



**Embassy of the United States of America**

**Bogotá, D.C., Colombia**

**Language Training Program - Summary Information**

**Pre-Proposal Conference**

**November 8, 2013 @ 1400 Hours**

**New York Conference Room**

**Agenda**

- I. Welcome and Introductions**
  - II. Contract Terms and Requirements**
  - III. Overview of the Solicitation**
    - a. Statement of Work**
    - b. Pricing Section**
    - c. Quality Assurance and Surveillance Plan (QASP)**
    - d. Evaluation Factors for Award**
    - e. Technical Panel**
    - f. Basis for Award: Initial Evaluation, Technical Acceptability, and Price**
  - IV. Questions and Answers**
  - V. Timeline for Solicitation and Award**
  - VI. Posting of Notes and any potential changes**
    - [www.fbo.gov](http://www.fbo.gov)
    - <http://spanish.bogota.usembassy.gov/index.html>
  - VII. Next Steps**
- Adjournment**



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**Coverage:**

The requirement is for providing language training program services – English and Spanish live/classroom session and on-line/distance participants for the U.S. and LES employees for the U.S. Embassy – Bogota

**Contract Type:**

This is a firm fixed price, indefinite delivery, and indefinite quantity (IDIQ) contract with Task Orders for Services

*“NO” Economic Price Adjustment*

**Period of Performance:**

Base year plus four option Years (a total of 60 months)

Possibility of a 6-month extension under the same terms and conditions of the last option year

**Quality Assurance and Surveillance Plan (QASP).**

This plan is designed to provide an effective surveillance method to promote effective contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor contractor performance, advise the contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to conduct quality assurance to ensure that contract standards are achieved.

<b>Performance Objective</b>	<b>Work Requirements Para</b>	<b>Performance Threshold</b>
<b><u>Services.</u></b>	All paragraphs in Section 2., and all paragraphs in Section 6 above	All required services are performed and no more than two ( 2) customer complaint is received per month
Compliance with requirements delineated in Attachment 1	Attachment 1	Contractor shall meet the performance standards delineated in Attachment 1, 50% of the time.
Invoices: Prepares invoices in accordance with the guidance contained in the contract.	Paragraph 3.0	Contractor must submit to the COR monthly invoices for payment.
Quarterly reporting and meetings with the COR to discuss contract performance and issues	Paragraph 4.0 through 15.0	Contractor shall meet quarterly with the COR

**Attachment 1:  
Language Training Performance Requirements**

**17. PERFORMANCE REQUIREMENTS SUMMARY**

<b>PERFORMANCE REQUIREMENT</b>	<b>PERFORMANCE STANDARD</b>	<b>PERFORMANCE MEASUREMENT</b>
<b>Listening Proficiency:</b> Oral Recognition and Response Module, Lesson 1 Section 9.2 Reception and Initial Contact, Behavior 1	Required Proficiency Level: At least 90% of the students tested in each class shall be able to answer correctly at least 95% of the selected audio discussion used in context.	Performance will be measured by standardized oral testing, administered periodically to track student development, and training outcomes.
<b>Social Conversation (Speaking),</b> Behavior 2	Required Proficiency Level: At least 85% of the students tested in each class shall be able to pronounce correctly at least 90% of the spoken word when used in conversational exchange.	Performance will be measured by standardized oral testing, administered periodically to track student development, and training outcomes.

<p><b>Writing Proficiency, Section 9.6</b></p>	<p>Required Proficiency Level: At least 85% of the students tested in each class shall be able to write professional and personal correspondence using the appropriate vocabulary, correct grammar, and accurate spelling.</p>	<p>Performance will be measured by standardized written testing, administered periodically to track student development, and training outcomes.</p>
<p><b>Reading Comprehension: Reading Comprehension Module, Section 9.4</b> <b>Option A</b> Recognition and Subject Matter Comprehension, Behavior 1 – Section 9.5</p>	<p>Required Proficiency Level: At least 85% of the students tested in each class shall be able to comprehend and correctly respond to at least 90% of the written communications questions in which the selected vocabulary is presented.</p>	<p>Performance will be measured by standardized written testing, administered periodically to track student development, and training outcomes.</p>
<p><b>Option B</b> Recognition and Subject Matter Comprehension, Behavior 1 Section 9.4</p>	<p>Required Proficiency Level: At least 75% of the students tested in each class will correctly comprehend, summarize, and translate the correct response to the written communication in at least 85% of the written communications presented.</p>	<p>Performance will be measured by standardized written testing, administered periodically to track student development, and training outcomes.</p>
<p><b>Quality of Supervision :</b> Instructor Supervision.</p>	<p>COR shall receive no more than <b>two (2)</b> valid complaints concerning quality of instruction, received during a one month period.</p>	<p>Review complaint logs, review quality control activities and results, observation, and Government-conducted customer survey.</p>
<p><b>Documentation and Reporting Requirements:</b> <b>Student Testing:</b> Administer standardized tests, gather required information on testing results, and analyze results. Section 13</p>	<p>The contractor shall conduct initial language testing for all student participants, as well as periodic reassessment (at least twice during the period of enrolment) to determine the student’s progression towards the stated language competency. The contractor test students every 90 days after their initial enrollment based on FSI language levels. The contractor will provide feedback on student progress based on testing and their customized curriculum. The contractor will prepare a redesigned and customized curriculum. Each report containing statistical or required information is accurately</p>	<p>Review records and reports, randomly verify testing procedures, observation, and detailed analysis.</p>

