



Medical Q-Coded Support and Services- Next Generation (MQS2-NG) Ordering Guide

As of 18 May 2026



DHA, EMS-PMO MQS2-NG Group Mailbox:

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DHA MQS2-NG SharePoint (*SharePoint - requires CAC/PIV access*)

[Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us)

(For assistance click on Have a Question about MQS2-NG? Contact Us! at above SharePoint)

MQS2-NG Ordering Guide Change History

Version Date	Changes
20 August 2025	Changed 'market' to 'network' as applicable, deleted DPA verbiage at 1.9, populated 7.1 Quality Assurance-Contractor Surveillance, and deleted 7.4 DHA Reports.
28 August 2025	Revised PSC verbiage at Section 1.1 to read as revised base contract PWS dated 11 Aug 25.
10 September 2025	Updated Ombudsman information at Section 3.7 per DHA PGI 216.505(b)(8).
23 September 2025	Revised Contractor Travel paragraph at Section 1.5 to coincide with the base contract PWS.
23 September 2025	Revised Dress and Appearance paragraph at Section 1.5 to coincide with the base contract PWS.
23 September 2025	Updated Ombudsman information at Section 3.7 with hyperlink to DHA Policy SharePoint and directions to locate DHA PGI 216.505(b)(8) for current Ombudsman contact information.
23 September 2025	Deleted paragraph 4.3. requiring notification to EMS-CD and PMO when task orders are awarded. Changed paragraph 4.4 Program Contracting Office Review to 4.3 and 4.5 Solicitation Amendments to 4.4.
23 September 2025	6.5 Task Order Level Protests, added note stating protest threshold has changed to \$35M; however, FAR has not been updated.
23 September 2025	Paragraph 1.9 JKO MQS2-NG training information provided.
8 January 2026	Revised section 1.5 to insert Task Order Contracting Officer (TOCO) scope determination flow chart and added verbiage stating TOCO will make scope determinations. Copy of determination to be provided to EMS-CD and PMO.
8 January 2026	References to scope determination revised to state TOCO will make scope determination. Assistance is available as necessary.
5 February 2026	Updated Section 1.3 to include DHA Memorandum for all Defense Health Networks and location in MQS2-NG Sharepoint.
5 February 2026	Remove Section 1.8.
5 February 2026	Update to Section 1.9 to language in sub-section (a) and addition of sub-section (c).
5 February 2026	Update to Section 1.10 to add two bullet points and TOCO "in accordance with" language,
5 February 2026	Added Sections 1.15 and 1.16
5 February 2026	Updated language in Section 2.1 and added subsections a-i
5 February 2026	Updated Section 2.10 to include MQS2-NG contract clause Addendum to 52.212-4.
5 February 2026	Updates to Section 3.4.1 to remove multiple steps from Symphony ordering process
5 February 2026	Removal of Section 3.8 Compensation Plan
5 February 2026	Update to Section 4.1 to remove "paragraph 3.4.1.(c) reference

5 February 2026	Remove Sections 5.1 – Best Value Source Selection, Section 6.4 – Announcement of Contract Awards and Section 6.5 – Task Order Level Protests
11 February 2026	Added 3.4 (c) Symphony Government User Registration assistance, (d) Symphony Ordering portal training guide slides location and (e) Symphony for Government Customers site for Ordering and Acquisition process

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This ordering guide sets forth the procedures for issuing task orders against the Medical Q-Coded Support and Services-Next Generation (MQS2-NG) Multiple Award (MA) Indefinite Delivery Indefinite Quantity (IDIQ) Contracts to fulfill requiring activities' professional medical services and medical support services requirements.

Acronyms

ACO	Administrative Contracting Officer
AP	Acquisition Plan
CLIN	Contract Line-Item Number
COR	Contracting Officer's Representative
DFARS	Defense Federal Acquisition Regulation Supplement
DFARS PGI	DFARS Procedures, Guidance, and Information
DHA	Defense Health Agency
DoD	Department of Defense
DPA	Delegation of Procurement Authority
DSCAR	DHA Service Contract Approval Request
FAR	Federal Acquisition Regulation
FFP	Firm Fixed Price
GPE	Governmentwide Point of Entry
IDIQ	Indefinite Delivery Indefinite Quantity
IGCE	Independent Government Cost Estimate
LOIA	Letter of Intent to Award
MA	Multiple Award
MHS	Military Healthcare System
MQS2-NG	Medical Q-Coded Support and Services – Next Generation
MTF	Military Medical Treatment Facility
NAICS	North American Industrial Classification System
OA	Ordering Activity
PCO	Procuring Contracting Officer
PM	Program Manager
PMO	Program Management Office

PSC	Product Service Code
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
PIEE	Procurement Integrated Enterprise Environment
RA	Requiring Activity
RFI	Request for Information
RFP	Request for Proposal
SOO	Statement of Objectives
TO	Task Order
TOCO	Task Order Contracting Officer
TOPR	Task Order Proposal Request
TORP	Task Order Requirements Package
USC	United States Code

INTRODUCTION

MQS2-NG is mandated to the DHA through GAO-13-322, National Defense Authorization Act for Fiscal Year 2017 (NDAA-2017 Section 727) Public Law 114-328, 23 December 2016, and implemented through the Acquisition for Healthcare Professional Staffing memo presented to the U.S. Senate Committee on Armed Services 11 JAN 2018. Section 1.4 provides the process for a military medical treatment facility to obtain a waiver for procuring direct care services outside of the established contracts.

The DHA Enterprise Medical Services Contracting Division (EMS-CD) is the contracting organization with overall contractual responsibility for the MQS2-NG MAC IDIQ contracts acting as the Administrative Contracting Office (ACO). The Defense Health Agency (DHA) Program Management Office for Enterprise Medical Services is the customer organization responsible for technical oversight of the basic contracts. The MQS2-NG Contracting Officer's Representative (COR) serves as the designated office of responsibility for managing and administering functional and technical oversight of the MQS2-NG program.

The MQS2-NG IDIQ contract features decentralized ordering by DoD and non-DoD agencies and is designed to be a flexible and responsive end-user solution with acquisition streamlining advantages. The latest version of the MQS2-NG IDIQ Ordering Guide can be accessed on the following website:
<http://dha-ems.symphonyp.com>

Copies of the contracts may be accessed through PIEE EDA.

Notice: This guide is not intended to take precedence over any aspects of the contracts. In the event of any conflict between the information in this guide and the terms and conditions of the contract, the contract is the binding document.

