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Long Term Administrative Support Contract (LTASC)

LTASC Overview and Task Order Process

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Purpose of Presentation

- This presentation provides an informational overview of the NIH Long Term Administrative Support Contract (LTASC).
- This presentation will cover the following topics:
  - LTASC Introduction
  - LTASC Details
  - Labor Categories
  - Stakeholder Responsibilities
  - Task Order Procedures
  - Resources for the IC
  - Actions Requested
  - Points of Contact

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LTASC Introduction

WHAT	• LTASC is an indefinite delivery/indefinite quantity (**ID/IQ**) contract • **5-year** Period of Performance (one base year and four one-year options) • Awarded to **25 vendors**
WHY	• Developed for the acquisition of **long-term administrative support services only** with each task order being **at least one year in duration** • LTASC is **not bound by the "120/240 day rule"** that deals with temporary support • Services range from Entry Level Administrative Assistants to Executive Assistants
HOW	• Requirements fulfilled through the **use of task orders** • **COACs** will assist **IC Customers** with completing a Task Order Request Package (TORP) • The **LTASC Program Support Team** in the Office of Logistics and Acquisition Operations (OLAO) is responsible for the overall monitoring of the LTASC contracts
WHO	• **Available to all NIH ICs** regardless of geographic location • **IC Customers** have control of the day to day task order operations
WHEN	• The contract was awarded on January 14, 2010 and **is now available**

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LTASC Features

- The LTASC Program Support Team conducted **extensive community outreach, research and benchmarking** to plan for the contract. As a result, LTASC:
  - Provides **skilled** and **cost-effective** personnel through competition among a **pre-screened** group of qualified vendors.
  - Allows **flexibility** to acquire one or many administrative support personnel as needed on one task order including **optional quantities**.
  - Presents the customer with **control** over key aspects of the process.
  - Offers administrative support personnel providing a **broad range of services** to help accommodate each IC's specific needs.
  - Requires a mid-level vendor **management infrastructure** focused on customer satisfaction.
  - **Attracts candidates and mitigates turnover** through competitive vendor salary and benefits packages that were evaluated as part of the contact award process.
- LTASC is a **small business set-aside,** allowing NIH to receive small business credit for task orders.

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LTASC Considerations

- NIH will have no management role of contracted employees since this contract is **not for personal services**.
- LTASC will **not use ARRA funds**.
- A fee for using the contract will be **assessed based on usage**.
- LTASC is **not mandatory**; however, its use is highly encouraged .
  - The LTASC vehicle is aligned with NIH's corporate goals of contract consolidation and small business considerations.
  - Any alternative solution for long term administrative support will need to qualify for the exemption that LTASC has already obtained to the "120/240 day rule" prescribed by various Federal HR provisions.

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LTASC Labor Categories

Position Title	Description of Duties
Entry-Level Administrative Assistant (Admin 1)	Performs the most basic level of administrative functions including generic clerical activities such as greeting and directing visitors, fielding phone calls, and scheduling meetings. Additional duties may include filing and faxing.
Administrative Assistant (Admin 2)	Performs administrative and office support activities with an ability to multi-task and assist multiple NIH employees at once. Word processing, spreadsheet management, and advanced internet-based search are three key activities at this level.
Senior Administrative Assistant (Admin 3)	Performs complex administrative tasks and will typically be supporting senior level staff at NIH. Advanced computer skills and internet research skills are required. Prior work in a scientific research environment as well as a firm knowledge of business administration is desired.
Executive Assistant (Admin 4)	Performs all tasks described above as well as show an ability to work well with all levels of management and staff.