	prepared and presented. At least <b>95%</b> of the information gathered must be relevant and accurate.	
<b>Student Progress Documentation and Training Recommendations.</b>	No more than <b>5%</b> of the student progress reports required during the reporting period were received late or were missing.	Review operational logs, data bases, statistics, or through observation.
<b>Student Counseling:</b> Counsel students on performance and recommending corrective actions, if required. Section 14	At least <b>95%</b> of the students assigned, and all students considered in danger of failing proficiency tests will receive counseling each week.	Review records and contact reports, randomly verify through student surveys, observation, and individual interviews.
<b>Off-Site Program:</b>	The Contractor shall offer this type of field activity at least ten times each calendar year. The contractor shall ensure that there is a 1:5 ratio of instructors to students.	
<b>Training Materials</b>	The Contractor shall develop a detail list of training materials for delivery of both English and Spanish language training (live and on-line). The list shall contain those materials provided by the contractor as well as materials necessary for the student or employer to purchase to facilitate language training goals and objectives.	
<b>Student Participation</b>	The Contractor shall track and report to the COR on student participation and progress. The contractor shall have in place means for tracking student participation in on-line coursework, and report on the effectiveness of this training vehicle as well as any suggested changes in this delivery means.	
<b>Customer Service Survey</b>	The Contractor shall conduct, at a minimum, an annual customer service survey, and interview the participants with the goal of improving the quality of language training services.	

## SECTION 4 - EVALUATION FACTORS

Award will be made to the lowest priced, technically acceptable, responsible offeror. The quoter shall submit a completed solicitation, including Sections 1 and 5.

The Government reserves the right to reject proposals that are unreasonably low or high in price.

The lowest price will be determined by multiplying the offered prices times the estimated quantities in "Prices - Continuation of SF-1449, block 23", and arriving at a grand total, including all options.

The Government will determine acceptability by assessing the offeror's compliance with the terms of the RFQ.

The Government will determine contractor responsibility by analyzing whether the apparent successful offeror complies with the requirements of FAR 9.1, including:

- adequate financial resources or the ability to obtain them – **Need to submit at least 3 years of financial statements independently verified;**
- ability to comply with the required performance period, taking into consideration all existing commercial and governmental business commitments -- **Need to include a list of all active contracts and performance agreements;**
- satisfactory record of integrity and business ethics – **Need to provide a list of 3-5 business references with contact information;**
- necessary organization, experience, and skills or the ability to obtain them – **Need to describe in your technical proposal your managerial and organizational structure, key personnel, business model;**
- necessary equipment and facilities or the ability to obtain them – **Need to list equipment that will be dedicated to the contract;** and
- be otherwise qualified and eligible to receive an award under applicable laws and regulations – **Check the Excluded Parties List to verify eligibility to receive contracts from the U.S. Government.**

### 52.217-5 EVALUATION OF OPTIONS (JUL 1990)

The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

### **Basis for Award.**

The Government intends to award a contract resulting from this solicitation to the lowest priced, technically acceptable offeror who is a responsible Contractor. The evaluation process will follow the procedures below:

**a) Initial Evaluation**

The Government will evaluate all proposals received to ensure that each proposal is complete in terms of submission of each required volume, as required by Section 3 and **submission by the established deadline**. The Government may eliminate proposals that are missing required information.

**b) Technical Acceptability**

The Government will thoroughly review those proposals remaining after the initial evaluation to determine technical **acceptability based on the requirements delineated in the Statement of Work**. The Government will review Technical Acceptability by reviewing information submitted as part of Section 3. **This review will be conducted by an internal Technical Evaluation Panel as well as by the Contracting Officer.**

**c) Price**

The Government will evaluate price for all technically acceptable offerors and determine the lowest overall price in accordance with Section 1.

**d) Responsibility**

The Government will determine responsibility by analyzing whether the apparent successful offeror complies with the requirements of FAR 9.1, **found in Section 4, and previously discussed**.

**Summary of Instructions: Each proposal must consist of the following separate volumes:**

<b>Volume</b>	<b>Title</b>	<b>No. of Copies</b>
1	SF-1449, and Section 5 Offeror Representations and Certifications	1
2	Price Proposal - Section 1 – Prices	1
3	Technical Proposal	2



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**Janitorial Services Solicitation - Summary Information**  
**Pre-proposal Conference**  
**November 8, 2013 @ 1400 Hours**  
**New York Conference Room**  
**Solicitation Timeline**

**October 31, 2013 -- Solicitation Issued**

**November 8, 2013 -- Pre-proposal Conference**

**November 15, 2013 -- Formal questions from bidders due**

**November 22, 2013 -- Answers to bidders questions from Embassy**

**December 6, 2013 -- PROPOSALS DUE**

**January 2014 -- Contractor Selected**

**February 2014 -- Contract Award**

**March 3, 2014 -- Projected Contract Start Date - NTP**