

**NAS Ports Lima Polygraph Training
Request for Quotations (RFQ) No. PR1588620**

RFP issuance date: June 15, 2012
Closing Date: July 05, 2012
Closing time: 16:00 hours, Lima Peru Local Time

Type of Contract

This solicitation is expected to result in a firm-fixed price purchase order for a commercial item, following the evaluation procedure described below. The price will not be subject to adjustment after award.

Description of Services and Pricing

CLIN	Description	Qty.	Unit	Unit Price	Total Price
001	Polygraph Training in Lima - Perú	20	Each (Student)	\$____	\$____

All prices above and payment shall be in U.S. dollars.

Performance Work Statement

1.0 Background:

As part of the Letter of Agreement between the Peruvian Government and the U.S. Government, NAS Lima will be supporting the Ministry of Interior, Polygraph Unit. The agreement also states that members of special units supported by NAS must be polygraphed as part of the process. The training will increase the capability of the Polygraph Unit to conduct examinations on a timely basis of all Ministry of Interior dependants/ personnel. The candidates have been selected. The contractor shall provide basic polygraph training to 20 candidates.

2.0 Basic Polygraph Training Course

Course Curriculum:

The contractor shall provide a training course of at least four hundred eighty (480) academic hours that include Theoretical & Laboratory training.

- 2.1 Introduction to Polygraph Science (History, Ethics, Legal Aspects and Pre-evaluation).
- 2.2 Questionnaire Build Up (control and comparison questions)
- 2.3 Polygraph Evidentiary – Paired Testing – Investigative Techniques (to include Federal Comparison Zone, Federal Comparison You-Phase, CIT, UTAH, Modified General Question Technique/AFMGQT, DLST and specific surveys from different polygraph investigation sources)
- 2.4 Polygraph Techniques (Psychology and Kinesis)
- 2.5 Instrumentation and Physiology (how to operate a polygraph unit)
- 2.6 Interpretation of Graphs
- 2.7 Student Capability Development and Interviewing Techniques
- 2.8 Practical Exercises / Student Progress and Evaluation Report
- 2.9 Report Writing and Advanced Investigation Techniques
- 2.10 Countermeasures

Each polygraph examiner/student will receive training on the preparation of investigative reports and writing in a clear, concise, and organized manner.

- 2.1 The course shall be focused specifically to train 20 Polygraph Unit candidates in a personalized environment. The course should be taught by polygraph certified instructor(s) (that is, member(s) of the American Polygraph Association up to date of beginning this training course). The American Polygraph Association is a professional organization that establishes minimum standards for polygraph examiners and which establishes them as experts for court purposes.
- 2.2 The contractor shall provide:
- 2.2.1 APA Certification
 - 2.2.2 Training facilities in Lima - Perú and polygraph equipment for 20 students
 - 2.2.3 Polygraph equipment model Limestone Technologies Polygraph Professional Suite – Gold Mobile Turnkey Solution, one unit per student, as students will be working with this same equipment brand and model when they graduate from the course. Polygraph equipment should include notebooks (each), operating manual (Spanish), and printers to be shared by the students.
 - 2.2.4 Instruction presented entirely in Spanish, as all students are native Spanish speakers.
 - 2.2.5 Individual class material in Spanish for each student, including course manual and sample documents.
 - 2.2.5 On-line (thru a web site or e-mail address) and telephone support in Spanish for each student for a period of one year following course completion. Time frame for responses from vendor shall be no more than 48 hours following submission of support request.
 - 2.2.6 All students with a passing grade of 80% and an attendance record of 90% shall obtain a course completion certificate. The contractor shall perform the grading weekly regarding theory of polygraph, which counts for approximately 30% of the final grade, and the remaining approximately 70% is practical exercise(s) that combines the theory with the actual examination. Each student must pass each theory evaluation; those who do not shall be provided extra training by the contractor and be afforded additional opportunities to pass each phase of the training. The final exam consists of combining the theory with practical and shall be on a pass/fail basis. Those who fail shall be provided sufficient instruction by the contractor to ensure, to the maximum extent practicable, that they pass the final exam. If a student does not pass the course following the additional instruction, he or she will only receive an attendance certificate.
- 2.3 Performance Period: Training course shall start within 15 calendar days of award. Duration of the course shall be 12 weeks, ensuring that topics 2.1 – 2.9 are covered as set forth in the curriculum. Training schedule: 8 hours per day / 40 hours per week

3.0 Quality Assurance

3.1 Quality Control Plan. The Contractor shall establish a quality control program/plan that shall be submitted as a part of its pre-award submission. The Contractor shall implement and adhere to the approved quality control program/plan when performance begins, and throughout the performance period. The Contractor shall provide the NAS Management Officer updates of the quality control plan as changes occur.

3.1.1 Content of the Quality Control Plan. As a minimum, the quality control plan shall include the following:

3.1.1.1 An inspection system covering all services required by the contract. It must specify the training to be inspected on either a scheduled or unscheduled basis, how often inspections will be accomplished, and the tasks of the individuals who will perform the inspections.

3.1.1.2 A method of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable.

3.1.1.3 A method of documenting and enforcing quality control operations.

3.1.1.4 A customer complaint program. The program shall include:

3.1.1.4.1 A way for customers to report complaints, deficiencies, and noncompliance with the terms and conditions of the contract. The medium chosen by the Contractor shall be easily assessed, and may include weekly course evaluations by students. Adequate publicity shall be given so customers may readily contact the Contractor.

3.1.1.4.2 A description of the manner in which the Contractor shall promptly investigate any customer complaint and respond to the customer. The Contractor shall forward a monthly synopsis of complaints received and actions taken to the NAS Management Officer not later than 5 days after the end of each month.

