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## Overview

### 1) What is the Long Term Administrative Support Contract II (LTASC II)?



The Long Term Administrative Support Contract II (LTASC II) is a multiple award ID/IQ acquisition to provide administrative services on a long-term (a period of at least twelve months) basis across all Institutes, Centers and Offices (ICs) within the National Institutes of Health (NIH). LTASC II is a mechanism to contract commercially and competitively for administrative support positions.

This contract consists of a base year plus four option years.

### 2) Who can use the LTASC II?

Customers at all ICs and Offices across NIH may use this contract.

### 3) What are the benefits of using LTASC II?

The LTASC II contracting program is a flexible means for NIH to obtain long-term administrative support services.

Benefits of using LTASC II include:

- Competition encourages strong contractor performance and ensures the placement of qualified administrative personnel.
- Emphasis on contractor's mid-level management structure ensures proper supervision of administrative support personnel.
- Focusing only on long-term administrative personnel reduces unnecessary re-training and ensures that the administrative personnel have a firm understanding of day-to-day responsibilities and workflow.
- Relieves the customer of the burden of executing a full contract.
- Relieves the customer from completing a Small Business Review Form (ex. HHS 653).
- Promotes small business goals.
- Reduces the risk of protest.

### 4) What is the period of performance for LTASC II?

The period of performance of the LTASC II vehicle is one (1) base year and four (4) one-year option periods. LTASC II was effective on January 11, 2016.

**5) What is the maximum period of performance for a task order issued under LTASC II?**

Services on a task order may be performed up to twelve (12) months after the expiration date of the LTASC II contracts (base period of performance plus any options exercised to extend the term of the contract). Task orders may utilize option periods, subject to subsequent awards to the contractor, but the total performance period for any task order shall not exceed five (5) years.

**6) What are the companies that were awarded the contract?**

Seventeen (17) small business contractors have been awarded an ID/IQ contract to provide long-term administrative support personnel under the LTASC II vehicle. The names of the LTASC II contractors are listed on the Vendors page.

**7) Is the use of this vehicle mandatory?**

This vehicle is not mandatory; however, its use is highly encouraged. LTASC II is aligned with NIH's corporate goal to consolidate contracts. The vehicle has been developed with stakeholder input to offer the NIH community favorable contract terms from a highly qualified group of pre-screened small business administrative support contractors. Use of LTASC II will help NIH meet small business contracting goals.

For temporary requirements (less than 12 months) please contact the NIH BPA office.

## Task Order Process

**1) What is the LTASCII electronic Government Ordering System (eGOS)?**

The LTASC II electronic Government Ordering System (eGOS) was developed to streamline the Task Order Procedures outlined in Section 3 of the Standard Operating Procedures (SOP). eGOS is a web-based system accessible via the Internet and is the starting point for any LTASC II task order. Please note that eGOS is a standalone system and is not linked with other NIH acquisition systems, such as NBS, at this time.

Please review the Customer eGOS Manual on the LTASAC II Resources tab for further details on registering and using eGOS.

**2) How do I place an order on the Long-Term Administrative Support Contract?**



Detailed instructions on how to place a task order against LTASC II are provided in section 3 the SOP. A brief overview of the acquisition process is described below.

Steps:

|        |   |
|--------|---|
| Step 1 | Task Order COR develops TORP in eGOS  |
| Step 2 | Task Order CO reviews the TORP in eGOS and submits it to the LTASCII CO and COR |
| Step 3 | LTASCII CO and COR catalog the TORP   |