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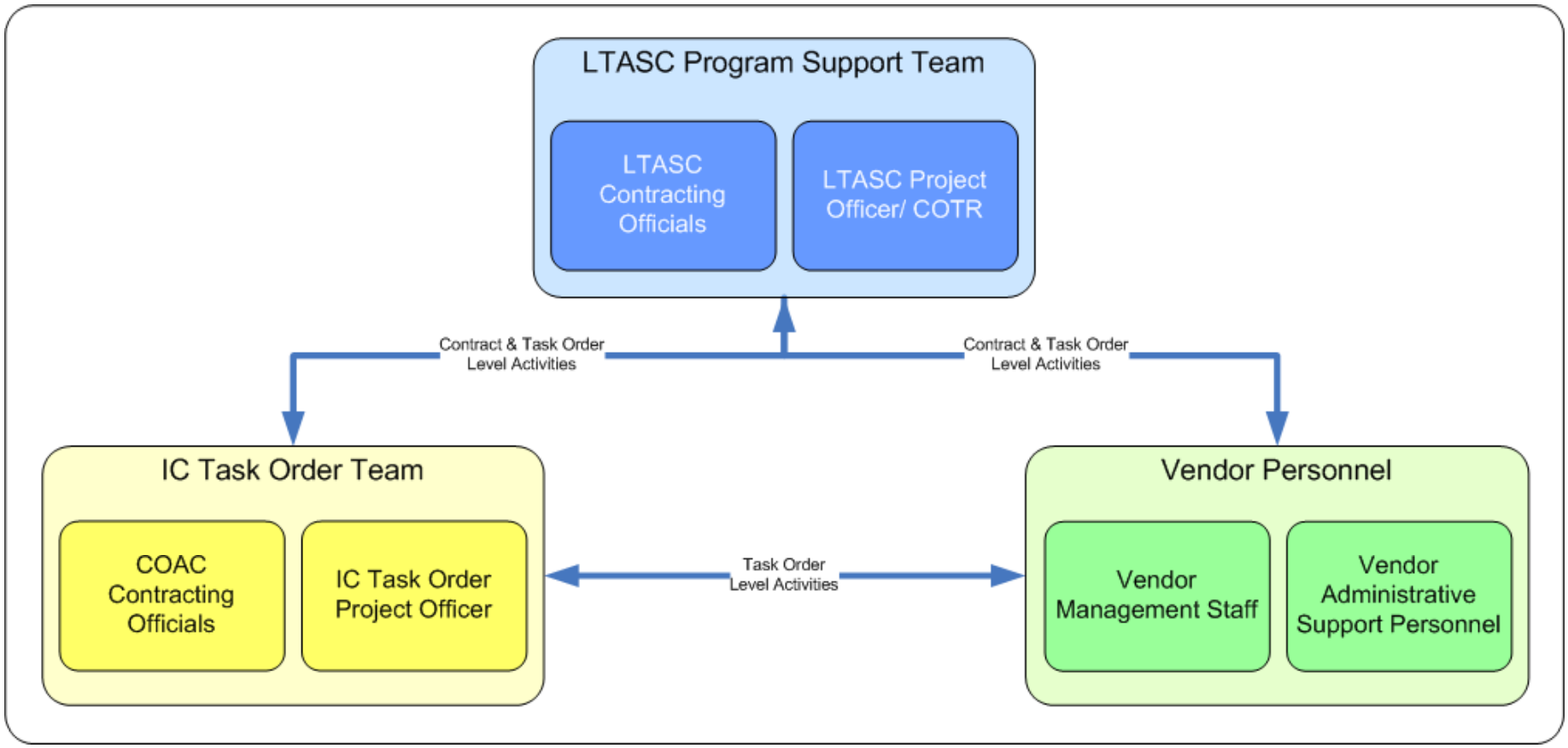
Roles and Responsibilities



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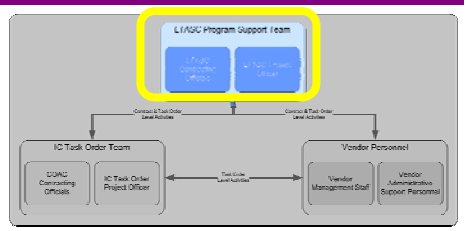
Roles & Responsibilities – LTASC Program Support Team



The **LTASC Program Support Team** consists of the LTASC Contracting Officer, LTASC Contract Specialists, and the LTASC Project Officer/Contracting Officer's Technical Representative (COTR). This team is responsible for contract-level activities for the LTASC vehicle.

