ATTACHMENT JR2
Technical Evaluation Categories

JR2.1 Technical Evaluation Overview

The following are general categories of information that are reasonably and logically related to or encompassed within the evaluation factors stated in Section M of the solicitation and that the Government may look at when evaluating Offerors' Volume I, *Technical Proposals*. This non-exhaustive set of information is provided solely for informational purposes to assist Offerors in understanding the level of detail the Government seeks and is subject to change, without notice, as circumstances for a given procurement/installation warrant.

JR2.1.1 Technical Capability

JR2.1.1.1 Service Interruption/Contingency and Catastrophic Loss Plan

Ability (during normal daily operations and during disaster/contingency situations) to receive service requests; to classify their severity; to appropriately respond to those requests; to provide status to the customer; and to access proper manning, materials, equipment, and vehicles.

JR2.1.1.1.1 Service Call/Dispatch Procedures and Material, Equipment, and Vehicle Availability during Normal Daily Operations

The level of effectiveness of service call/dispatch procedures to support Installation utility requirements during normal daily operations, taking into account the following:

- Communication Line -- nature of line and level of line dedication to Government customer
- Ease of Submitting Service Requests
- Service Call Classification -- process accuracy and consistency
- Response and Remedy/Downgrade Times
- Service Call Status/Feedback to Government Customer
- Service Call Data Collection -- detail and sufficiency
- Location of Service Center
- Expected Causes of Service Interruption
- Coordination of Scheduled Outages
- Rescheduling of Work -- level of flexibility
- Real-Time System Monitoring/Controlling Capability
- Qualifications of Initial Responder
- Availability of Management
- Availability of Materials
- Availability of Vehicles and Equipment

JR2.1.1.1.2 Service Call/Dispatch Procedures and Manpower, Material, Equipment, and Vehicle Availability during Disaster/Contingency Operations

The level of effectiveness of service call/dispatch procedures to support Installation utility requirements during Installation disaster/exercise/contingency operations, taking into account the following:

- Emergency Operations Center (EOC) -- availability of, or capability of establishing, an EOC

- Capability/Plans for Handling an Increased Volume of Service Requests -- receipt, processing, and maintenance/provision of status
- Management of Resources
- Availability of Management
- In-House Communication -- capability and effectiveness
- Availability of Manpower
- Availability of Materials
- Availability of Vehicles and Equipment
- Experience with Disaster/Contingency Operations
- Catastrophic Loss -- plans for bringing system back into operational status after a catastrophic loss

JR2.1.1.2 Operations and Maintenance/Quality Management Plan

Overall quality philosophy and the adequacy of procedures used to ensure that contract requirements are met (or exceeded) and that the system is being operated and maintained in a manner consistent with its long-term ability to provide reliable, cost-effective, and compliant service; ability to modify service practices and Quality Management Plan as necessary to accommodate changes in legal requirements or industry standards.

JR2.1.1.2.1 Performance and Service Standards

Performance standards and/or specifications that the Offeror will comply with for construction, operation, maintenance, management, environmental, disaster recovery, and safety of the utility system; detailed discussion of the standards, procedures, and/or specifications that must be complied with to meet each of the service standards criteria listed in Table L-1 of the RFP. Take into account the following:

- Federal, State, Local, Installation-Specific, and Industry Performance Standards
- Discussion of Specific Offeror-proposed Performance Standards and Associated Procedures

JR2.1.1.2.2 Planned Maintenance Activities

Detailed description of operations and maintenance policies and procedures, including:

- Policies and Procedures -- effectiveness of specific polices/procedures
- Activities, Tests, and Inspections

JR2.1.1.2.3 Staffing Plan

- <u>In-House Staff:</u>
  Proposed workforce, position by position (from apprentice through Installation Project Manager) and the qualifications (training, certifications, experience, and education) that a new hire is required to have to fill each position, including:
- <u>Subcontractors:</u>
  Description of the type(s) of work that is envisioned to be potentially performed by subcontractors vice in-house staff.