1.1 SCOPE

The MQS2-NG contracts provide professional medical (i.e., clinical) and medical support services to supplement existing medical staff or provide full operational services at performance locations in support of mission requirements within the 50 United States, District of Columbia, Puerto Rico, and Guam. The supported organizations include the Department of Defense (DoD) and other U.S. Federal Government Agencies, Independent U.S. Federal Government Agencies, and U.S. Federal Government Corporations as identified in the directory of Agencies listed under <https://www.usa.gov>.

The MQS2-NG program encompasses two multiple award contracts. The Government competed the first contract on an unrestricted basis and currently has 11 contract awardees. The second contract was set aside for small businesses and currently has 20 small business awardees. The Task Order Contracting Officer (TOCO) has the responsibility to determine whether the TO is issued to the unrestricted awardees, the small business awardees or both. Small business TOs may be further set aside for certain socio-economic categories. TOCOs determine whether the solicitation is sole-source or competitive.

The services include credentialed (privileged and non-privileged) and non-credentialed contract workers in various labor categories (see Technical Exhibit 4) grouped in five labor segments procured under Product Service Codes (PSC) as listed in the most current version of the Product Service Codes manual found at <https://www.acquisition.gov/psc-manual>.

- (a) Physician Services: Services provided by primary and specialty care physicians who deliver routine, preventive, and specialty care services to patients.
- (b) Dental Services: Services provided by contract workers who deliver dental care including, but not limited to, general dentists and dental specialists, dental hygienists, dental assistants, and dental lab technicians.
- (c) Ancillary Services: Services provided by contract workers who deliver patient treatment or assist in the provision of patient treatment including, but not limited to, audiologists, clinical laboratory personnel, dietitians, occupational therapists, pharmacists, physical therapists, podiatrists, radiology support, respiratory therapists, speech pathologists, and clinical support staff such as medical assistants.
- (d) Nursing Services: Services provided by contract workers including, but not limited to, registered and/or licensed nursing personnel including all types of registered and advanced practice nurses as well as practical and vocational nurses. Technicians and assistants working in nursing services are considered in the Ancillary Services labor segment.
- (e) Medical Support Services: Services provided by contract workers include, but not limited to, certified, specialized/technical, and administrative/clerical labor categories as listed in the most current version of the Product Service Codes manual found at <https://www.acquisition.gov/psc-manual>.

An Ordering Activity may issue a Task Order (TO) with more than one labor segment to meet the needs of the Government. The Task Order Contracting Officer (TOCO) has the responsibility to determine which predominant PSC applies to a **TO Requiring Activity (RA)**: The RA is responsible for defining TO requirements, preparing the TO PWS/Statement of Objectives (SOO) for Task Order Proposal Requests (TOPR)s, funding requirements, assisting the TOCO with proposal evaluation, TO performance

monitoring and contractor assessment. TOPWS Template can be found at the MQS2-NG SharePoint page under task order > templates. [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us).

Ordering Activity (OA): Contract Offices assigned to procure TO requirements to include DoD and other Federal Agencies. The OA is responsible for Assisting with Task Order Requirements Package (TORP), defining basis of award, evaluation criteria, monitoring procurement timelines, awarding, and administering task orders.

Task Order Contracting Officer (TOCO): The TOCO is responsible for soliciting, awarding, and administering TOs IAW with MQS2-NG program terms and conditions at the OA contract office.

1.2 Unauthorized Services

This MQS2-NG scope does not include the following services: Credentialing, Advisory and Assistance (A&AS); Information Technology (IT); Hospital Environmental Cleaning (HEC); Nonprofessional Medical Services (NPMS), which are coded as R services in the Product and Services Code (PSC) manual <https://www.acquisition.gov/psc-manual> or TRICARE Health Plan (THP), or any Q-Coded services in support of MTFs not in areas specified in the contract's scope statement.

1.3 Mandatory Usage Policy

Pursuant to DHA Memorandum for all Defense Health Networks issued pursuant to National Defense Authorization Act for Fiscal Year 2017 (NDAA-2017) Public Law 114-328, 23 December 2016 Section 727, the MQS2-NG program is the DoD's mandatory, performance-based, strategic sourcing acquisition program for the procurement of health care staff at military medical treatment facilities (MTFs). Defense Health Agency established a waiver process for requirements that cannot be met by the MQS2-NG contracts. A copy of the mandatory use policy can be found on the EMS-CD Sharepoint site at: <https://militaryhealth.sharepoint-mil.us/sites/ADS-DHACA-EMS>

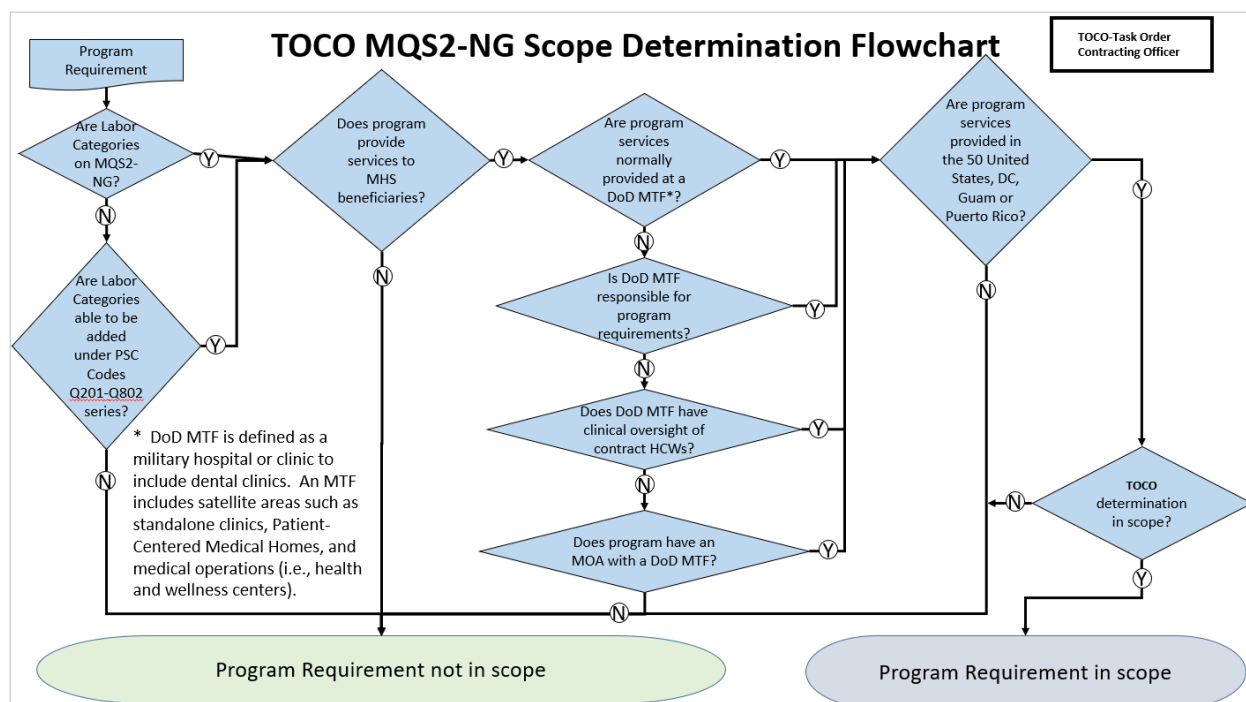
1.4 MQS2-NG Waiver Policy

The MQS2-NG program is mandatory for the procurement of all medical services that have been determined to be within the scope of the MQS2-NG program. Before procuring medical services that are within the scope of the MQS2-NG program, via an alternative method, to include follow-on requirements currently in the Small Business Administration (SBA) 8(a) program, a waiver of the mandatory use policy of the MQS2-NG program is required.

