanced layout and design skills, she understands the basics of graphic design and can direct a graphic artist. Respond to queries from students on the particular subject.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 1 to 2 years of relevant experience*

15. **SUBJECT MATTER EXPERT INSTRUCTOR**
Functional Responsibility: Experienced practitioners that can develop and/or teach in a stimulating and participative learning environment for students. Work with other team members, such as Programmers, Graphic Designers, Writers, and Instructional Designers in order to produce effective learning modules in context with the implementation of self-learning methodologies. Develop model exam questions, including solutions and explanations. Create interactive exercises and activities to support learning outcomes.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: Not less than 5 years of relevant experience*

16. **BUSINESS PROCESS REENGINEERING SPECIALIST**
Functional Responsibility: Applies business process improvement practices to reengineer methodologies, principles, and business process modernization projects.

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 1 to 2 years of relevant experience*

17. **SOFTWARE ARCHITECT**

Functional Responsibility: Designs and develops new software products or major enhancements to existing software. Addresses problems of system integration compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management

Education: MA/MS desired; a minimum of a Bachelor's Degree in relevant area.
Experience: No less than 1 to 2 years of relevant experience*

***NOTE: SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE**

- **Two full academic years of progressively higher-level graduate education, masters, graduate, or professional degree may be substituted for one year of relevant experience.**
- **Four additional years of relevant experience may be substituted for a Bachelor's Degree.**

1.3 Contract and Task Order Management

Contract and task order management is a mandatory element for all task orders placed under the NIHBPSS II contract vehicle. The objective of contract and task order management is to provide the program management, project control, and contract administration support needed to manage a high volume, multiple contract task order process. The application of processes that support task order management are encouraged to ensure that cost, schedule, and quality requirements of each order are tracked, communicated to the government, and ultimately attained.

1.4 Principal Task Areas

The following categories will cover the total scope of services for the NIHBPSS II contract:

(Task Area 1) Financial Analysis, Business Solutions, and Acquisition Life-cycle Support,

(Task Area 2) Business Process Improvement and Organizational Assessment

(Task Area 3) Communication and Training

(Task Area 4) Program Planning and Management Services

(Task Area 5) Policy Development, Implementation, and Administration

(Task Area 6) System Integration Work for the NIH.

(Task Area 7) Center of Excellence (CoE) Support

1.4.1 (Task Area 1) Financial Analysis, Business Solutions, and Acquisition Lifecycle Support

The contractor shall use existing NIH Financial systems and data, to conduct in depth financial analyses and make recommendations on financial improvements. The contractor shall provide a full range of acquisition support services at the request of the Task Order (TO) COR.

A non-exhaustive list of examples of the type of work to be performed under this task area is:

a) Provide financial and inventory management analytics.

b) Provide support for logistics management activities, including: revenue forecasting, supply/demand analysis, and breakeven analysis.

c) Work in collaboration with the TO COR to develop inventory, transportation, property, and other metrics.

d) Provide support for traffic management, and data warehousing.

e) Work in collaboration with the TO COR to track actual and budgeted costs.

f) Work in collaboration with the TO COR to perform cost allocations.

g) Work in collaboration with the TO COR to track supply chain activity costs.

h) Work in collaboration with the TO COR to identify resource burdens and determine specific areas for improvement.

i) Provide cradle to grave acquisition assistance for the full acquisition lifecycle, including pre-solicitation, contract administration and contract closeout support.

1.4.2 (Task Area 2) Business Process Improvement and Organizational Assessment

The Contractor shall work in collaboration with the TO COR to apply business process improvement methodologies, including Lean Six Sigma (LSS), in order to identify opportunities for process improvement initiatives and organizational and cultural change processes.

A non-exhaustive list of examples of the type of work to be performed under this task area is:

a) Work in collaboration with NIH staff to develop the Strategic Plan.

b) Work with the TO COR to identify, select, and align business process improvement projects to strategic objectives.

c) Train NIH personnel in LSS, including Project Sponsor, Executive Awareness, Black Belt, Green Belt, and White Belt modules.

d) Serve on a LSS certification board.

e) Coach and mentor Black Belt, and Green Belt candidates through certification.

f) Lead selected complex business process improvement efforts, including LSS projects, at the request of the TO COR.

g) Conduct post LSS training evaluation and reinforcement projects.

h) Lead LSS user groups, electronic forums, and brown bag sessions

1.4.3 (Task Area 3) Communication and Training

The Contractor shall provide expert communications, outreach, and training support. Any applicable communication, outreach, and training materials will be provided to the Government in both paper and soft copy.

A non-exhaustive list of examples of the type of work to be performed under this task area is:

a) Work in collaboration with the TO COR to develop and implement an outreach strategy and plan.

b) Plan and conduct branding initiatives at the request of the TO COR.

c) Work in collaboration with the TO COR to develop target messages and strategies.

d) Plan and facilitate work sessions at the request of the TO COR.

e) Work in collaboration with the TO COR to develop training plans and supporting business cases.

f) Conduct staff training needs assessments and competency identification projects; design, develop, and conduct training; design and develop course materials.

g) Work in collaboration with the TO COR in the selection of delivery methods (classroom, workplace, and e-learning).

h) Work in collaboration with the TO COR to identify low-cost or no-cost training opportunities; plan, develop, and conduct professional development brown bag sessions.

i) Work in collaboration with the TO COR to develop training designs, communication plans, implementation plans, and training calendars; conduct training reviews and evaluations.

j) Work in collaboration with the TO COR to develop strategy, including prioritized needs based on mission; timeframe/milestones; assessment of the gap between available free training and need.

k) Work in collaboration with the TO COR to conduct in depth cost analyses.

l) Work in collaboration with the TO COR to develop strategy-based metrics.

1.4.4 (Task Area 4) Program Planning and Management Services

The Contractor shall provide program planning and management support at the request of the COR. The Contractor shall also provide performance management, and analytics and studies support. A non-exhaustive list of examples of the type of work to be performed under this task area is:

a) Provide program planning, development and evaluation services.

b) Provide workforce planning, resource management, and risk management support.

c) Work in collaboration with the TO COR to develop, manage and evaluate the NIH Succession Management Program.

d) Provide conference and meeting services.

e) Provide project management support services.

f) Provide tracking and monitoring support.

g) Perform coordination activities.

h) Provide survey services.