|         |  |
|---------|--|
| Step 4  | LTASCII CO and COR review and release the TORP using eGOS  |
| Step 5  | Contractors review TORP and submit questions, if necessary, using eGOS   |
| Step 6  | Task Order CO works with the Task Order COR to answer questions  |
| Step 7  | Task Order CO notifies LTASCII CO and COR via e-mail that questions and answers are ready for review   |
| Step 8  | LTASCII CO and COR review questions and answers and release to the contractors via eGOS  |
| Step 9  | Contractors respond to the TORP using eGOS   |
| Step 10 | Task Order CO and COR evaluate proposals, complete an SRD, and submit SRD to LTASCII CO and COR using eGOS   |
| Step 11 | LTASCII CO and COR review SRD and return concurrence via eGOS  |
| Step 12 | Task Order CO processes and uploads the task order award and DCIS Report submitting it to the LTASCII CO and COR using eGOS                                    |
| Step 13 | LTASCII CO and COR announce the task order award by emailing an award letter to the winning contractor. A notice will also be sent to all contractors via eGOS |
| Step 14 | Contractor implements task order   |
| Step 15 | Task Order COR completes a task order performance survey and works with the Task Order CO to close out the task order  |

Task Order Guidelines are subject to change; please refer to the latest version of the Standard Operating Procedures (SOP).

**3) What must the TORP include?**

The TORP must include 1) a completed TORP Form (this is the PDF document generated by eGOS), 2) a Statement of Work (SOW) with performance evaluation standards, 3) an Independent Government Cost Estimate, (4) a Determination & Findings (D&F) (if applicable), and either a (5) funding memo if the total value (base value plus option years) is less than \$250,000 or an (6) Acquisition Plan if the total value is greater than \$250,000.

Additional information can be found in Section 3.1 of the Standard Operating Procedures.

**4) What is a funding document?**

A funding document is a memo or email stating that funds are available. It is generally signed by the EO or budget officer or any authorized personnel from your IC.

**5) Are management hours required when submitting a TORP?**

Yes, due to the non-personal nature of LTASC II, management hours are required. The LTASC II is requiring that a minimum of 12 management hours are included in each TORP but you can increase that number if you wish.

**6) What is the minimum duration of a task order issued during the life of the LTASC II contract?**

Use of this contract vehicle is reserved for acquisition of administrative support needed for a minimum of twelve (12) months. The life of the LTASC II vehicle is one (1) base year and four (4) one-year option periods.

**7) How many option years can my task order have?**

The number of option years available to you on your task order depends on where we are in the master contract’s period of performance at the time of task order award. For example, task orders awarded during the base year of the master contract may have up to 4 option years but task orders awarded during the final year of the master contract will have no option years.

See the table below.

| TASK ORDER AWARD DATE               | OPTION YEARS AVAILABLE |
|-------------------------------------|------------------------|
| January 11, 2016 – January 10, 2017 | (4) Four               |
| January 11, 2017 – January 10, 2018 | (3) Three              |
| January 11, 2018 – January 10, 2019 | (2) Two                |
| January 11, 2019 – January 10, 2020 | (1) One                |
| January 11, 2020 – January 10, 2021 | (0) Zero               |

**8) Can a single TORP requiring multiple administrative support personnel be awarded to multiple contractors?**

No, a single TORP requiring multiple administrative support personnel will need to be awarded to a single contractor.

**9) Who must submit the TORP to the LTASC II CO and COR for review?**

The LTASC II electronic Government Ordering System (eGOS) will only allow the task order CO to submit a TORP though anyone assigned to the TORP may help to prepare the TORP. In addition, only the task order CO will be allowed to notify the LTASC II CO and COR that the responses to the questions are ready for review and to submit the Selection Recommendation Document (SRD).

**10) Will every contractor receive all Task Order Request Packages (TORPs)?**

Yes, all contractors will receive each TORP request in accordance with FAR 16.505(b)(1), Fair Opportunity, unless an exception to fair opportunity has been approved.

**11) What is a NO response statement?**

A "No Response" statement must be submitted if a contractor is unable or otherwise cannot perform a requirement. This shall be submitted electronically to the Task Order CO using the electronic Government Ordering System (eGOS).

For more information refer to Section 3.9.2 of the SOP.

**12) Can I request references from contractors for administrative support personnel resumes submitted?**

References should not be requested from contractors for resumes submitted. Contractors were evaluated and awarded based on their ability to provide quality administrative support personnel, so no further reference checks are allowed.

**13) How long does it take to process and award a task order for administrative support?**

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

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, the Task Order CO shall consider the circumstances of the individual acquisition and account for factors such as the complexity, availability, and value of the requirement.