Procedures for the submission of a waiver to the mandatory use policy of the MQS2-NG program can be found on the MQS2-NG SharePoint Waiver Portal at: [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us)

1.5 Scope Determination

Task order contracting officers may make scope determinations for Q-coded services when determining to contract under MQS2-NG (see below flowchart). If a TOCO determines a Q-coded service is out of scope of MQS2-NG the TOCO will forward out of scope determination to the PMO at dha.ncr.Acq-Sustainment.mbx.mqs2ng-pmo@health.mil and EMS-CD at dha.jbsa.DHA-Contracting-Act.mbx.medical-services@health.mil. A TOCO may request a scope determination from the MQS2-NG PMO by emailing the PMO inbox in above paragraph providing a copy of the Performance Work Statement (PWS). Services not within the scope of the MQS2-NG program do not require a waiver.



1.6 Contract Access Fee (CAF)

There is no contract access fee required for TOs placed by DoD or other Federal Agencies.

1.7 MQS2-NG Area of Responsibility (AOR) Vendor Pools

The MQS2-NG program has established AOR contractor pools to support requirements within specific geographic regions. Qualified small and large businesses with a demonstrated ability to provide all services offered under the MQS2-NG program, support each geographic AOR. The AOR contractors are aligned to support requirements by MQS2-NG AOR as outlined in Technical Exhibit 3, Performance Locations and Markets, of the PWS. The terms and conditions governing contractor participation on TO proposal requests under the MQS2-NG program are outlined in the MQS2-NG base contract, Addendum FAR 52.212-4.

1.8 Authorized Ordering Activities

(a) The MQS2-NG program contracts may be used by all federal agencies. Additionally, the below is a link to JKO training for more information. Orders may be placed by any warranted contracting officer (appointed according to FAR 1.603) or an official authorized to obligate funds for the agency.

(b) JKO training registration link can be accessed at the JKO website <https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf?ORG=MHS>. The course number is DHA US1455 Medical Q-Coded Services (MQS2-NG) Ordering Activity Training.

(c) MQS2-NG policy, procedures and other training material may be found on the EMS-CD SharePoint at: <https://militaryhealth.sharepoint-mil.us/sites/ADS-DHACA-EMS>

1.9 Summary of Terms and Conditions:

Contract Type	MQS2-NG is a MA IDIQ contract.
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Contract Ceiling	The aggregate total of all TOs placed against all MQS2-NG contracts shall not exceed \$43B over the life of the contract.
Contract Min/Ceiling Amounts	Contract Minimum: \$2,500.00 Contract Ceiling: \$43B
Unrestricted Ordering Periods:	Base Ordering Period - five (5) years, May 1, 2024 to April 30, 2029. Option Period - five (5) years, May 1, 2029 to April 30, 2034.
Unrestricted TO Period of Performance (PoP)	Task order PoPs may be for up to five (5) year's total. FAR 52.217-8 may be included (total 5 years and 6 months). However, task orders may not be performed after 6 years from date of contract award (April 30, 2030). If the Government exercises the Ordering Period Option, task orders may not be performed after 11 years from date of contract award (April 30, 2035)
Small Business Ordering Periods	Base Ordering Period – May 15, 2025 to May 14, 2030. Option Ordering Period – May 15, 2030 to May 14, 2035
Small Business Task Order PoP	Task order PoPs may be for up to five (5) year's total. FAR 52.217-8 may be included (total 5 years and 6 months). However, task orders may not be performed after past 6 years from date of base contract award (May 14, 2031). If the Government exercises the Ordering Period Option, task orders may not be performed after 11 years from date of contract award (April 30, 2036).
Pricing Structure	FFP at TO level
Fair Opportunity to be Considered	Subject to FAR 16.505 and DFARS 216.505- 70 and this Ordering Guide.

1.10 Ordering Period

(a) The MQS2-NG IDIQ contract ordering periods are comprised of a 5-year base ordering period and one 5-year option ordering period. There is not an option Contract Line Item Number (CLIN), if exercised the optional ordering period will be reflected via unilateral modification to the ordering period identified in CLIN 0001 description.

(b) Task orders may be awarded at any time during the ordering period of the MQS2-NG IDIQ contracts. Ordering Agencies must ensure that the TO term is consistent with the Service/Agency's policy, regulatory/statutory restrictions, and appropriate limitations on TO duration and funding. Ordering activities may consider the use of options in TOs, that when exercised, extend the TO's period of performance. All MQS2-NG TOs may contain option periods. If applicable, utilization of FAR 52.217-8 Extension of Services is allowed under MQS2-NG TOs.

1.12 MQS2-NG Technical Exhibits. The TOCO and RA will use Technical Exhibits 3, 4, 5, and 6 when developing requirements for MQS2-NG.

(a) TE 3 provides Performance locations and Markets identified under MQS2-NG. The primary purpose of this exhibit is to identify what DHA contracting office is assigned to support each network location.

(b) TE 4 provides Contract Worker Labor Category Titles of those labor categories provided under MQS2-NG. The list of labor categories is not all encompassing and there may be instances where a labor category is in scope of MQS2-NG but not listed on TE 4. If a labor category is not listed in this TE the TOCO may request the labor category be added by contacting the MQS2-NG PMO. If approved, the MQS2-NG PMO will update TE 4 and the TOCO may include the labor category in MQS2-NG solicitations prior to contract modification.

(c) TE 5 provides Contract Worker Standard Qualifications for those labor categories provided under MQS2-NG. The TOCO shall use the minimum qualifications in TE 5 as minimum requirements but may modify the core duties in the Task Order Performance Work Statement (PWS) to meet their specific requirements. For DoD TOs, requirements under the "Minimum Qualifications" section of each labor category will NOT be modified to reduce, or make less rigorous than, the requirements outlined in the DHA PM 6025.13, vol. 4. Bullets under the "Core Duties" section of each labor category may be modified in the Task Order PWS.

