

UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM)

**RESPONSE TO PEER REVIEW
HTC711-10-C-S002**

**AIR TERMINAL & GROUND HANDLING SERVICES
AL MUBARAK AIR BASE KUWAIT**

**Released under USTRANSCOM FOIA 10-99
FOIA Exemption 5 U.S.C. 552(b)(6) applies.**

RESPONSE TO PEER REVIEW

IITC711-09-R-0041

ATGHS KUWAIT

Request for Clearance

24 Feb 10

1. Source Selection Decision Document (Conclusion): Recommend documenting where in CAVS proposal they indicate not needing the familiarization training and saving the government \$612K.

RESPONSE: Disagree that this should be in the Source Selection Decision Document.

2. Source Selection Decision Document (Conclusion): I get the impression that you're "reducing" the overall price of CAV international by \$612,000 and I'm assuming this is not the case. Recommend indicating the \$612,000 expense will not be incurred by the Government as CAV will not require the training. {Will the Reimbursable CLIN be removed from the contract as an option for CAV? How do we ensure CAV does not come back later and want the training?

RESPONSE: Changed the Source Selection Decision Document to indicate the \$612,000 training expense will not be incurred by the Government. The CLIN will not be removed from the contract because it is the only CLIN in the base period, but it will not be funded. CAV's technical proposal is incorporated into the contract (Block 20 of the SF 1449) to document CAV's stipulation that this training will not be required.

3. Source Selection Decision Document (Staffing): One of the primary basis for award of CAVs proposal was the "Outstanding" rating for staffing. There is no documentation on how the government intends to incorporate the added staffing positions and hold CAV accountable for what they indicate they will provide.

RESPONSE: The contract (Block 20 of the SF 1449) incorporates CAV's technical proposal making it part of the contract.

4. Source Selection Decision Document (Staffing): I would explain in more detail what the significant direct and indirect cost savings are to CAV not needing the government training.

RESPONSE: Added

5. Source Selection Decision Document (Implementation): How can the government rate CAV's plan best overall when AHNTECH, Maytag, and NAG, Trailboss all had the same rating?

RESPONSE: Wording changed.

#1

6. Proposal Analysis Report (Para 2.1.3) Documentation pertaining to a recent accident is not clear to whom submitted the final report and who is investigating the incident. I would recommend since there has been no official findings to place any responsibility or blame on CAV that the SSA can't account for this incident under this solicitation.

RESPONSE: A meeting was held with the SSET, Policy, and JA regarding this recent accident. The decision to include it in the PAR was made by mutual agreement.

A handwritten signature in cursive script, reading "Tamara Schuette".

TAMARA SCHUETTE
Contract Specialist

1 Mar 10

MEMORANDUM FOR USTRANSCOM/TCAQ-ST (Tamara Schuette)

FROM: USTRANSCOM/TCAQ-ST (Joyce Pavlak)

SUBJECT: Review of Contract HTC711-10-C-S002, Air Terminal and Ground Handling Services (ATGHS) for Kuwait

Subject file has been reviewed. The below comments are provided:

a. Tab B-9, Vendor Questions.

1) There are two copies of questions numbered 14-25, 26, and 27. Remove one copy to avoid any confusion.

2) Reference Jerry's e-mail dated 10 Nov at 3:48 PM. The e-mail indicates an attachment with answers to questions was provided, but it is not included in the file.

3) There is a record of questions up to #44 and then there is a record of questions 68 and 69, but no record of 45-67. Although 45-67 were answered and are included in the table of all Q&A, the file does not show how we got those questions.

b. Tab C-4, National Air Cargo.

1) There is a loose Evaluation Notice (EN) under Tab 1. Remove from file or file appropriately.

2) I am confused about the ENs. We have 007, which it appears we issued, and 010, which it appears we did not issue. After looking at this for a while, I think 010 might be a result of additional concern after reviewing their answer to 007, but this is not clear (and could be even more confusing for others reviewing the file). Also, under Tab 3, we have one rating team worksheet. It seems to me we should have the initial rating and then a post EN rating.

c. Tab C-4.

1) Under the Evaluation Notices tab for each of the offerors with ENs that we did not issue, I think we should put a note that explains we did not issue the ENs because we did not open discussions.

2) I did not see evidence that PPIRS was checked for Lulu's Ostrich Ranch, Evergreen EAGLE, or National Air Cargo (IAW with checklist item Section C, Tab 7, (v)).