1.4.5 (Task Area 5) Policy Development, Implementation, and Administration

The contractor shall provide written policy development support at the request of the TO COR. A non-exhaustive list of examples of the type of work to be performed under this task area is:

a) Work in collaboration with the TO COR to identify policy needs, issues, and problems.

b) Recommend policy actions and assist in policy implementation, administration, and oversight. Policy oversight shall include an evaluative component to ensure that policies accomplish established goals. Policies shall be stated with room for adjustment to fit special circumstances.

c) Examine existing policies in order to make recommendations for revisions and improvements.

d) Perform additional policy development tasks at the request of the TO COR.

1.4.6 (Task Area 6) System Integration Work

The Contractor shall coordinate with all elements of NIH in order to ensure successful system integration of any new enhancements. The Contractor shall also provide personnel proficient in Oracle to identify system gaps, make recommendations and coordinate fixes as needed.

The contractor shall help the NIH implement administrative improvements and workflow automation establishing an agile IT platform that is scalable to meet the needs of large organizations, highly-distributed business operations, and diverse user communities. The team will take an enterprise approach including clearly understanding the broad business drivers and strategic vision of the organization as part of defining technical requirements and assessing appropriate tools and technologies to support workflow automation and organizational change. From this vantage point, they will assist the NIH in deploying the most appropriate technology solution(s) that: 1) establishes a digitized process development platform that supports workflow design and enhancements; 2) provides business intelligence and performance metrics for effective decision-making; and 3) integrates with existing (and future) IT investments across the enterprise.

NOTE: ALL SERVICES IN THIS TASK AREA ARE TO BE USED ONLY IN DIRECT SUPPORT OF THE OTHER TASK AREAS.

1.4.7 (Task Area 7) Center of Excellence (CoE) Support

The COEs will provide agencies/Operating Divisions with consulting and engineering services to radically improve the way in which agencies design services and interact with the customers they serve, with a constant focus on meaningfully improving outcomes.

The COEs will work with customer agencies directly to identify their needs, recommend a solution, identify the best contract vehicle to procure support, and oversee implementation of the solution.

The COEs will work with customer agencies directly to identify their needs, recommend a solution, and oversee implementation of the solution.

Below are the Scope Descriptions for each of the CoEs:

a) Cloud Adoption Center of Excellence

Objective: Historically, agencies have experienced security, acquisition and complexity as barriers to adopting commercial cloud services. However, with the increased availability of FedRAMP certified providers, and acquisition vehicles for cloud services and skills, the CoE will seek to reduce subsequent barriers to agency cloud adoption. The Cloud Adoption Center of Excellence (Cloud CoE) will assist the analysis of current systems and applications to provide recommendations for planning migration to the cloud, including balancing tactical “lift and shift” imperatives with more strategic “fix and shift” possibilities. By using an agile and flexible framework the CoE accelerate adoption across the executive branch enterprise.

Possible activities:

- Portfolio/Architecture Analysis
- Application/System Analysis
- Cloud Migration Planning
- Security Assessments and Innovations

b) IT Infrastructure Optimization Center of Excellence

Objective: The IT Infrastructure Optimization Center of Excellence will assist the strategic planning activities of federal agencies. This CoE will assist agencies develop a unified and optimized IT infrastructure, leveraging federally owned data centers, cloud computing services, and commercial data centers (e.g. co-location). The objective is to ensure the targeted agency has an integrated cloud computing and data center consolidation and optimization strategy. CoE IT Infrastructure subject matter experts will bolster the targeted agency modernization planning processes, assist with initial gap analysis, application rationalization, data center inventory, consolidation planning support, and/or migration planning.

Possible activities:

- Agency architecture assessments and end-state planning
- Network Consolidation
- Application inventory and rationalization
- Data Center Planning (e.g. assess end-state power, cooling, space, connectivity readiness)
- Organizational change management specific to data center closure
- Assessment of cloud capabilities and functions intersecting IT infrastructure
- Developing frameworks to target end state of systems environment
- Data quality assessments
- Master Data Management Strategy
- Data migrations
- Data conversions
- Identity Access Assessments
- IT Security Reviews (both cyber and IT facility security)
- Test systems and processes
- Decommission of legacy systems

c) Customer Experience Center of Excellence

Objective: The customer experience transformation is to create experiences that meet or exceed customer expectations. To be successful, assistance will be provided to support and help agencies design outstanding

experiences and the ecosystem to deliver them, demonstrate the business value of customer experience as a discipline, and lead its adoption across the organization.

Possible activities:

- Facilitating multi stakeholder meetings to define meaningful outcomes, metrics that matter to decision makers and the public
- Deliver a customer experience transformation approach
- Deliver an approach to tackling high impact/high value projects
- Help create foundations to drive cultural and operational change
- Build a customer experience culture
- Service Design-the cross-channel experience
- Designing the ideal journey
- Performance and measuring the customer experience
- Evaluate and map cross functional customer journeys
- Change management and organizational alignment
- Identify CX initiatives that produce results
- Help design model to sustain CX transformation over the long-term

d) Contact Center - Center of Excellence

Objective: Contact Center CoE subject matter experts will assist agencies with defining their customer experience journey and overall vision. Existing contact center systems, processes, operations, data and technologies will be examined, and recommendations made on future optimization and modernization plans.

Possible activities:

- Contact Center Optimization
- Utilization of Robotic Process Automation (RPA) and Intelligent Systems
- Knowledge Management
- Quality Assurance
- Workforce Management
- Telephony
- Infrastructure
- Innovative technologies and solutions
- Continuous process improvement
- Omni-channel service design
- Workforce management
- Culture and agent empowerment
- Central ownership of issues, resolution & opportunities to improve
- Performance Management
- Best practices and playbooks

e) Service Delivery Analytics Center of Excellence

Objective: Modernization and transformation efforts are focused on meaningful impact, with ability to measure the resulting improvement of outcomes for citizens. This will instrument service delivery processes to institute and manage continuous improvement.