(d) TE 6 provides the MQS2-NG type II Configuration Statement of Objectives when soliciting for Patient Appointing Services, Medical Coding and Auditing Services, Medical Transcription Services or Industrial Hygiene/ Bioenvironmental Engineering Services. Other Statements of Objectives can be added at either the Task Order or IDIQ level for additional Type II Requirements.

1.13 Contract Clause 52.212-4: Ordering Procedures.

(a) MQS2-NG authorizes two ordering processes, the three step (or LOIA) process and the standard Ordering process.

- a. The Letter of Intent to Award (LOIA) process provides for a three-step process where the OA will conduct a proposal evaluation to determine a best value vendor, issue a LOIA and request candidate submissions for approval and issue the Task Order award. As of 18 May2026 the LOIA process is under development.
- b. The Standard Ordering process includes the evaluation and award of task orders using, at a minimum, a best value methodology that includes a tradeoff between past performance and price. Once the task order is awarded, the vendor is required to submit candidates for approval.
- c. MQS2-NG task order solicitations and evaluations shall include a tradeoff between past performance and price. Lowest Price Technically Acceptable is prohibited under MQS2-NG. TOCOs are required to consider all available MQS2-NG performance reports when making an award decision under MQS2-NG as well as utilizing compensation plans during evaluation as appropriate.

- (b) Orders placed under this contract may be further set aside for any of the small business concerns identified in FAR Subpart 19.000(a)(3) and/or other agency-specific guidelines. The TOCO will determine, at the time of order placement, whether the task order is unrestricted or set-aside, including the type of socio-economic set-aside. Sole Source orders pursuant to section 8(a) of the Small Business Act (15 U.S.C. 637(a)) are prohibited.
 - a. If an order is further set-aside under MQS2-NG, a Small Business Coordination (2579) is required for that further set-aside.
 - b. Further set-asides to SBA programs, such as the 8(a) program, may not take precedence over the MQS2-NG program. Any coordination for approval to further set-aside an order for an 8(a) firm under MQS2 must include terms that release that requirement from the 8(a) program if awarding the follow-on requirement to an 8(a) firm is not available under the MQS2 program.
- (c) MQS2-NG Program's Two Pools. The Government solicited and awarded contracts for the MQS2-NG program under two solicitations, a Small Business solicitation HT001523R0003 and an Unrestricted solicitation HT001523R0004. The Small Business Pool contracts HT001525D9012 to HT001525D9033 (excluding HT001525D0011, HT001525D0026, and HT001525D0030) consists of vendors who were determined to be small businesses under NAICS 621111 at the time of award. The Unrestricted Pool (contract HT001524D9000 to HT001524D9010) consists of awardees who were awarded under full and open competition under NAICS 621111. In task order solicitations, the Small Business and Unrestricted vendors, respectively, are treated as two pools on one multiple award indefinite delivery contract. When both pools participate in a task order solicitation, the Government may evaluate all vendors together to determine the best value to the Government, irrespective of which pool the vendor's contract resides on.
- d. Contractor participation varies based on how the task order requirement is solicited. For DoD requirements:
 - a. Small Business Pool:
 - i. If a TOCO solicits a Small Business requirement a 2579 coordination is NOT required prior to the release of the Task Order solicitation.
 - ii. If a TOCO solicits a requirement as a further set-aside among the Small Business awardees, a 2579 is required.
 - iii. If a TOCO solicits a requirement for an AOR as a small business set-aside under Small Business, only those vendors who have been awarded a Small Business MQS2-NG contract in that AOR may participate.
 - iv. If a TOCO solicits an Enterprise requirement (a requirement that encompasses more than one Network) as a small business set-aside, ALL MQS2-NG contractors in the Small Business pool may participate regardless of AOR.
 - b. Unrestricted Pool:
 - i. If a TOCO solicits a requirement under the Unrestricted Pool a 2579 coordination IS required prior to the release of the Task Order solicitation.
 - ii. If a TOCO solicits a requirement for an AOR under the Unrestricted Pool, ALL MQS2-NG contractors (to include those MQS2-NG contractors in the Small Business Pool) who have been awarded a MQS2-NG contract in that AOR may participate.
 - iii. If a TOCO solicits an Enterprise requirement (a requirement that encompasses more than one Network) under the Unrestricted Pool, the TOCO MAY limit participation to only those contractors in the Unrestricted Pool.

For non-DoD:

- a. If a non-DoD TOCO solicits a Small Business set-aside, ALL MQS2-NG contractors in the Small Business pool may participate regardless of AOR.

- b. If a non-DoD TOCO, solicits an Unrestricted solicitation, all active MQS2-NG contractors (to include those MQS2-NG contractors in the Small Business pool) may participate regardless of AOR.

The Ordering Process

2. Step 1: Acquisition Planning Considerations

2.1 Acquisition Plan/Acquisition Strategy

- a) Acquisition planning is required by statute and regulation; however, only certain acquisitions require written Acquisition Plans (AP). A written acquisition plan was approved by the DHA Component Acquisition Executive (CAE) for MQS2-NG on 20 May 2022, pursuant to the Decision Authority responsibilities set forth in DoD Instruction 5000.74, and is located <https://www.acq.osd.mil/asda/dpc/cp/policy/services-acquisition.html>. Therefore, DoD MQS2-NG Task Orders that follow MQS2-NG policy and procedures do not require an Acquisition Plan at the Task Order level.
- b) DoD TOCOs will comply with the System for Award Management (SAM) and Supplier Performance Risk System (SPRS) requirements in DFARS 217-207.
- c) DoD TOCOs will coordinate with OAs to determine if the Cybersecurity Maturity Model Certification (CMMC) level as required by DFARS 252.204-7021.

2.2 Commerciality Determination

- (a) In accordance with DFARS PGI 212.102(a)(iii)(A)(1), the Government reviewed the DoD Commercial Item Database on 15 August 2022 and identified a prior DoD commercial item determination, CID936623155 dated 4 April 2016, for the same services being procured under the MQS2-NG program. A copy of the prior determination was added to the MQS2-NG SharePoint/MQS2-NG Working Folders/Base Contract/either Small or Unrestricted/Small Business Documents and serves as the commercial item determination for the program [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](#).
- (b) For DoD TOs, if a prior DoD commercial item determination for the same item is made by a military department, defense agency, or another component of DoD, TOCOs may presume that the prior commercial item determination shall serve as a determination for subsequent procurements of such item in accordance with DFARS Procedures Guidance, and Information (PGI) 212.102(a)(iii)(D)(1). A copy of the commercial determination Memorandum for Record is available on the MQS2-NG SharePoint/MQS2-NG Working Folders/Base Contract/either Small or Unrestricted/Small Business Documents [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](#).
- (c) For other Federal Agencies, a Commercial Item Determination may be required in accordance with Service/ Agency procedures. The format and completion of the determination will be defined and accomplished in accordance with the individual Service/Agency guidelines.