LTASC Contracting Officials' Duties Include:

- ✓ Directing or negotiating any changes to the LTASC Statement of Work (SOW)
  - Only the LTASC Contracting Officer is authorized to alter the contract and any change must be by contract modification
- ✓ Receiving, reviewing, and releasing Task Order Request Packages (TORPs)
- ✓ Performing contract administration duties

Point of Contact:
Foteni (Tina) Tiffany

LTASC Project Officer/COTR's Duties Include:

- ✓ Monitoring the vendors' technical progress
- ✓ Assisting in resolution of technical issues
- ✓ Interpreting the LTASC SOW and any other technical performance requirement
- ✓ Conducting annual In-Process Reviews
- ✓ Tracking and guiding contract performance over the life of the LTASC vehicle

Point of Contact:
Gary Tyler

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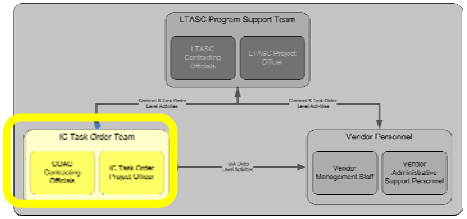
Roles & Responsibilities – IC Task Order Team



The **IC Task Order Team** is the customer of the administrative support services. This team is responsible for task order-level activities and consists of Contracting Officers, Contract Specialists, and the IC Task Order Project Officer.

COAC Contracting Officials' Duties Include:

- ✓ Collaborating with IC Task Order Project Officer to draft the TORP
- ✓ Submitting the TORP to the LTASC
- ✓ Reviewing selection recommendation and signing the task order
- ✓ Directing or negotiating any changes to the task order SOW
- ✓ Modifying or extending the task order period of performance and delivery schedule

IC Task Order Project Officer's Duties Include:

- ✓ Collaborating with COAC Contracting Officer to draft the TORP
- ✓ Recommending award selection to COAC
- ✓ Monitoring the vendor's technical progress
- ✓ Recommending changes if needed
- ✓ Assisting in resolution of technical issues
- ✓ Monitoring performance over the life of the task order

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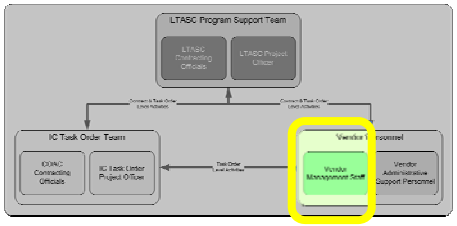
Roles & Responsibilities – Vendor Management



The **vendor's management** structure must include a Program Manager and Deputy Program Manager(s).

Program Manager's Duties Include:

- ✓ Serving as the vendor's authorized point of contact with NIH
- ✓ Meeting contract compliance
- ✓ Overseeing management of the contract
- ✓ Meeting overall performance objectives
- ✓ Providing quality control
- ✓ Maintaining accountability of the vendor's access to the electronic Government Ordering System (eGOS)

Deputy Program Manager's Duties Include:*

- ✓ Performing the Program Manager's role for limited periods of time if necessary
- ✓ Overseeing contract personnel
- ✓ Managing staffing, budgeting, and scheduling for one or more task orders
- ✓ Managing one or more task orders depending on the vendor's management structure and task order requirements

* Duties of the Deputy Program Manager may be performed by the Program Manager.

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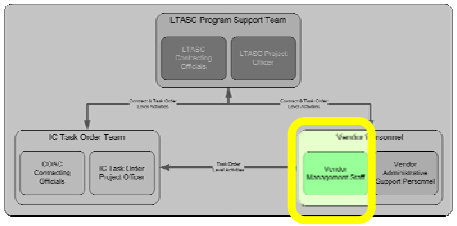
Roles & Responsibilities – Deputy Program Manager



- Additional Deputy Program Managers (DPMs) may be required on-site or off-site depending on task order requirements.
  - For instance, if an IC would like to procure 10 administrative support personnel under a task order, that IC may also choose to employ the services of a DPM dedicated to managing those 10 people.
  - If an IC requires the services of a dedicated on-site DPM, office space at the IC location will be provided to that individual.
- If an on-site DPM is assigned full time on a specific task order, that individual is committed to that task order during NIH business hours and should not service other task orders.

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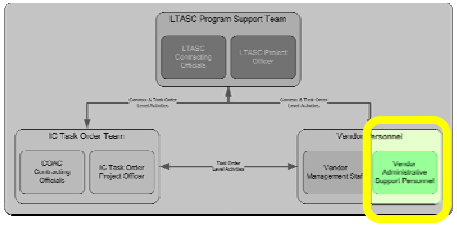
Roles & Responsibilities – Administrative Support



- Each of the ICs, and the operating units under the ICs, will have slightly different needs.
- Task orders will define the number of administrative staff required by category (as described in the SOW) and may include specific details of services required.