Possible activities:

- Facilitating multi stakeholder meetings to define meaningful outcomes, metrics that matter to decision makers and the public
- Process Flow Charting (service design blueprinting)
- Data Analysis
- Interactive Dashboards
- Continuous Process Improvement for Services Provided
- Integration and configuration of measurement instruments (within CRMs, contact centers, websites, paper processing, etc.)

1.5 Task Orders

All requirements will be fulfilled under task orders (TOs). The task order will provide detail of the specific services that will be required. Task orders may be Firm-Fixed Price, Time and Materials, or Labor Hour type contracts.

Time and Materials and Labor Hour type task orders require a signed Determinations and Findings (D&F).

1.6 NIHBPSS II Resources

There are NIHBPSS II resources available to help work with this vehicle, including an informational website located at http://NIHBPSS.olao.od.nih.gov, an electronic Government Ordering System (eGOS) located at http://NIHBPSSII.egos.nih.gov to assist users in creating a TORP in the future, and a NIHBPSS II Program Support Team that can be reached at NIHBPSSII@mail.nih.gov.

1.7 Classified Material

A TORP will contain only unclassified material, regardless of the level of classification of the work to be performed under the task order.

The IC Task Order Team is responsible for ensuring that proprietary information contained in the vendors' proposals is protected from unauthorized disclosure. It is the vendors' responsibility to ensure that all proprietary information is appropriately marked.

1.8 Supporting Documentation Submission

The preferred channel for delivery of all correspondence to the NIHBPSS II Contracting Officer is electronic via e-mail (NIHBPSSII@mail.nih.gov). Microsoft Word (.doc or .docx) is the preferred format for all text documents. All spreadsheets should be submitted in Microsoft Excel (.xls) format.

1.9 NIHBPSS II Usage Assessments

All agencies external to the NIH will be assessed for using the NIHBPSS II Contract. The assessment will be collected through an Interagency Agreement (IAA).

For unassisted orders, there will be a .5% assessment. For assisted orders, there will be an additional 2% assessed. This is a percentage of the estimated dollar amount of award.

An assisted order would be a task order administrated by this office, meaning NIH/OLAO would serve as the contracting shop/contracting officer. An unassisted order is one where the requesting agency uses its

own contracting shop/contracting officer (this includes HHS/PSC). The assessment for an unassisted order is .5%. The assessment for an assisted order is 2.5% (1% to use the vehicle + 2% for NIH/OLAO serving as the contracting shop/contracting officer).

The IAA will cover only the .5% assessment in the case of an unassisted order. In the case of an assisted order, in which the Contracting Officer for the parent contract serves as the Contracting Officer for the task order, the IAA will cover the dollars obligated for the requirement in addition to the .5% assessment and a 2% assessment for services provided by the NIHBPSS II CO (for a total of 2.5%).

Our office requests the Memorandum of Understanding (MOU) and Interagency Agreement (IAA) forms 7600 A and B in order to begin the task order process. This is to be provided to the NIHBPSS II office with the submission of the Task Order Request for Proposal (TORP) Package in eGOS. Your TORP will be released to the contractors once a complete package (including the MOU and 7600 A and B forms) is received. This will not delay the start of the TORP process. The IAA will need to be completed, with all documents signed and CAN numbers received, prior to the award of the task order.

2 ROLES AND RESPONSIBILITIES

The primary roles supporting the NIHBPSS II contract and task orders on behalf of the NIH are:

- NIHBPSS II Program Support Team
    - NIHBPSS II Contracting Officer (CO)
    - NIHBPSS II Contracting Officer's Representative (COR)
- IC Task Order Team
    - Consolidated Operations Acquisition Center (COAC) Contracting Officials
        - Task Order Contracting Officer (CO)
        - COAC Contracting Specialist (CS)
    - IC Task Order Contracting Officer's Representative (COR)

    Each representative involved will play a significant role in the maintenance of the NIHBPSS II contract as well as the initiation, tracking, and close-out of each task order. Responsibilities are outlined in the following sections and again later in the task order procedures.

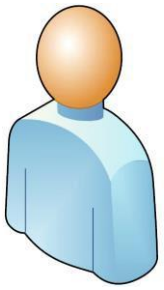
2.1 NIHBPSS II Program Support Team

The Office of Logistics and Acquisition Operations (OLAO) has established the NIHBPSS II Program Support Team to provide contract-level **management and oversight for the NIHBPSS II contract vehicle**. The NIHBPSS II COR has been designated to oversee and manage the contract with support from the NIHBPSS II Contracting Officer. While individual task orders will include guidelines specific to the performance of the requirements of that task order, the overall contractual relationship between NIH and vendors is maintained by the NIHBPSS II Program Support Team.

2.1.1 NIHBPSS II Contracting Officer

The NIHBPSS II Contracting Officer within OLAO will have the authority to act as an agent of the Government under this contract. Only the NIHBPSS II Contracting Officer has authority to:

- direct or negotiate any changes in the Statement of Work or specifications of the **NIHBPSS II contract vehicle**;
- modify or extend the period of performance;
- change the delivery schedule;
- otherwise change any terms and conditions of this contract;
- concur with any exceptions to the Fair Opportunity Process; and
- perform contract administration duties such as exercising option years and contract close-out functions.



NIHBPSS II Contracting Officer

NIHBPSS II Contracting Officer

Role: OLAO representatives who cannegotiate changes to the Statement of Work (SOW), delivery schedule, and Period of Performance for the NIHBPSS II contract vehicle. Act as the Point of Contact (POC) for contractual issues.