2.3 Small Business Coordination

- (a) Market research indicated that the service requirements procured under MQS2-NG may be suitable for both small-business concerns as well as other-than-small business firms. The MQS2-NG program encompasses two sets of multiple award contracts: one was competed on an unrestricted basis and currently has 11 contract awardees; the other was 100% set aside for small businesses and currently has 20 small business awardees. TOCOs can solicit task orders from either set of awardees, or from both sets.
- (b) If utilizing the unrestricted vendor pool, a DD 2579 will be required as the previously approved blanket DD 2579 for unrestricted expired upon award of the small business contracts.

(c) The MQS2-NG Small Business DD 2579 is located at MQS2-NG SharePoint/MQS2-NG Working Folders/Base Contract/Small Business/Small Business Documents. To ensure that an awardee is still considered a small business, OA shall refer to FAR 19.301 and their local SBA office for additional guidance.

(d) For DoD TOs requiring further set-asides of small business concerns or unrestricted TO requirements, the OAs will need to provide a separate Small Business Coordination for approval through their supporting Agency's Office of Small Business as well as the SBA.

(e) For other Federal Agencies, Small Business Coordination requirements shall be processed in accordance with Service/Agency procedures. The format and completion of the Small Business Coordination will be defined and accomplished in accordance with the individual Service/Agency guidelines, which in addition may require further coordination for approval through their Supporting Agency's Office of Small Business as well as the SBA.

2.4 Service Contract Approval Request (SCAR).

(a) Acquisition regulations require the designated Requirements Official (RO) to provide the TOCO a written determination, as part of the requirement package, that none of the proposed contract service functions are inherently governmental and that none of the functions are exempt from private sector performance. (See FAR 7.503(e), 7.503(b) and DFARS 207.503(e). These requirements are mandatory for DoD and non-DoD Government Agencies.

(b) For DHA issued TOs, OAs should follow the guidance outlined in DHA's Procurement Operations Division [Procurement Operations Division - Home](#) go to Procurement Policy & Quality Management/Procurement Policy Matrix/FAR Part 7 Acquisition Planning/DHA-Services Contract Approval Request. DHA provides the following resources, SCAR Memorandum and DSCAR Approval Thresholds Chart which outlines the approval thresholds and required signature authorities for the DHA Form 67.

(c) For other Federal Agencies, the format, process, and completion of the documentation to authorize a service contract will be defined and accomplished in accordance with the individual Service/Agency guidelines.

2.5 Market Research

(a) The TOCO will determine the need for market research. The complexity and circumstances of each acquisition should determine the level of detail of the market research. Instances when market research may be required are for further set-asides or prior to utilizing the unrestricted vendors (DD 2579 requires market research/acquisition plan information). The Symphony portal provides a platform to accomplish market research as described at 3.4(e) of this guide.

(b) You are encouraged to submit Requests for Information (RFI), draft solicitations, and other documents to contract holders as part of your market research efforts. Ordering Activities may utilize the Symphony Ordering Portal to publish RFIs to better determine an acquisition strategy appropriate for specific requirements.

2.6 Bundling/Consolidation

(a) In accordance with the definitions outlined in FAR 2.1 and 15 U.S.C. 632, the MQS2-NG acquisition met the definition of a consolidated contract but was not defined as a bundled or substantial bundling requirement.

(b) In accordance with 15 U.S.C. 657q., the DHA MQS2-NG Contracting Officer made a written determination that consolidation was necessary and justified. The DHA Director of Office of Small Business Programs concurred in this determination on September 21, 2022, and the DHA Component Acquisition Executive (CAE) approved the determination. A redacted copy of the determination was published on the Governmentwide Point of Entry (GPE), SAM.gov, on October 11, 2022, in accordance with FAR 7.107-5(c).

(c) Although a written determination for bundling was not required at the MQS2-NG base contract level, TOs placed against the unrestricted set of contracts may result in bundling and/or substantial bundling.

(1) For DoD issued TOs, the OA, in conjunction with the SBA, shall make an appropriate analysis prior to issuance of any such TOs; if a written determination that bundling is necessary and justified, the OA shall follow the guidance in accordance with FAR 7.107-3 and 15 U.S.C. 644(e).

(2) For TOs issued by other Federal Agencies, the OA, in conjunction with the SBA, shall follow the guidance in accordance with FAR 7.107-3 and 15 U.S.C. 644(e), however, consideration of Service/Agency procedures, format and completion will be defined and accomplished in accordance with the individual Service/Agency guidelines.

2.7 Personal Services

(a) The MQS2-NG program offers personal and non-personal services. In accordance with DFARS 237.104(b)(ii)(A), personal services contracts for **health care services** are authorized by 10 U.S.C. 1091 and are therefore “specifically authorized by statute” as required by FAR 37.104(b). At Department of Defense medical treatment facilities, **health care services**, can be provided as personal or non-personal services. However, typically, Medical Support Service labor categories must be provided as non-personal services.

(b) For Department of Defense medical treatment facilities, the MQS2-NG contracting officer executed a D&F for personal services for health care services under the MQS2-NG program pursuant to FAR 37.103(a). Other Federal Agencies must rely on their own legal and regulatory authorities to execute personal services contracts.

(c) If the TO specifies the requirement is for personal services, performance by the contract worker will constitute a personal services relationship. A personal services contract creates an employer-employee-type relationship between the Government and the individual contract worker only to the extent necessary for providing the health care services required in the TO. There is no such personal services relationship between the Government and the contract company or their subcontractors. The Government is liable for malpractice allegations against personal service contract workers in the performance of duties on the TO; therefore, the contractor may not be required to carry malpractice insurance on the TO. Services acquired on a personal services basis require a justification by the RA.

(d) Pursuant to DFARS 237.104(b)(ii)(C)(1)(i) “a request to enter into a personal services contract for direct health care services must be approved by the commander of the medical/dental treatment facility where the services will be performed”. DoD Instruction (DoDI) 6000.19 defines direct care as “medical care provided to Service members and beneficiaries from healthcare facilities and medical support organizations owned by the DoD.”

(1) For DoD TOs, personal service contracts must be justified in writing as being in the best interest of the government as outlined in DHA-PI 6025.05, Personal Services Contracts for Health Care Workers. RAs should follow the guidance outlined in DHA’s Acquisition Procurement Policies and Procedures.