Entry-Level Administrative Assistant (Admin 1)

Administrative Assistant (Admin 2)

Senior Administrative Assistant (Admin 3)

Executive Assistant (Admin 4)

- Administrative support personnel in any labor category may be expected to perform several types of services including but not limited to the following:
  - General Office Support Services
  - Travel Support Services
  - Meeting Support Services
  - Mail Support Services
  - Procurement Support Services
  - Property Management Support Services
  - Personnel Support Services
  - Publication Support Services

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Task Order Procedures

The basic acquisition process is described in the Standard Operating Procedures and summarized below:

1. The IC Task Order Team creates a Task Order Request Package (TORP) using the electronic Government Ordering System (eGOS).
   - The TORP includes a simple Statement of Work (SOW) defining the administrative support requirement.
2. The LTASC Program Support Team reviews the TORP's scope.
3. The LTASC Program Support Team releases the TORP confirming compliance with the Fair Opportunity Act.
   - Exceptions to the Fair Opportunity Act are not anticipated.
4. Vendors respond to the TORP with either a proposal (resumes) or a "No Response" statement.
5. The IC Task Order Team evaluates the proposals and selects the Awardee.
6. The IC Task Order Team awards the task order.

Task Order Procedures

TORP

Step 1 - Task Order Request Package (TORP)

COAC Contracting Official / IC Task Order Project Officer

- The IC Task Order Project Officer will work with COAC Contracting Officials to create a Task Order Request Package (TORP) using the electronic Government Ordering System (eGOS).

TORP

- Statement of Work (SOW)
- Independent Gov't Cost Estimate

The TORP must include:
(1) a Statement of Work (SOW)
(2) an Independent Government Cost Estimate

The TORP SOW must include:
(1) anticipated period of performance
(2) required labor categories
(3) invoicing instructions
(4) any customer-specific requirements
(5) any applicable Government Furnished Property
(6) evaluation criteria

- The SOW may include additional optional administrative support positions if a clearly defined need can be demonstrated.
  - Any task order options for additional administrative support personnel that are not exercised will expire upon completion of the task order base year.

Task Order Procedures

TORP Announcement

Step 2 - Review TORFP

LTASC Contracting Official

- A COAC Contracting Official will submit the TORP to an LTASC Contracting Official who will perform a scope review of the requirement.

Step 3 - Announce TORFP (Fair Opportunity Process)

LTASC Contracting Official

- The LTASC Contracting Officer will assign a TORP number and using eGOS will release it to all vendors to comply with the Fair Opportunity Process.

Task Order Procedures

Respond to TORP

Step 4 - Respond to TORFP

Vendor

- Upon receipt of the TORP, each vendor will have the opportunity to evaluate the requirement and determine whether or not to submit a proposal.
- The vendors will submit either a proposal or a "No Response" statement via eGOS to the designated COAC Contracting Official in response to the TORP.

Vendor Proposal

- Technical Proposal
- Price Proposal

Proposals must be submitted electronically via eGOS; oral proposals will not be accepted.

These proposals will consist of two parts: a technical proposal and pricing proposal.

No Response Statement

A "No Response" statements must be submitted if a vendor is unable or otherwise cannot perform a requirement.

All "No Response" statements must include a brief statement as to why the vendor has elected to forego the opportunity (e.g., conflict of Interest, etc.).

Task Order Procedures

Evaluate and Select

Step 5 - Evaluate Proposals and Select Awardee

COAC Contracting Official / IC Task Order Project Officer

- The IC Task Order Project Officer and COAC Contracting Official will evaluate the vendors' technical and price proposals to select an awardee.
- The COAC Contracting Official prepares a completed Selection Recommendation Document (SRD) describing the selection process and providing a rationale for selection.
- The LTASC Program Support Team is also available for support as needed.

Task Order Procedures

Award

Step 6 - Award Task Order

COAC Contracting Official

- Once the SRD has been finalized, the COAC Contracting Officer will issue a task order against the LTASC vehicle and send a copy of the signed task order to the awardee.
- The COAC Contracting Officer will announce the award decision to all vendors via eGOS.