Primary Responsibilities:

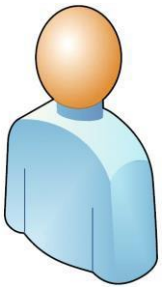
- Review and approve TORPs submitted by customers
- Release approved TORPs to vendors
- Coordinate and liaison between vendors and customers

Other responsibilities of the NIHBPSS II Contracting Officer include, but are not limited to:

- receiving TORP packages from NIHBPSS II customers;
- reviewing TORPs and releasing TORPs to all vendors; and
- acting as the point of contact for contractual issues related to the NIHBPSS II contract.

The NIHBPSS II Contracting Officer will serve as the primary point of contact for this contract.

2.1.2 NIHBPSS II Contracting Officer's Representative (COR)



NIHBPSS II COR

NIHBPSS II COR

Role: Support the NIHBPSS II Contracting Officer by monitoring the technical progress of the vendors and assisting in the resolution of technical problems.

Primary Responsibilities:
- Log and maintain task order records
- Track and guide contract performance over the life of the NIHBPSS II contract vehicle

The NIHBPSS II COR shall act as the NIHBPSS II Contracting Officer's Representative for the purpose of the NIHBPSS II contract vehicle. The NIHBPSS II COR is responsible for:

- monitoring the vendor's technical progress, including the surveillance and assessment of performance;
- recommending changes in requirements to the NIHBPSS II Contracting Officer;
- interpreting the Statement of Work and any other technical performance requirements;
- performing technical evaluations as required;
- performing technical inspections and acceptance required by this contract; and
- assisting in the resolution of technical problems encountered during performance.

Other responsibilities of the NIHBPSS II COR include, but are not limited to:

- logging and maintaining records of all task orders; and
- tracking and guiding contract performance over the life of the NIHBPSS II contract vehicle.

2.2 IC Task Order Team

Task orders will be used to define and obtain services under the NIHBPSS II contract vehicle and each

task order is expected to have differing requirements based on the unique needs of the customer. The roles listed below describe NIH personnel who will be responsible for the **procurement and oversight of task orders**. People in these roles are considered to be "customers" of the NIHBPSS II contract vehicle.

2.2.1 COAC Contracting Officials

COAC Contracting Officials may be either Contract Specialists or appropriately warranted Contracting Officers. These officials will be representatives of an NIH Consolidated Operations Acquisition Center and will have the authority to act as an agent of the Government under a particular task order.

COAC Contracting Official

COAC Contracting Officials

Role: TO representatives negotiate changes to the Statement of Work, delivery schedule, and period of performance of the task orders. They also support the IC Task Order COR to manage task orders on a day-to- day basis.

Primary Responsibilities:
- Submit TORP to NIHBPSS II Contracting Officer
- Assist in task order proposal evaluation
- Monitor and assess task order performance

The COAC Contracting Official is responsible for:

- directing or negotiating any changes in the Statement of Work or specifications of a **task order**;
- modifying or extending the period of performance of the task order, subject to the period of performance of the task order;
- changing the delivery schedule;
- otherwise changing any terms and conditions of a particular task order; and
- creating and gaining approval for the exceptions to the Fair Opportunity Process.

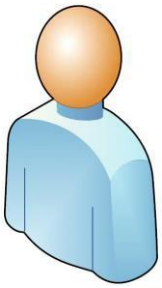
Other responsibilities of the COAC Contracting Official include, but are not limited to:

- submitting the TORP to the NIHBPSS II Contracting Officer;
- executing the determination and findings (D&F) per FAR 16.602 for each task order placed on a labor-hour and time and materials basis (note: additional approval is required for contracts expected to extend beyond three years);
- collaborating with the IC Task Order COR in the evaluation of proposals;
- signing the Selection Recommendation Document (SRD);
  creating and awarding a task order;

- announcing award decisions to all vendors;
- reviewing modifications to the task order;
- monitoring and assessing the vendor's task order performance; and
- signing acceptance of the final product or completed statement, and performing general task order initiation and close-out tasks.
- assigning Task Order in CPARS to Task Order COR so they may enter contractor performance

2.2.2 IC Contracting Officer's Representative (COR)

The IC Task Order COR will typically be the individual requiring the services offered under the NIHBPSS II contract vehicle, or may be a designee within the IC requiring the service. The IC Task Order COR will be a certified COR. With assistance from COAC Contracting Officials, the IC Task Order COR will develop the requirement and will represent the Government as the main interface between NIH and the vendor during the delivery of services.



IC Task Order COR

IC Task Order COR

Role: The individual requiring NIHBPSS II contract services and represents the Government as the main interface between NIH and the vendor during the delivery of

Primary Responsibilities:
- Monitor the vendor's task order progress
- Interface with vendor management staff
- Complete vendor performance evaluations
- Develop TORP

The IC Task Order COR is responsible for:

- monitoring the vendor's technical progress on a **task order**;
- collaborating with COAC Contracting Officials in the evaluation of proposals;
- completing formal vendor performance evaluations as required by the NIHBPSS II Program Support Team;
- interpreting the Statement of Work and any other technical performance requirements of a task order;
- performing technical evaluations as required;

- performing technical inspections and acceptance required by a task order; and
- assisting in the resolution of technical problems encountered during performance.

Other responsibilities of the IC Task Order COR include, but are not limited to:

- working with COAC Contracting Officials to draft the Task Order Request Package (TORP);
- signing the Selection Recommendation Document (SRD);
- entering contractor performance data into CPARS;
- providing direction to the vendor's management staff to facilitate task order performance; and
- monitoring performance over the life of the task order.

3 TASK ORDER GUIDELINES

Task orders will need to be issued to procure services under the NIHBPSS IIII contract. This section describes the details of the task order creation, award, and management processes.

The NIHBPSS II award mechanism will operate using the NIHBPSS II electronic Government Ordering System (eGOS), when available and implemented. This SOP will be updated at that time to provide specific, streamlined guidance on how to use eGOS in placing a task order.

Task Order Guidelines are subject to change; refer to latest version in effect. The latest version will supersede all earlier versions.