2

3) IAW checklist item Section C, Tab 7, (vii), there are only two records of past performance for Lulu's Ostrich Ranch, but no evidence that we made an effort to obtain at least three.

d. Tab C-8, EN Matrix. Just like b1) above, I think we should explain we did not issue most of these ENs.

e. Tab C-15, PAR & SSDD.

1) Recommend revising paragraph on page 6 to read as follows:

The SSET had personal knowledge of three mishaps which occurred during the performance of this contract that were not mentioned in the past performance information reviewed. The first involved damage in excess of \$250,000 to government vehicles. An AMC Safety Investigation Board investigated the incident and provided information to 18 AF/CC, HQ AMC/A4, and AFCEM to prevent future mishaps. The second mishap resulted in the serious injury of a loadmaster during commercial aircraft vehicle loading operations. CAV filed a mishap report and Government Safety teams investigated the incident. The Government's report made no primary recommendations. The third mishap involved the death of a United Airlines representative during baggage handling operations. Because this accident did not involve any government personnel/resources, it was handled between CAV and United Airlines. On 8 Feb 10, the SSET became aware of another mishap involving damage to a C-17 aircraft during the loading of a piece of heavy equipment. Mishap reports were completed and are being reviewed to determine the cause/responsibility. None of the first three mishaps were attributed directly to CAV; therefore, they did not affect the SSET's overall confidence assessment.

2) Recommend adding language to either the PAR or SSDD to point out that we are incorporating CAV's strengths into the contract. Since their strengths were a contributing factor to our award decision, we want to ensure we receive the benefit.

3) Recommend addressing the "discussion" weaknesses and ENs in the PAR to ensure the reader understands that a competitive range was not established and the ENs for weaknesses were never issued.

f. Tab D-1, Successful Proposal. Add tabs 1-4 under CAV's proposal like you have for the unsuccessful proposals . . . for ease in finding information.

g. Tab D-3, Contract. Recommend adding a note to CLIN 0001 to explain that this item is not priced because CAV stated in their proposal that training is not required and therefore the Government will not provide it.

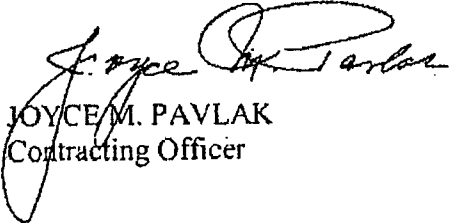
h. Tab E-1, QASP.

1) Performance Objective 3. The PWS reference on page 6 and on the checklist should be revised to read 1.1.8 through 1.1.8.15.3.

2) Performance Objective 10. The PWS reference on page 7 and on the checklist should be revised to read 1.8 through 1.8.7.

3) Attachment 4 to the QASP. Revise this sample to reflect only the two categories we now use if that is what we intend to continue with. Additionally, this should be discussed during the Post Award Conference when we talk about CPARS so the contractor (and all other parties) is aware of the categories he will be rated on.

i. Tab E-2, COR Appointment Letters. We still need to come up with separate letters (and other things as applicable) for the CORs who aren't stationed at Kuwait and only go on site periodically to inspect specific areas.



JOYCE M. PAVLAK
Contracting Officer

2 Mar 10

MEMORANDUM FOR USTRANSCOM/TCAQ-ST (Joyce Pavlak)

FROM: USTRANSCOM/TCAQ-ST (Tamara Schuctte)

SUBJECT: Review of Contract HTC711-10-C-S002, Air Terminal and Ground Handling Services (ATGHS) for Kuwait

1. Following paragraphs correlate to numbering of review comments.

a. Tab B-9, Vendor Questions.

- 1) Extra copy of questions removed.
- 2) Email attachment requested from Jerry 2 Mar 10.
- 3) Questions 45-67 are questions that were asked at the pre-proposal conference but not submitted in writing. The questions were obtained from notes taken by government attendees. The notes and questions and answers were filed with Amendment 0002. A copy of the questions has been placed under this tab.

b. Tab C-4, National Air Cargo.

- 1) Loose Evaluation Notice (EN) removed.
- 2) EN 007 was a clarification EN and EN 010 was a discussion EN. Discussion EN's were not issued. The EN matrix under Tab C3 has been changed to show the EN's that were not issued. A rating team worksheet was not completed for National Air Cargo until after receipt of the response to the clarification EN so a post EN rating team worksheet was not accomplished.

c. Tab C-4.