(2) Other Federal Agencies should follow their own statutory and regulatory guidance.

2.8 Non-Personal Services

A contract under which the personnel rendering the services are not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the Government and its employees. Non-personal service contracts for health care providers require malpractice insurance to be covered by the contract holders.

2.9 Subcontracting Requirements

(a) Individual subcontracting plans for MQS2-NG large business contract holders will be accepted and administered at the base contract level. Electronic subcontracting reporting will be accomplished at the base contract level. Personal service work is not included in the plans, nor will it be reported in SAM.gov (FAR 19.702(b)(2)).

(b) For DoD TOs awarded to large business contract holders, a memorandum has been uploaded to the MQS2-NG SharePoint to include in your contract file. The memorandum is located at MQS2-NG SharePoint [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us/), MQS2-NG Working Folders/Base Contract/Unrestricted/Small Business Documents.

(c) For other Federal Agencies, OAs should follow the guidance defined and accomplished in accordance with the individual Service/Agency guidelines.

2.10 FAR 16.505 Ordering/Fair Opportunity

Unless an exception to the fair opportunity process is used, or a small business set-aside is selected, all MQS2-NG contract holders will be provided a fair opportunity within their AOR to be considered for each TO issued (FAR 16.505(b)(2)). MQS2-NG contract clause Addendum to 52.212-4 provides contractor participation and constraints as it relates to fair opportunity. MQS2-NG is governed by FAR 16.505(b), Orders under multiple award contracts.

2.11 Options on Task Orders.

(a) In accordance with the requirements of FAR 17.207, Exercise of Options, Options may be included on orders placed against the MQS2-NG contract, provided that the options are clearly stated in the requirement and are evaluated as part of the OA's "best value" determination. (b) For options exercised in accordance with 52.232-18. Such options may be exercised provided that: the requirement covered by the option fulfills an existing government need; ensure the option is in the best interest to the government before exercising an option; the option is the most advantageous method of fulfilling the government's need, with price and other factors considered; the term for each order placed under the MQS2-NG contract is specified in the order.

(c) An option may not be exercised under an expired, terminated, or cancelled MQS2-NG TOs.

(d) Pricing for any options must be evaluated before the award of any task order.

(e) If options will be utilized on a MQS2-NG TO, an inclusion of options determination will be required at the time of order placement. Option pricing for TOs will be evaluated during the TO evaluation/award process.

2.12 Security Processing/TASS Sponsorship

(a) DoD and other federal agency customers (End Users) are responsible for their own contractor personnel security management to include the processing and maintenance of security clearance approvals for contractors according to their Service/Agency guidelines.

(b) The order solicitation should clearly express all requirements for security clearances, both facility and personnel. These requirements must be prescribed and administered at the task-order level. DoD customers (End Users) are responsible for their own contractor personnel security management to include the processing and maintenance of security clearance approvals for contractors according to their guidelines. The TO DD254 will define the servicing security office of responsibility.

(c) Issuance of Common Access Cards is the responsibility of the Contracting Officer's Representative (COR) in accordance with their Agency policies. The COR should take the appropriate actions required for issuing CACs to Contractor personnel.

(d) The Contractor shall provide a complete security investigative package as identified in the MQS2-NG contract and further supplemented in the TO PWS.

3. Step 2: Requirements and Solicitation Development

3.1 Requirements Development Task Order Requirements Package (TORP)

(a) It is the responsibility of the RA to submit a complete TORP to the appropriate OA, which allows the TOCO to develop and solicit a TOPR package. The OA will offer guidance and assistance in developing the TORP but will not process an incomplete requirements package. A TORP complete requirements package consists of the following minimum documents:

Justification for personal services (personal service requirements only)

Task Order Performance Work Statement or Statement of Objectives

Identification of Labor Segment(s) to be solicited

Task Order Quality Assurance Surveillance Plan (as applicable)

Independent Government Cost Estimate (as applicable)

Funding document/Purchase Request

Task Order COR nomination

Service Contract Approval Request (DHA uses DSCAR Form)

Market Research Report

Small Business Coordination Record DD2579 (as applicable)

Instructions to Offeror and Source Selection Evaluation Criteria

Price Spreadsheet Template (To be used by offerors to submit their Price proposal).

Any supplements or attachments as required by the specific Service/Agency in fulfillment of requirements.

(b) The MQS2-NG contracts contain the core requirements in the PWS. The MQS2-NG contracts' PWS requirements are both administrative and mandatory minimum requirements that are applicable to all contract workers. Task orders do not need to replicate these requirements; however, the MQS2-NG contract PWS does not include all the minimum requirements for either the Contractor or contract workers. In many cases, the OAs have differing policies and procedures that must be addressed in the

TO. The MQS2-NG contracts allow the RA to add or modify requirements by putting their unique requirements in the TO PWS.

3.2 Independent Government Cost Estimate

The IGCE is the Government's estimated cost of the proposed acquisition. It serves as the basis for reserving funds for the TO, comparing costs proposed by the contractors, conducting negotiations with contractors, and serves as an objective basis for determining price reasonableness. The IGCE for TO requires the RA to calculate an estimate for each labor category using historical data (when available) or determine prevailing market rates through sites such as <https://www.salary.com>. There is no one specific format for an IGCE; however, there is an editable IGCE-Template and Appendix A IGCE Instructions available on the DHA MQS2-NG SharePoint [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us) in the MQS2-NG TO Working Folder/Templates.

3.3 Ordering Process

The TOCO will generate the TOPR package in the Symphony Ordering Portal only. The TOPR ordering process may be based on the complexity of the requirement. There are two ordering processes that can be used: the three step and the standard ordering processes. These processes are described below.

3.3.1 Standard Ordering Process

The TOCO may use a standard ordering process for all five MQS2-NG labor segments (Type I and II Configuration). As shown in Figure 1, the standard ordering process includes a proposal evaluation component and a TO award component. The proposal evaluation component of the standard ordering process starts with the issuance of the TOPR and ends with proposal evaluation. The TO award component of the standard ordering process starts with TO award and ends when contractor places all contract workers on the TO.