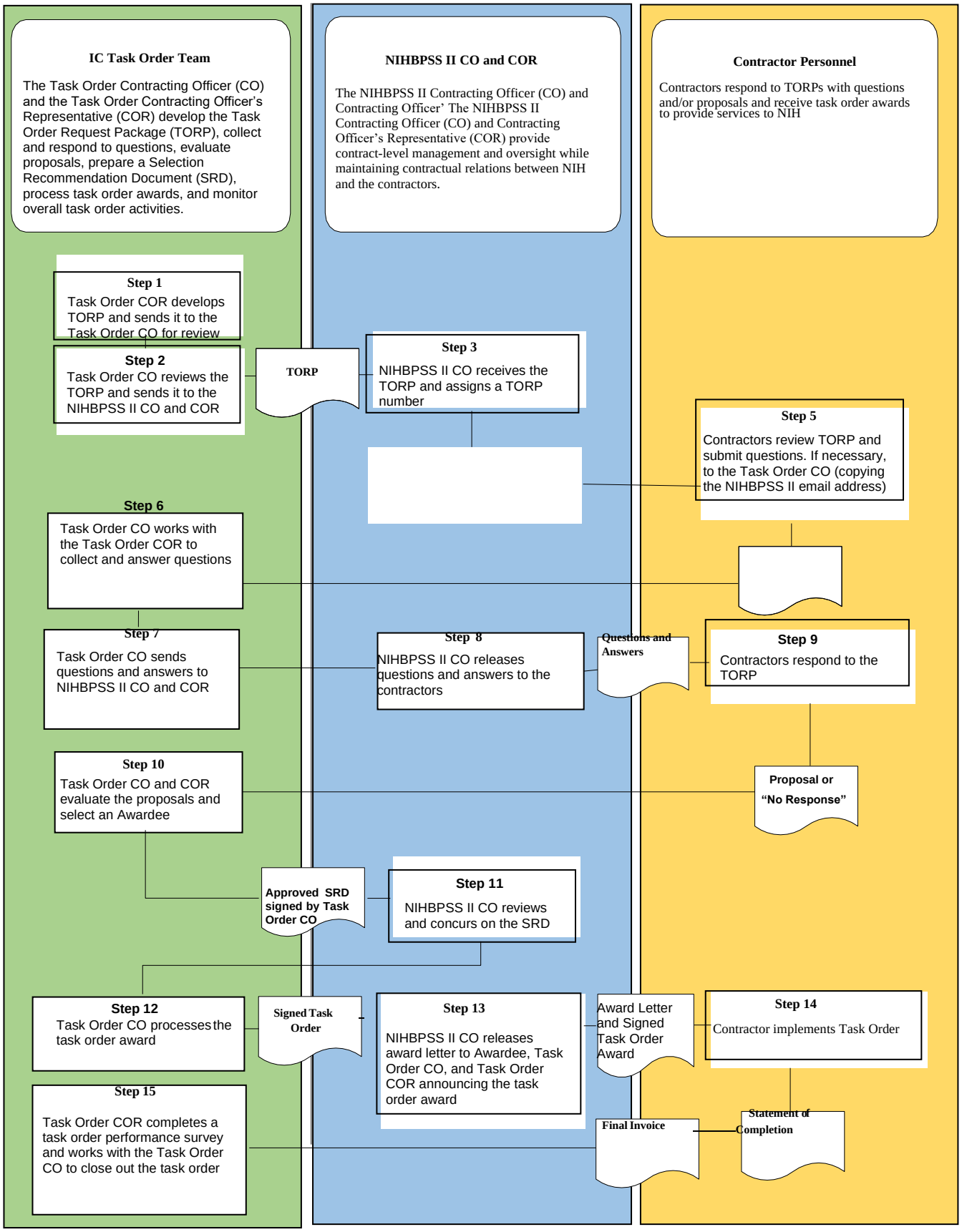
Please refer to the NIHBPSS II Website at http://NIHBPSS.olao.od.nih.gov and/or contact the NIHBPSS II Program Support Team (NIHBPSS II@mail.nih.gov) for additional information.

In accordance with Federal Acquisition Streamlining Act (FASA) and Federal Acquisition Regulations (FAR), section 16.505(b), each vendor will be provided a fair opportunity to be considered for each order in excess of $3500 unless one of the conditions in FAR 16.505(b)(2) applies. However, all orders with an expected total value between $3500 and $700000 shall be set aside for small business concerns as authorized by section 1331 of Public Law 111-240 (15 U.S.C. 644(r)). When setting aside orders for small business concerns, the specific small business program eligibility requirements identified in part 19 apply.

The figure below charts the Task Order Process Flow from initiation of the requirement through task order close-out, mapping each step to the party primarily responsible for completing the required activities. A more detailed description of the activities occurring at each step is provided in subsequent sections of these guidelines.

Standard Operating Procedures

Questions



3.1 Step 1 - Task Order Contracting Officer's Representative (COR) develops TORP

When an IC determines a need exists for business and professional support services, an IC Task Order COR will first be identified. The Task Order COR may or may not be the requestor for services, but must be a certified COR. The Task Order COR will work with a COAC Contracting Official to create a Task Order Request Package (TORP) using the TORP form. The NIHBPSS II Program Support Team will be available to support IC Task Order Teams throughout the TORP development process as needed.

All Task Order CORs must coordinate the internal administrative review and management of their respective task orders as defined within these procedures with their Task Order CO.

A completed TORP will include the following:

1. Completed TORP Form
2. Statement of Work (SOW)
3. Independent Government Cost Estimate (IGCE) (not released to contractors)
4. Funding Memo (not released to contractors) for task orders where the total value (base plus option years) is less than $250,000
5. Acquisition Plan for task orders where the total value is greater than $250,000
6. Determination and Findings (if applicable) (not released to contractors)
7. Procurement sensitive security clearances (if required)

The Task Order COR will submit the TORP to the Task Order CO for review. The Task Order CO will work with the Task Order COR to develop a fair opportunity approach in accordance with the set-aside requirements of the NIHBPSS IIII contract, the unique requirements of the order, and the market research conducted.