3.1.1.6 Quality Control Records. Records of all inspections conducted by the Contractor and necessary corrective actions taken shall be maintained by the Contractor. The Contractor shall make these documents available to the Government throughout the term of this contract.

3.2 This Quality Assurance and Surveillance Plan (QASP) is designed to provide an effective surveillance method to promote effective Contractor performance. The QASP provides a method for the NAS Management Officer to monitor Contractor performance, advise the Contracting Officer of 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.

3.3 SURVEILLANCE. The NAS Management Officer will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the NAS Management Officer will send the complaints to the Contracting Officer for transmittal to the Contractor for corrective action.

3.4 STANDARD. Training must be professionally conducted and result in certification of students. The performance standard beyond that is that the Government receives no more than one (1) customer complaint per month. The NAS Management Officer shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the applicable inspection clause.

3.5 PROCEDURES.

3.5.1 The Government may document the conduct of training and conduct on-site inspections, among other quality surveillance techniques. If any Government personnel observe unacceptable services, either incomplete work or required services not being performed, they should immediately contact the NAS Management Officer.

3.5.2 The NAS Management Officer program will complete appropriate documentation to record the complaint.

3.5.3 If the NAS Management Officer determines the complaint is invalid, the NAS Management Officer will advise the complainant. The NAS Management Officer will retain the annotated copy of the written complaint for his/her files.

3.5.4 If the NAS Management Officer determines the complaint is valid, the NAS Management Officer will inform the Contracting Officer, who will contact the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The Contracting Officer shall determine how much time is reasonable.

3.5.5 The Contracting Officer shall, as a minimum, notify the Contractor by email of any valid complaints.

3.5.6 If the Contractor disagrees with the complaint and challenges the validity of the complaint, the Contractor shall notify the Contracting Officer. The Contracting Officer will review the matter to determine the validity of the complaint.

3.5.7 The Contracting Officer will consider complaints as resolved unless notified otherwise by the complainant.

3.5.8 Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the NAS Management Officer will contact the Contracting Officer for appropriate action under the Inspection clause.

3.5.9 If the contractor fails to meet the performance standard, the Government reserves the right to take action under the Inspection clause, including a deduction from the invoice.

Instructions for Submitting Quotations:

4.0 Quoters shall submit two quotations in two parts, Price and Technical. The quotations shall be in one in English and one in Spanish.

4.1 **Price.** The price quotation shall include a unit price per student and total/extended price for the training. The price shall be firm-fixed price and include all direct costs, indirect costs, overhead, general and administrative expenses (including any travel costs), insurance, and profit. The price shall not be subject to adjustment after award.

4.2 **Technical.** The technical quotation shall include the following:

4.2.1 Description of how the training will be provided, including detailed course contents, methods, and materials/equipment.

4.2.2 Resume(s) showing the certification, education, experience, and qualifications of the instructor(s).

4.2.3 Quality control plan, conforming to the requirements stated above.

4.2.4 Past performance and experience of the quoter, including references (contact information with names, phone numbers, and emails) for similar work performed in the past three years.

4.3 Offerors must submit an e-mail weighing less than 10MB with two (2) PDF attachments; one for price proposal and the other for the technical proposal no later than **16:00 hours Peru Local Time on July 05, 2012, Thursday** to Earl A. Ferguson at fergusonea@state.gov All questions relating to this RFP must be submitted to fergusonea@state.gov no later than start of business Peru time (16:00.00 hours) of July 02, 2012. Unless otherwise notified by an amendment to the RFP, no questions will be accepted after this date. Finally, issuance of this email does not constitute an award commitment on the part of NAS nor does it commit the U.S. Government to pay for costs incurred in the preparation and submission of a full proposal.

Evaluation Factors:

5.0 Award will be made to the best value offer and/or the lowest priced, technically acceptable quoter which is a responsible contractor. The Government (will first review quotations for compliance with the solicitation instructions. Any quotations that do not comply with the requirements of the solicitation may be rejected. The Government will then conduct a technical evaluation to determine which quotations are acceptable and meet the technical requirements of the solicitation. The Government will also conduct a price analysis and a responsibility determination of the lowest priced, technically acceptable quoter. The Government reserves the right to reject any quotation which is unreasonably high or low in price, and to reject the quotation of any quoter found to be non-responsible.

Contract Clauses

6.0 The selected Offeror must comply with the following commercial item terms and conditions: FAR 52.212-1, Instructions to Offerors - Commercial, applies to this acquisition. The selected Offeror must submit a completed copy of the provision at 52.212-3, Offeror Representations and Certifications - Commercial Items. FAR 52.212-4, Contract Terms and Conditions - Commercial Items, applies to this acquisition.

FAR 52.212-4, CONTRACT TERMS AND CONDITIONS -- COMMERCIAL ITEMS (JUN 2010), is incorporated by reference. (See SF-1449, block 27a).

The following FAR clauses in paragraph (b) of FAR clause 52.212-5, Contract Terms and Conditions Required To Implement Statutes or Executive Orders-Commercial Items, will apply: 52.222-21, 52.222- 26, 52.222-35, 52.222-36, 52.222-37, 52.225-13, 52.232-34.

FAR Subpart 28.3—Insurance, which includes: 28.305 Overseas workers' compensation and war-hazard Insurance, 28.307-2 Liability, 28.309 Contract clauses for workers' compensation insurance. FAR 52.228-3 Workers' Compensation Insurance (Defense Base Act).

The full text of a FAR clause may be accessed electronically at <http://www.acqnet.gov/far>.