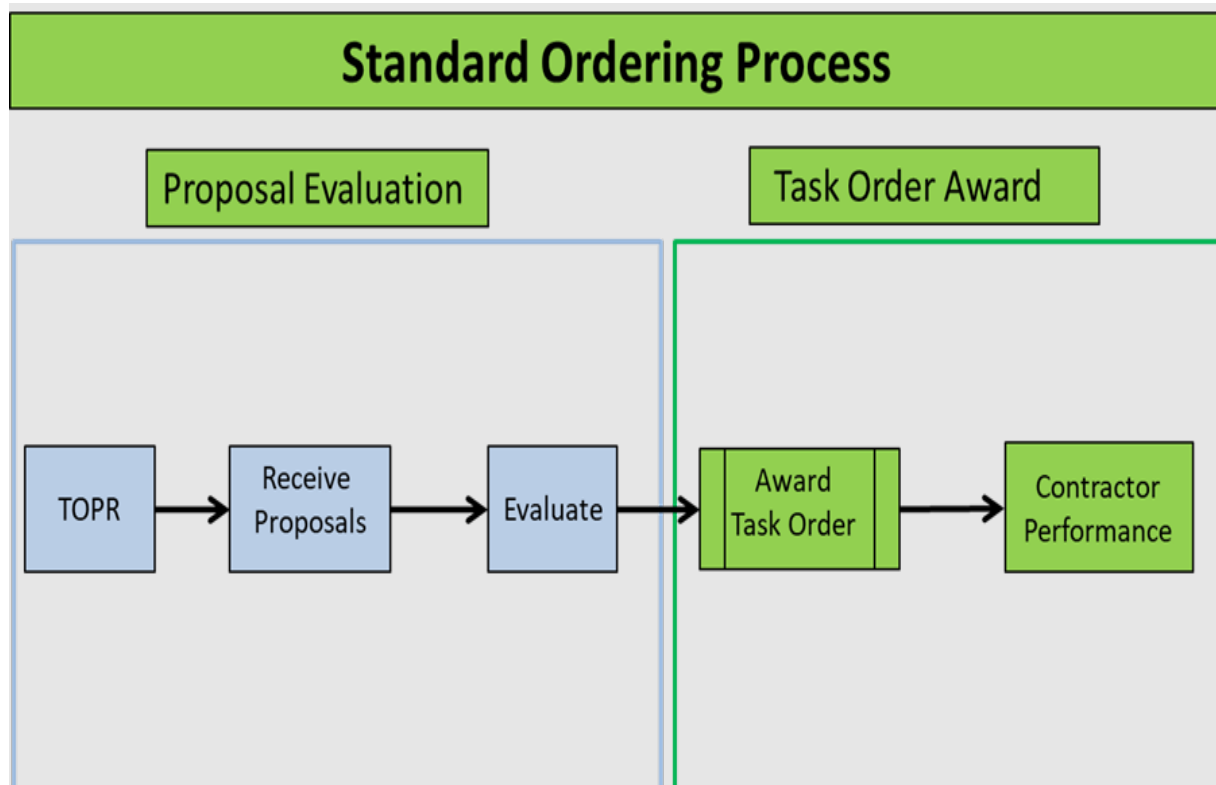


Figure 1. Standard Ordering Process

3.3.2 Three Step Ordering Process (Do Not Use Until Further Notice)

(a) The TOCO may use a three-step ordering process for (Type I Configuration). As shown in Figure 2, the three-step ordering process includes a proposal evaluation component (Step 1), a candidate approval component (Step 2) and a TO award component (Step 3). The proposal evaluation component of the three-step ordering process starts with the issuance of the TOPR and ends with proposal evaluation. The candidate approval component of the three-step ordering process starts with a Letter of Intent to Award (LOIA) and ends with the TOCO's approval of candidate(s). The TO award component of the three-step ordering process starts with TO award and ends when contractor places all contract workers on the TO. The TOCO may change the order of the steps two and three.

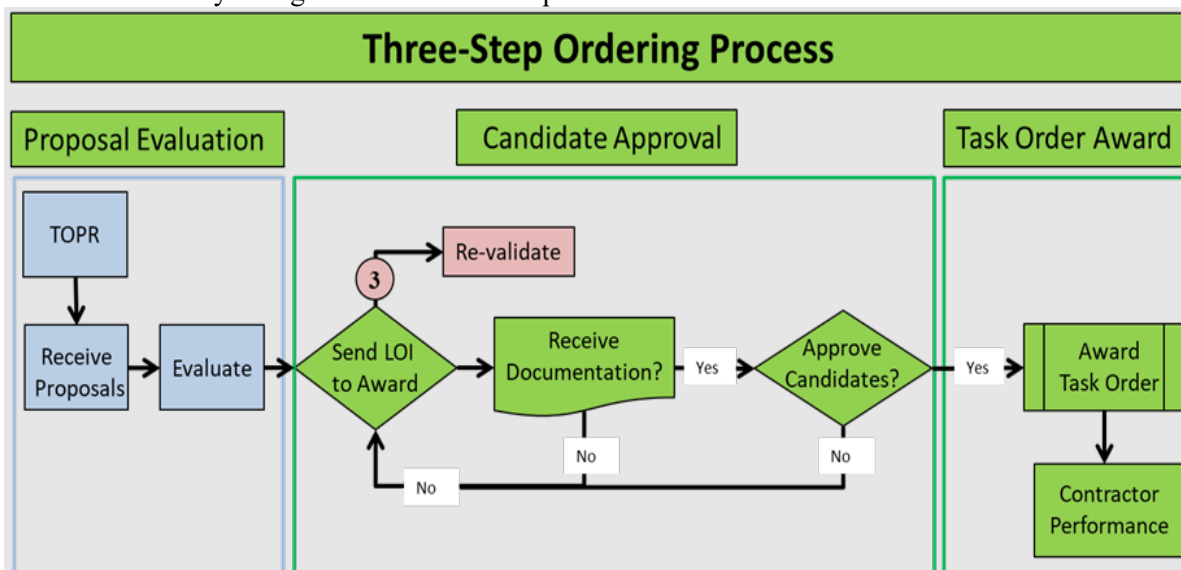


Figure 2: Three-Step Ordering Process

(b) Three-Step Ordering Process under the (Type I Configuration) will require the Contractor to perform tasks listed in Figure 2.