3.2 Step 2 - NIHBPSS II Program Support Team reviews the TORP

Upon review and acceptance, the Task Order CO will send the TORP to the NIHBPSS II CO and COR for review using the NIHBPSS II Program Support Team email (NIHBPSSII@mail.nih.gov).

3.3 Step 3 - NIHBPSS II CO receives the TORP and assigns a TORP number

The BPSS CO will assign the TORP an official number prior to review. The TORP number will serve as the task order tracking number. When submitting or sending any documents or emails, vendors shall reference the TORP number (e.g., subject line for emails, headers for documents).

3.4 Step 4 - NIHBPSS II CO and COR review and release the TORP

The NIHBPSS II CO and COR will review the TORP for completion and scope. Any issues with the TORP will be resolved with the Task Order CO and COR. After review and approval, the NIHBPSS II CO will release the TORP to all contractors via e-mail and copying the Task Order COR and Task Order CO. The TORP does not commit NIH to pay any costs incurred in the submission of any proposal, nor does it commit NIH to award a task order for such services. NIH intends for each TORP to be negotiated into a resulting task order; however, there is no guarantee that a task order will be issued in every case.

3.5 Step 5 - Contractors review TORP and submit questions if necessary

Upon receipt of the TORP, all contractors will have the opportunity to review the requirement and submit questions requiring clarification. Contractors shall submit all questions to the Task Order CO and COR via e-mail (copying the NIHBPSS II email address NIHBPSS II@mail.nih.gov) by the date indicated in the TORP.

3.6 Step 6 - Task Order CO works with the Task Order COR to prepare responses to questions

The Task Order CO will work with the Task Order COR to sufficiently respond to any questions submitted by the contractors. Technical related questions will be answered by the Task Order COR; contractual questions will be answered by the Task Order CO.

3.7 Step 7 - Task Order CO sends questions and answers to the NIHBPSS II CO and COR

All questions and answers will be compiled by the Task Order CO and sent to the NIHBPSS II CO and COR via the NIHBPSS II e-mail address (NIHBPSSII@mail.nih.gov).

3.8 Step 8 - NIHBPSS II CO releases questions and answers to the contractors

Questions and answers will be released simultaneously to all contractors by the NIHBPSS II CO.

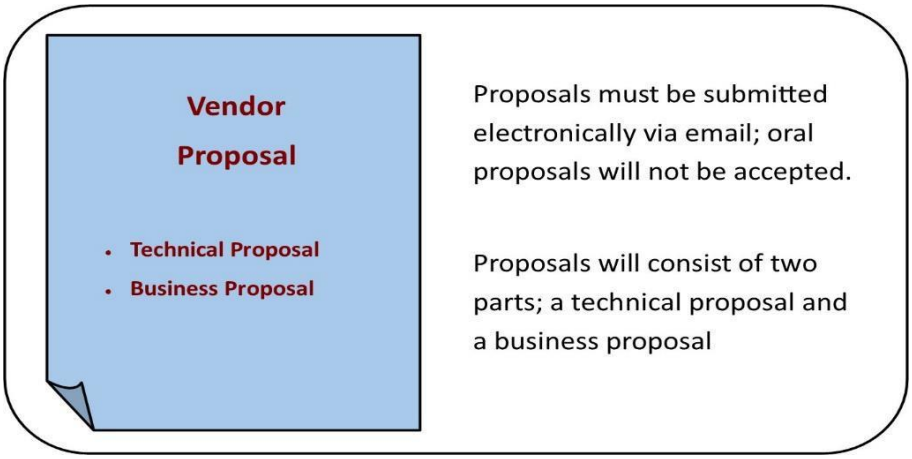
3.9 Step 9 - Contractors respond to the TORP

Each contractor will have the opportunity to review the requirement, any provided questions and answers, and determine whether or not to submit a proposal. The contractors shall submit a proposal or a "No Response" statement in response to the TORP.

3.9.1 Proposals

Proposals shall be submitted electronically via e-mail to the Task Order CO and COR, copying the NIHBPSS II e-mail address (NIHBPSSII@mail.nih.gov). Oral proposals will not be accepted. Proposals will consist of two parts: a technical proposal and a business proposal. The contractors shall prepare a proposal with as much detail as requested by the TORP. Please note that these proposals may be quite

brief unless additional information is required. If price/cost is the only evaluation factor listed, award will be made to the lowest price.



Technical Proposals shall sufficiently respond to all elements of the TORP.

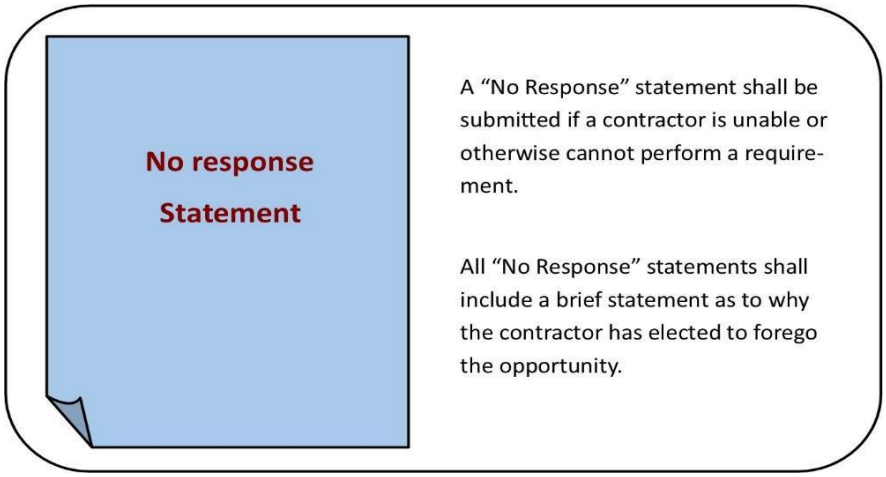
Business Proposals shall include an estimated ceiling (not to exceed) amount specifying labor and other related fees and expenses or a firm fixed price for accomplishing a task. The hourly rates for the proposed task order labor categories may not exceed, but may be less than, the rates stated in the associated NIHBPSS II contract. All proposed rates are subject to review by the NIHBPSS II CO for compliance with the associated NIHBPSS II contract. TORPs may request that vendors utilize the NIHBPSS II contract rates to develop a firm fixed price for the task.