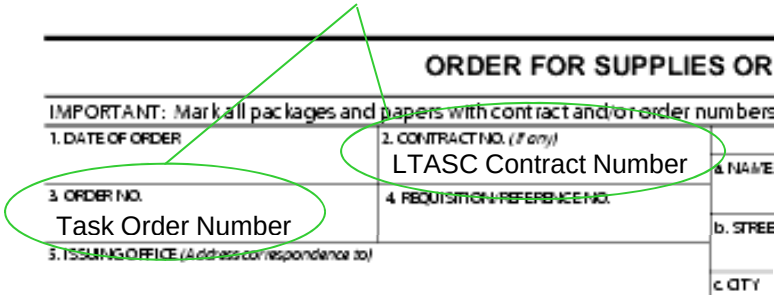
Task Order Procedures

Award

COAC Contracting Official

- Per NIH acquisition rules, no task order released under this vehicle can be awarded as a stand alone contract or purchase order.
- When issuing an order, COAC Contracting Officials must be certain that the contract number in block 2 shall be the LTASC vehicle number itself and not of the individual task order.

Correct



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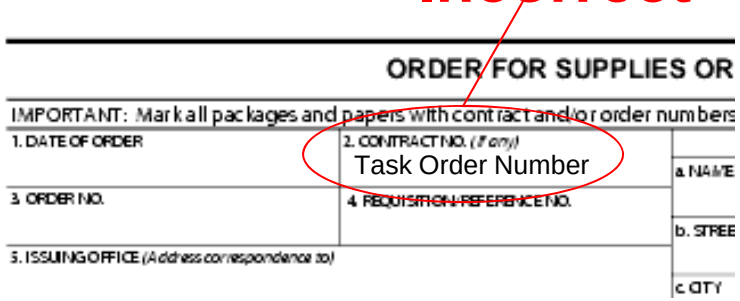

Task Order Procedures

Implement and Closeout

Step 7 - Implement Task Order

Vendor

- The vendor is authorized to start work once the Government has signed the task order and routes it to the vendor.
- Within five (5) business days of receiving the signed task order, the vendor must upload the signed order into eGOS and provide task order information.

Step 8 - Close Out Task Order

COAC Contracting Official / IC Task Order Project Officer

- When task order performance is completed, the COAC Contracting Officer must sign the acceptance of the final product or completion statement of effort ensuring that all task order requirements were met.
- The vendor must also submit the final invoice to the IC Task Order Project Officer, the COAC Contracting Officer, and the LTASC Contracting Officers.

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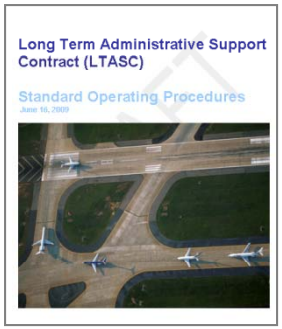
Resources for the ICs

- LTASC offers a Program Support Team and a Help Desk to answer questions and guide IC Customers so that task orders may be awarded more efficiently.
- Resource materials to support the IC Customer have been developed and are available at **http://LTASC.od.nih.gov**.
  - Standard Operating Procedures (SOP) detailing the task order process
  - LTASC Fact Sheet highlighting LTASC basics
  - Frequently Asked Questions (FAQ) and answers
  - User-friendly templates in eGOS to guide IC Customers through key steps