JR2.1.1.2.4 Advanced Operational System Planning/Analysis

Advanced planning/analysis techniques to help determine future operations, maintenance, and upgrade activities that may be required on the utility system, including:

- Determining Current and Future System Capacity
- Identifying Component Malfunctions in Advance

JR2.1.1.2.5 Obtaining Feedback/Measuring Job Performance/Continuous Improvement

Methods of obtaining, reviewing, and implementing customer feedback; detailed description of policies, procedures, and techniques for ensuring quality work is performed, including:

- Customer Feedback
- Measuring Job Performance/Continuous Improvement

JR2.1.1.2.6 Quality/Performance Awards and Certificates

Discussion of widely recognized awards or certificates the Offeror has received and the significance of these awards or certificates, including:

- Significance of Awards/Certificates – level, number of times received
- Applicability of Awards/Certificates to the specific utility service(s) required

JR2.1.1.2.7 Specialty Skills Training for Military Personnel

Plan for providing Specialty Skills Training for military personnel (if required by the Solicitation), including:

- Levels of Training -- skill level provided, scheduling, trainer qualifications, training demand, currency of curriculum
- Location of Training

JR2.1.1.2.8 Service Connections/Disconnections

Expected process for submitting and supporting requirements for adding service points and/or for deleting any service points that are no longer required, including:

- Coordination/Notification Process for Service Connections/Disconnections
- Level of Involvement in Planning -- meeting attendance, field inspections, etc.

JR2.1.1.2.9 Environmental Compliance

Approach and responsibilities to ensure environmental compliance in the ownership, management, operation, maintenance, and upgrade of the utility system, including:

- Permits
- Spill Plan
- Hazardous Waste Minimization and Handling of Hazardous Materials
- Other Environmental Plans and Assessments (including status of ownership of wastewater treatment facilities, if applicable)

JR2.1.1.3 Initial System Deficiency Corrections/Upgrades/Connections and Renewals and Replacements Plan

The comprehensiveness, feasibility, and effectiveness to which upgrade, renewal, and replacement activities are identified, planned, and executed to ensure a long-term efficient utility system.

JR2.1.1.3.1 Initial Plan for System Deficiency Corrections

The comprehensiveness, feasibility, and effectiveness to which the Initial System Deficiency Corrections Plan addresses the initial repair, replacement, and improvement activities (to be completed within the first 5 years of the contract) that are required to bring the utility system up to all applicable requirements and standards imposed by law, as well as the standards typically applied by the Offeror to its other utility systems, taking into account the following:

- Government-Identified Deficiencies
- Offeror-Recommended System Upgrades -- identification and rationale
- Initial System Deficiency Corrections Schedule

JR2.1.1.3.2 Renewals and Replacements (R&R) Plan

The comprehensiveness, feasibility, and effectiveness to which the Renewals and Replacements Plan addresses the continuing maintenance, repairs, and upgrades that will be required to permit the long-term safe and reliable operation of the utility system once the system has been brought up to standards by the initial system deficiency corrections, taking into account the following:

- Conceptual Methodology for R&R
- Life-Cycle Replacement of Major Components
- Addressing System Condition at Beginning of Contract
    - Construction scheduling and associated disruptions to the Installation's daily functions

JR2.1.1.3.3 Addressing New or Revised Requirements and Standards

Comprehensiveness, feasibility, and effectiveness of the process used to identify, assess, and implement any new or revised standards that may require system upgrades or modification or affect system operation, including:

- Identifying and Determining Potential Effect of New or Revised Standards/Technologies
- Implementation of New or Revised Standards/Technologies

JR2.1.1.4 Operational Transition Plan

Adequacy and effectiveness in maintaining continuous utility service and minimizing service impacts, while smoothly and effectively transferring responsibility and accountability for utility system capital assets, permits, personnel resources, administration, and other system responsibilities.

JR2.1.1.4.1 Length of Transition Period

Clarity and appropriateness of the length of the Transition Plan, for both the overall transition period, as well as for individual transition-related activities. Take into account the following:

- Clarity of the Defined Length of the Transition Period
- Sufficiency of the Length of the Transition Period – Is overall length appropriate for required transition activities?

JR2.1.1.4.2 Transition Activities

Effectiveness of the description of transition activities to which the Government has confidence that the Transition Plan will result in a "seamless" transition, taking into account the following:

- Overall Schedule of Transition Activities – Are they clearly defined and logically arranged?
- Description of Individual Transition Activities