The contractors will ensure that all proprietary information is appropriately marked within the proposals.

3.9.2 "No Response" Statements

A "No Response" statement shall be submitted if a contractor is unable or otherwise cannot perform a requirement. This shall be submitted electronically via e-mail to the Task Order CO and COR copying the NIHBPSS II e-mail address.

All **"No Response" statements** shall include a brief statement as to why the contractor has elected to forego the opportunity.



3.10 Step 10 - Task Order CO and Task Order COR evaluate the proposals and select an Awardee

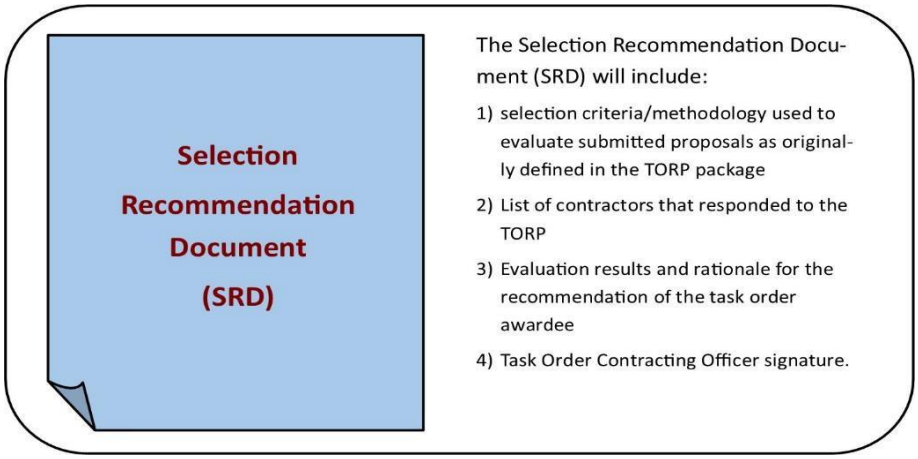
The Task Order CO and Task Order COR will evaluate the contractors' technical and business proposals. It is the responsibility of the Task Order CO and Task Order COR to ensure that contractors are treated equitably and fairly during this evaluation process.

The Task Order CO and Task Order COR are responsible for ensuring that proprietary information contained in the contractors' proposals is protected from unauthorized disclosure.

After completion of the evaluation, negotiations are conducted, and any revised proposals evaluated. After selection of the Awardee, the Task Order COR will complete a Selection Recommendation Document (SRD) describing the review process and detailing the reason that award to the recommended contractor is in the best interest of the Federal government in accordance with FAR 16.505(b). An SRD template may be found on the Resources page of the NIHBPSS II Website (http://NIHBPS.olao.od.nih.gov).

The SRD must include (1) the selection criteria/methodology for evaluating submitted proposals as originally defined in the TORP package, (2) a list of the contractors that responded to the TORP, (3) rationale for the recommendation of the task order Awardee, including a summary of evaluation results, any negotiations conducted, price analysis, and award analysis (rationale for the recommendation of the Awardee), and (4) signature of the Task Order CO.

The Task Order CO will forward the SRD to the NIHBPSS II CO (via the NIHBPSS II e-mail NIHBPSSII@mail.nih.gov) for review and concurrence.



3.11 Step 11 - NIHBPSS II CO reviews and concurs on the SRD

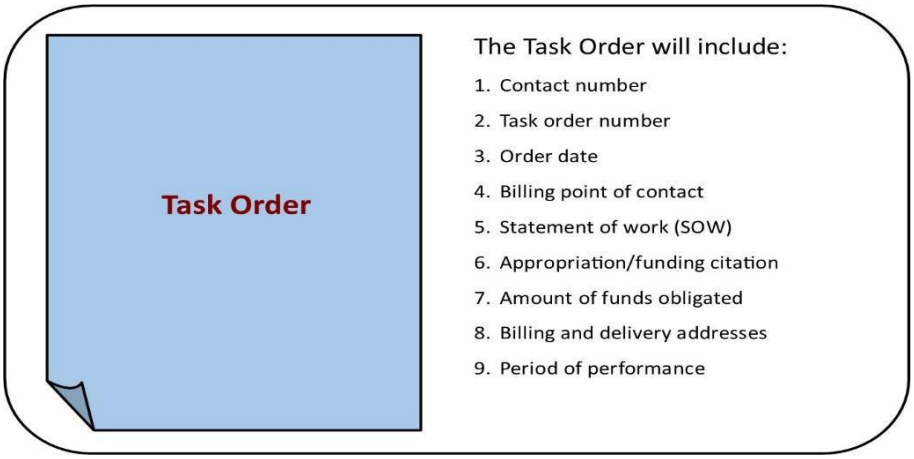
After reviewing and concurring with the SRD, the NIHBPSS II CO will notify the Task Order CO via e-mail to begin processing the task order award.

3.12 Step 12 - Task Order CO processes the task order award

Per NIH acquisition rules, no task order released under this vehicle can be awarded as a standalone contract or purchase order.

The **task order** will contain:

- contract number (for the NIHBPSS II contractor selected),
- task order number,
- order date,
- point of contact for billing purposes,
- statement of work (SOW),
- appropriation/funding citation,
- amount of funds obligated,
- billing and delivery addresses, and
- period of performance.



NIH customers will work in conjunction with their respective COAC to process an OF-347 Purchase Order Form. A copy of the signed OF-347 must be provided to the NIHBPSS II CO the same day the award is signed by the Government.

The Task Order CO and Task Order COR should establish and maintain a task order file containing, at a minimum, all pre-award documentation/proposals/approvals, awarded task order, task order administration documents and correspondence, modifications and supporting documentation, invoices, performance evaluations, closeout documents, and any other documents/correspondence relative to each individual task order.

3.13 Step 13 - NIHBPSS II CO releases the award letter

The NIHBPSS II CO will release the signed task order award document along with an award letter to the Awardee and Task Order CO and Task Order COR announcing the task order award.