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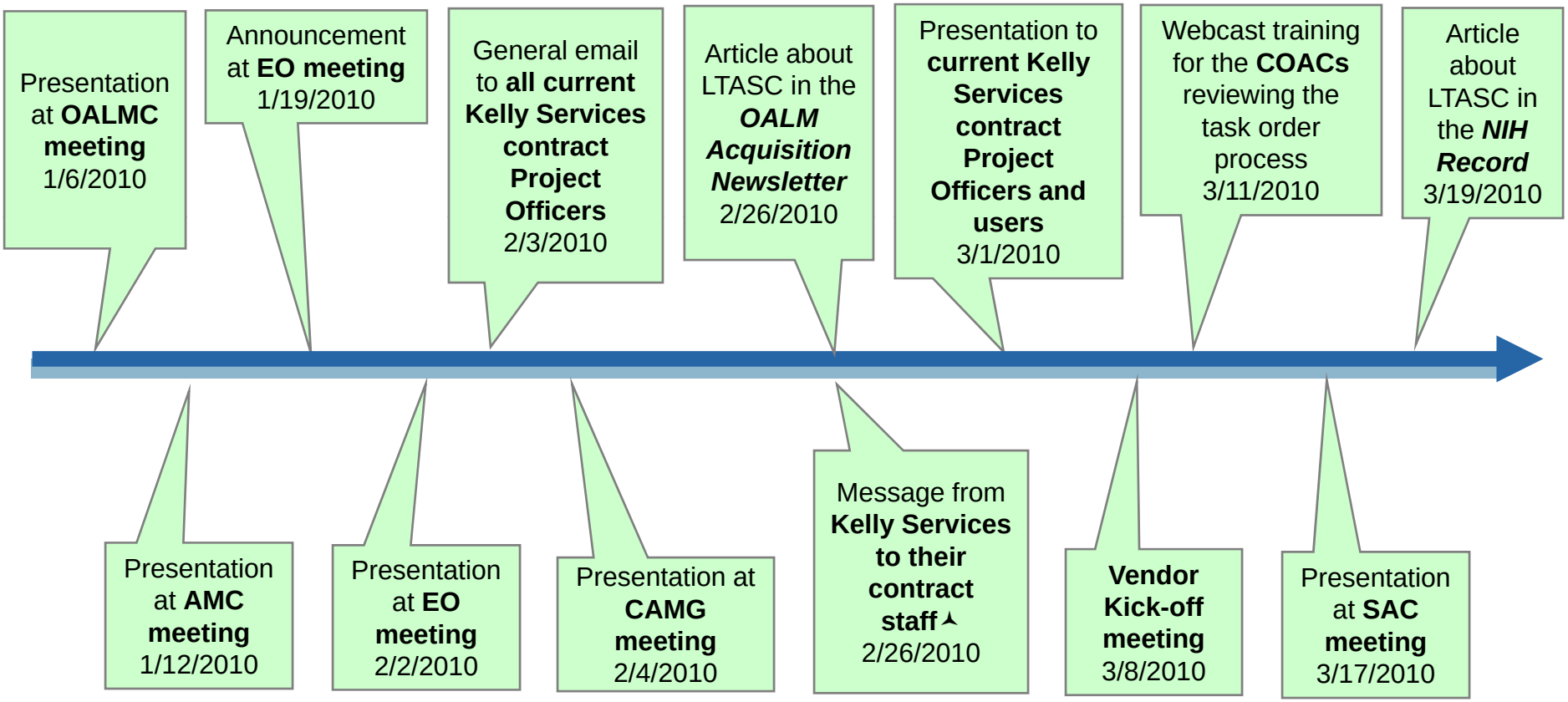
LTASC Communications



⅄ It is Kelly's responsibility, and not that of the NIH, to communicate the current contract status to its employees.

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Actions Requested

- Visit the LTASC website at **http://LTASC.od.nih.gov**.
- Disseminate the information presented to spread awareness of LTASC.
- Notify the LTASC Program Support Team if you determine that either your COAC or the ICs you serve may benefit from additional training.
- Be cautious of the "dos and don'ts" regarding interaction with administrative personnel under other contracts at NIH.
  - **Do not** direct, advise, guide vendor employees or recommend any vendors.
  - **Do** provide general information about LTASC.
  - **Do** encourage vendor employees to speak to the management of their respective companies regarding their interest in your organization. Any vendor can partner as a subcontractor to an LTASC vendor.

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Key Considerations

	This contract is not for procuring temporary administrative support services. It has been created for long-term administrative support and each task order must be at least 1 year in duration.
	This contract is not for personal services. NIH will have no management role of contracted employees. Every vendor under LTASC is required to have at least one Program Manager (PM) and one Deputy Program Manager (DPM) available for this contract.
	The billing process will be determined on a task order basis. However, it must be noted that LTASC is coded in NBS as a 3-way match. The vendor is required to submit invoices on a monthly basis.
	Task orders awarded during the life of the LTASC vehicle will be permitted to continue up to 364 days after the LTASC vehicle expires following LTASC option year 4. If a task order is awarded during LTASC's final year, option year 4, the task order will have only a base year (no options) and no funding can be added to the task order after the LTASC vehicle expires.
	Task orders may be either Firm-Fixed-Price or Labor-Hour.

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Points of Contact

LTASC Contact Information	
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