- 1) Note Added.
- 2) Individual Past performance surveys were annotated that PPIRs was checked and that there was no CPARS report. MFR added.
- 3) See 2 above.

d. Tab C-8, EN Matrix. Matrix annotated to show ENs not issued.

e. Tab C-15, PAR & SSDD.

3

- 1) Paragraph revised
- 2) Wording added to the PAR, Paragraph 3.5, Source Selection Recommendation.

- 3) Added.

- f. Tab D-1, Successful Proposal. Tabs added.

- g. Tab D-3, Contract. Note Added to CLIN.

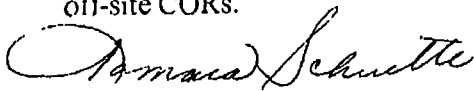
- h. Tab E-1, QASP.

- 1) Performance Objective 3. Corrected.

- 2) Performance Objective 10. Corrected.

- 3) Attachment 4 to the QASP. Revised.

- i. Tab E-2, COR Appointment Letters. Letters and training being developed for off-site CORs.

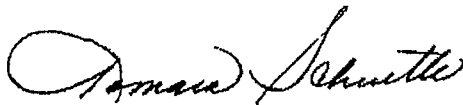


TAMARA SCHUETTE
Contract Specialist

MEMO FOR RECORD

SUBJ: Response to TCAQ-P comments (email dated 16 Jun 10)

1. CAV's record of discussion dated 29 Apr 10 was corrected to remove references to NAC.
2. NAC's letter in response to EN007 is dated 11 Sep 10. It was sent via email. The email is dated 11 Feb 10. A copy of the email is attached to the letter.
3. A memo for record has been added to the file addressing Maytag's performance for the period 1 Oct - 18 Oct 04. Memo for record is filed with Maytag's proposal.



TAMARA SCHUETTE
Contract Specialist

6-16-10

Schuetter, Tamara CIV USTRANSCOM AQ

From: Lee, Gina CIV USTRANSCOM AQ
Sent: Wednesday, June 16, 2010 9:16 AM
To: Schuetter, Tamara CIV USTRANSCOM AQ
Subject: RE: Kuwait
Signed By: gina.lee@ustrancom.mil

29 Apr 10 on CAV RD

(b)(6) is going to review shortly (once he finishes packing). Hopefully he won't find anything else but I cannot guarantee it. He only needs to keep the file with the PAR. I'll bring the others over this afternoon when I come to save you a trip, unless you just feel like ambling over here. I'm leaving at 0930 for a couple hours - if you come while I'm gone (b)(6) can show you where they are but again, I can bring them back this afternoon if it's easier.

Gina

-----Original Message-----

From: Schuetter, Tamara CIV USTRANSCOM AQ
Sent: Wednesday, June 16, 2010 9:12 AM
To: Lee, Gina CIV USTRANSCOM AQ
Subject: RE: Kuwait

Gina

Re your comments:

1. Which record of discussion (date)? Neither of my electronic copies show any reference to NAC. Could be that I updated it electronically and forgot to file a new copy.
2. OK, I'll make a note and annotate the file when I get it back.
3. Since this past performance information was a CPARS report and the report has the dates of 1 Oct 04 - 30 Sep 05, we can't change the date. I'll discuss with Joyce and see what she thinks. If nothing else, I can add a memo for record.

Thanks for all of your help on this.

T

-----Original Message-----

From: Lee, Gina CIV USTRANSCOM AQ
Sent: Wednesday, June 16, 2010 8:37 AM
To: Schuetter, Tamara CIV USTRANSCOM AQ
Subject: Kuwait

Tamara,

Just a couple minor things I noticed during the review -

1. The last two paragraphs of Maytag's record of discussions refers to NAC.

CAV

#5

2. NAC ((b)(6)) submitted a letter responding to EN 007. The letter is dated 11 Sep 10 which is obviously wrong. Not sure if it's important to annotate when it was actually received or not.

3. Maytag Past Performance - the RFP states you'll go back 5 years from solicitation issuance, which was 19 Oct 09. In several places you state you only looked at one year of Maytag's performance under Kuwait and then you specifically call out 1 Oct -04 - 30 Sep 05. Although very minor, you may want to change the dates to 19 Oct 04 to ensure you're precisely in-line with what the RFP said, especially since Maytag took exception with their ratings. I doubt anything significant happened during 1-19 Oct 04 that changed the ratings, but if it had, you really shouldn't have considered it.

Otherwise great job on what I'm sure was a very arduous process. Now on to Singapore!

Gina

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