3.14 Step 14 - Contractor implements the task order

The contractor is authorized to start work on the period of performance start date indicated in the task order award document.

The contractor will submit all task order invoices to the billing address indicated in Article G.4 (Invoice Submission) of their NIHBPSS II contract. All invoices shall include both current and cumulative billing and clearly cite the funds remaining. The Task Order COR is responsible for reviewing/approving these invoices and ensuring that appropriate receiving is entered.

3.15 Step 15 - Task order close-out

After the Task Order has expired, the Task Order COR will, in conjunction with the Task Order CO, assess the quality of services received by completing a performance survey (available on the NIHBPSS II Website at http://NIHBPSS.olao.od.nih.gov), and ensure that all task order requirements were met. The Task Order CO will send the performance survey and a copy of the final Close-Out form to the NIHBPSS II CO via e-mail.

The contractor shall also submit the final invoice to the Task Order COR including a statement indicating that all work has been completed and all costs have been accounted for and billed. The contractor shall forward a copy of the final invoice to the NIHBPSS II CO when the task order has been completed.

3.16 Task Order Award Timelines

Task order award timelines are largely dependent on the specific requirement. The timeline for the NIHBPSS II Program Support Team to review and release the TORP to contractors (Task Order Steps 3-4 from above) is targeted to be approximately five (5) business days. Task orders with special requirements or complex requirements may take longer. This processing time begins once a complete, acceptable TORP is received by the NIHBPSS II Contracting Officer. Incomplete or unacceptable TORPs will require additional time for the NIHBPSS II Contracting Officer to advise the Task Order CO on minimum acceptable requirements.

Task Order COR in consultation with the Task Order CO will establish a TORP response time that will afford contractors a reasonable opportunity to respond to the requirement. When establishing the TORP response time, Task Order COR and Task Order CO will consider the circumstances of the individual acquisition and account for factors such as the complexity, availability, and value of the requirement.

4 CONTRACT AND TASK ORDER MANAGEMENT

As outlined in Section 2 of this document, the Office of Logistics and Acquisition Operations (OLAO) will provide contract-level management and oversight for the NIHBPSS II contract vehicle through the NIHBPSS II Program Support Team. The IC Task Order COR will perform day-to-day management and oversight for each task order with support from COAC Contracting Officials.

4.1 Contract Management

The NIHBPSS II Contracting Officer will perform contract administration duties while the NIHBPSS II COR will track and guide contract performance over the life of the contract. The NIHBPSS II Program Support Team employs several methods and tools to assist this effort, in close concert with performance monitoring and evaluation efforts. These tools include the following.

4.1.1 Contract Files

The NIHBPSS II Program Support Team maintains a central file for each of the contracts. The file contains the contract and all documentation; all contract modifications, correspondence, and performance evaluation reports, as well as copies of task orders, task order documentation, and task order modifications. It is required that the COAC Contracting Official also maintain a task order file for his/her own record.

4.1.2 Training

The NIHBPSS II Program Support Team will prepare and conduct training presentations to assist NIHBPSS II customers and vendors in understanding and using the NIHBPSS II contract vehicle. Training sessions will also be held with the vendors to improve their understanding of the task order process. Training all parties involved will facilitate adherence to the task order procedures. In addition, materials such as this SOP document, FAQs, templates, and other supporting documents are available on the NIHBPSS II Program

Support Team's website at http://NIHBPSS.olao.od.nih.gov. To request training for your office or IC, contact the NIHBPSS II Solutions Center at (NIHBPSSII@mail.nih.gov).

4.2 Task Order Management

The Task Order CO and Task Order COR will be responsible for the task order activities involving initiating, awarding, administering, and closing out task orders. They will track and guide task order performance over the life of the task order. The NIHBPSS II Program Support Team will assist all customers in their task order activities as well as log and maintain records of all task orders.

4.2.1 Initiation and Close-Out of Task Orders

Task order initiation and close-out activities will be the responsibility of the Task Order CO and Task Order COR. These materials may be reviewed by the NIHBPSS II COR.

4.2.2 Day-to-Day Oversight and Management

The Task Order CO and Task Order COR provide “frontline” day-to-day monitoring of the task order during the task order period of performance. Since this is a non-personal services contract, the Task Order CO and Task Order COR shall ensure that direct management of contractor personnel remains the responsibility of the contractor's management staff.

The Task Order CO and Task Order COR are responsible for monitoring and assessing the contractor's task order performance, including the responsiveness of the contractor management staff.

Contract level issues that arise during task order performance should be referred to the NIHBPSS II Program Support Team for resolution (e.g., need for contract modifications, contract disputes, contract terminations).

4.2.3 Acceptance of Services

The Task Order CO and Task Order COR are responsible for inspection and acceptance of task order services provided. If services are rejected, this must be documented in writing to the contractor, with recitation of the requirement and factual statements of how the contractor failed to meet these requirements.

4.3 Task Order Modifications

Task Order modifications are generally made to correct oversights or changes in conditions from the original task order. The following procedures will apply to task order modifications:

4.3.1 No Cost Modifications

After obtaining approval by the NIHBPSS II CO, no-cost modifications will be processed directly by the Task Order CO with input from the Task Order COR.

Copies of any task order modification executed are required to be sent to the NIHBPSS II CO and COR via the NIHBPSS II Program Support Team e-mail (NIHBPSSII@mail.nih.gov).

4.3.2 Addition of Funds

After obtaining approval by the NIHBPSS II CO, modifications to add funds to a task order will be processed directly by the Task Order CO with funding documentation provided by the Task Order COR.

Copies of any task order modification executed are required to be sent to the NIHBPSS II CO and COR via the NIHBPSS II Program Support Team e-mail (NIHBPSSII@mail.nih.gov).

4.3.3 Additional Work / Additional Time

If the modification requirement(s) alters the scope, adds an additional period of performance, or provides for major changes such as additional work, a task order modification is not appropriate. Instead, a new TORP must be initiated.