Overall, it should take no longer than 30 days from the time a complete TORP package is submitted for review until award.

**14) How long should a TORP be open for?**

Generally, 1 week is an appropriate length of time to allow contractors to submit questions and proposals, but this depends on the complexity of the requirement.

**15) Are customer allowed to interview the contractors?**

No, due to the non-personal services nature of LTASC II, interviews are not permitted. However, oral presentations will continue to be a part of LTASC II and handled on a case by case basis with the Task Order CO approval. The Task Order CO must be in attendance and must pre-approve all questions to be asked prior to the meeting.

**16) How and where will awards be made and announced?**

After the task order award is signed, uploaded, and submitted by the Task Order CO in eGOS, the LTASC II CO and COR will announce the task order award by releasing an award letter to the winning contractor. A notice will also be sent to contractors via eGOS.

**17) Once our Task Order CO makes an award, can we contact the contractor right away?**

Contractors are instructed not to begin work until they have officially received the task order award and award letter from the LTASC II Contracting Officer (CO). You may contact the contractor once the LTASC II CO sends out the award.

**18) Is a customer allowed to add positions to a task order after it is awarded?**

No, optional or additional positions may not be added to a task order after it has been awarded. All positions must be included in the initial statement of work so that all the contractors have an opportunity to bid.

## Services and Task Order Types

**1) What are the administrative labor categories handled through the contract?**



A description of the various levels of administrative support ranging from Clerk 1 to Admin 4 can be found in section 1.2.1 of the SOP.

**2) How do I choose the level of staff that I need?**

Refer to the Standard Operating Procedures for detailed descriptions of the six administrative positions available. The LTASC II Program Support Team may be contacted to aid users in deciding which position description(s) match the user's needs.

**3) How am I able to maintain my current administrative support personnel?**

Contractors will respond to task orders with proposals containing qualified candidates, some of which may include NIH experience. There is no guarantee that you will be able to retain your current staff.

**4) What can I say if I am approached by current NIH Staffing Support contract personnel?**

Please be cautious regarding interacting with current NIH Staffing Support contract administrative personnel. Due to legal constraints, it is not permitted to direct, advise, or guide contractor employees. This policy prevents you from recommending any particular LTASC II contractors to the current administrative support personnel. Kindly provide the personnel general, public information about LTASC II including the LTASC II fact sheet and provide them with the LTASC II website (<http://LTASC.od.nih.gov>) for additional information.

**5) What are the services expected as part of the contract?**

Administrative tasks for services including general office, support, travel, meeting, mail, procurement, property management, personnel, and publication. Administrative support personnel in any labor category may be expected to perform some, many, or all of the services listed above; however, duties may not be limited to the services detailed. For more information on each service, refer to Section 1.3 of the SOP.

**6) What is the policy on replacing administrative support personnel if they are removed from a task order?**

To provide continuity of service to NIH Customers, the Prime Contractor is required to provide a qualified replacement admin of equal level on-site within five (5) business days after the removal of the original admin under a Task Order Award.

**7) Can an admin increase in level during the life of the contract?**

The contract allows an administrative support position on an awarded task order to increase admin level (Clerk 1 through Admin 4) during the life of the task order. A position on a task order can graduate levels only when exercising an option year. The SOW will need to be updated to reflect additional required duties reflecting the new level. Please note that task orders are based on NIH's needs not contractor qualifications.

**8) What types of task orders can be used under LTASC II?**

The LTASC II contracts are indefinite delivery/indefinite quantity (ID/IQ) type contracts utilizing Fixed Price (FP) and Labor Hour (LH) type task orders. The task order will provide



detail of the specific services that will be required. LH task orders should be used only if FP type task orders are not suitable. Use of an LH task order requires a Determination and Findings (D&F) approval from the Task Order CO. LH task orders beyond three years will require the approval of the Head of Contracting Activity (HCA).

**9) Is telework permitted under LTASC II?**

Regular telework is not permitted under LTASC II. However, language has been included in the contract to allow for ad-hoc telework.

## Roles, Responsibilities, and Support

**1) Who is responsible for the supervision/management of the administrative support personnel?**

Every contractor under LTASC II is required to have at least one Program Manager (PM) and one Deputy Program Manager (DPM) available for this contract. NIH may have no management role of contracted employees. These managers act as the NIH points of contact that represent the contractor. Contractor employees shall not provide personal services under this contract. For more information on these roles, refer to Section 1.2.2 of the SOP.

**2) What are the responsibilities of the Task Order Contracting Officer's Representative (COR)?**



When NIH determines a need exists for long-term administrative support services, a Task Order COR must be identified. The Task Order COR must be FAC-COR certified and is responsible for all technical aspects of the task order.

The Task Order COR will typically be the individual requiring the services offered under the LTASC II contracts or may be a designee within the requiring the service. The Task Order COR will develop the requirement and will represent the Government as the main interface between his/her Institute and Center (IC) and the contractor during the task order period of performance. The Task Order COR will draft the TORP in eGOS, prepare the Selection Recommendation Document (SRD), provide technical direction to the contractor's management staff to facilitate task order performance, and monitor performance over the period of performance of the task order.

Additional information can be found in Section 2.2.2 of the SOP.

**3) What are the responsibilities of the Task Order Contracting Officer (CO)?**



The Task Order CO has the authority to act as an agent of the Government under a particular task order. The Task Order CO is a warranted CO from their respective NIH Acquisition Office.

Responsibilities of the Task Order CO include approving and submitting the TORP in eGOS, overseeing the evaluation of proposals, approving the Selection Recommendation Document (SRD), and creating and awarding a task order. The Task Order CO is responsible for all task order post-award administration and closeout activities.

Additional information can be found in Section 2.2.1 of the SOP.

**5) Who handles the task order management?**

The Task Order CO and Task Order COR will be responsible for the majority of task order activities involving initiating, managing, modifying and closing out task orders. The LTASC II Program Support Team will be available to assist the customer in these activities if needed.

**6) Who addresses all LTASC II vehicle level issues?**

Contract level issues that arise during task order performance should be referred to the LTASC II Program Support Team for resolution.

**7) What support is available regarding LTASC II?**

The LTASC II Solutions Center (301-435-5468) is available to consult users of the contract. In addition, materials such as the SOP document and a fact sheet are available on the Resources page of the website.

## Small Business Aspects

**1) Is the LTASCII contract set up as a total or partial small business set-aside?**

The LTASCII contracts have been reserved as a Total Small Business set-aside. All the LTASC II contractors are small businesses.

**2) Who gets credit for using small businesses?**

The customer will get the credit.

## eGOS Help

**1) How do I register to use eGOS?**



If you are an NIH Employee, please use your NIH username@nih.gov (e.g. jappleseed@nih.gov) and not your email address. Your profile information will be auto populated via Active Directory. Please contact NIH OIT for any questions regarding your Active Directory profile. Your eGOS password will always be the same as your NIH password.



**2) I forgot my eGOS password. Can you reset it?**

If you are an NIH Employee, your eGOS password is the same as your NIH password. If you change your NIH password, eGOS will update your password automatically. We cannot reset your NIH password. Please contact NIH OIT for any issues with your NIH password.

**3) Why can I not see my Task Order CO or COR in the drop down menu?**

Your Task Order CO and/or COR must be assigned to the CO or COR groups in eGOS in order to show up in the drop down menu. Please have the Task Order CO and/or COR register in eGOS. Once he/she has registered, email us at [LTASCII@mail.nih.gov](mailto:LTASCII@mail.nih.gov) to be added to the CO and COR groups in eGOS and we will update their profile. As a reminder, the Task Order CO and COR must be FAC-C or FAC-COR certified. This will be verified.

**4) As a contractor, when I submit a question, can other eGOS users from my company also view the question that I submitted?**

Only the eGOS user asking sees his/her own questions. The reason it was done this way is that most contract holders aggregate the questions offline and then the PM or another single designated user enters them all in.