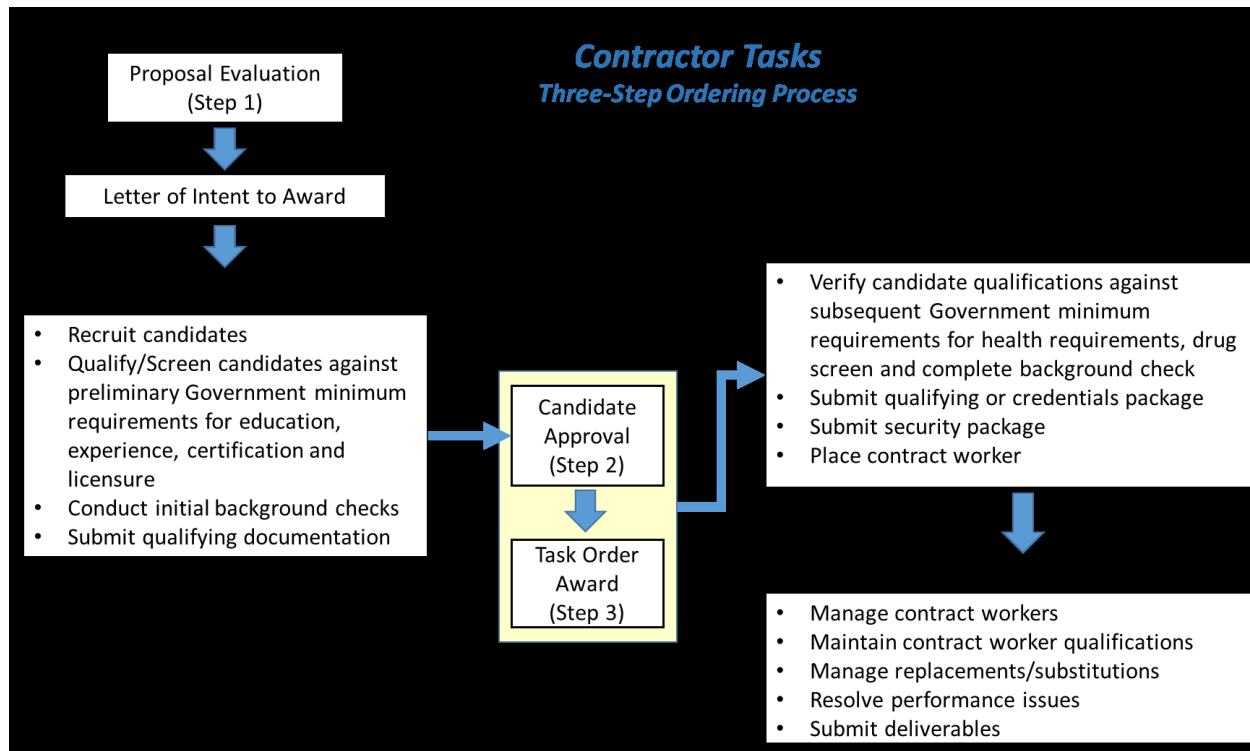


Figure 3: Contractor Tasks under Three-Step Ordering Process

3.4 Task Order Proposal Request Process

3.4.1 Symphony Ordering Portal

(a) The OA will issue a TOPR to MQS2-NG contract holders through the Symphony Ordering Portal. All MQS2-NG contractors will be given a fair opportunity IAW with the terms of the contract ordering procedures.

(b) Each user will be required to register and will be given access to develop and distribute TOPRs for MQS2-NG requirements (see paragraph c below). Access and registration will be coordinated through the Program Management Office-Enterprise Medical Services (PMO-EMS).

The DHA Ordering Portal (Symphony) will generate the TOPR document and will distribute the TOPR with attachments (hereafter referred to as a TOPR package) to the MQS2-NG contractors for the AOR selected.

NOTE: The Symphony Ordering Portal only allows for Eastern Standard Time, this is important when establishing deadlines for responses.

(c) Symphony Government User Registration assistance site:

<https://orderingsupport.apexlogic.com/support/solutions/articles/35000297115-register-your-symphony-government-account>

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Symphony - Getting Started

Symphony by Apex Logic

Symphony for Government Customers

Symphony for Industry

Find some solutions here...

Register Your Symphony Government Account

Purpose: This guide shows you how to correctly register for a Symphony account as a government employee, ensuring you use your official email, confirm your organization, and understand how to obtain your final system roles.

Table of Contents

- Before You Start
- Steps
 1. Accept Security Notice and Validate Email
 2. Confirm Organization
 3. Set Up Account and MFA
 4. Verify Activation and Request System Roles
- Troubleshooting
- Related Articles / Links

(d) Symphony Ordering Portal training slides can be found on the EMS-CD SharePoint at: [Medical Q-Coded Support and Services - Next Generation Training Material](#)

EM

Enterprise Medical Services Contracting Division

★ Following

Site access

+ New

Upload

Edit in grid view

Share

Copy link

Forms

New

Add shortcut to OneDrive

Download

Export to Excel

Automate

All Documents

Details

MQS2-NG > Training Material

Name	Modified	Modified By	Content Type	Document Fol...	Document Ty...	Add column
20250918 MQS2NG COR Training Presentation 18 September 2025.pptx	January 15	Rosera, Daniel L (Dan)	Document			
MQS2-NG Ordering Activity Training (20250331).pptx	December 29, 2025	Richardson, Brianne C	Document			

(e) Symphony for Government Customers site for Ordering and Acquisition process: <https://orderingsupport.apexlogic.com/support/solutions/35000159017>

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Symphony

Submit a ticket

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Home > Knowledge...

Find some solutions here...

Symphony for Government Customers (1)

Ordering & Acquisition (3)

Create a Task Order or Market Research Request

Manage Order Q&A, Amendments, and Responses

Report and Submit an Order Award

3.4.2 Evaluation Criteria

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(a) FAR Addendum 52.212-2 will be completed as applicable. (Note: a template Instructions to Offeror and Evaluation Criteria is available on the DHA MQS2-NG SharePoint [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us) in the MQS2-NG Task Order Folder/Templates).

(b) The TOCO will use local policy and procedures to develop the evaluation criteria for each TO. It is the responsibility of the TOCO to identify appropriate evaluation criteria following the best value continuum in the TOPR package. The TOCO should use a past performance-price tradeoff (PPT) approach for routine requirements where the base contract clearly identifies the technical elements of the requirement. However, a full tradeoff for requirements could be used when there is a higher technical risk (i.e., history of poor performance or high visibility acquisition). A LPTA approach is prohibited on TOs under the MQS2-NG contracts in accordance with 10 USC 1073a. Price realism is a tool that may be used under the IDIQ contracts. If used, the TOCO must complete the appropriate market research and analysis and determine the appropriate means to incorporate price realism into the evaluation process. At a minimum, the solicitation must contain the following factors in the evaluation criteria:

Past Performance, to include number of references that match the labor segment, magnitude, and complexity as outlined in the TOPR Cover Letter. (Note: see an editable TOPR Cover Letter is available on the DHA MQS2-NG SharePoint [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us) in the MQS2-NG Task Order Folder/Templates.)

Price (see an editable TOPR Price Sheet is available on the DHA MQS2-NG SharePoint [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us) in the MQS2-NG TO Working Folder/Templates).

Compensation Plan may be used during the evaluation process. (Note: an editable Compensation Plan and Price spreadsheet is available on the DHA MQS2-NG SharePoint [Medical Q-Coded Support and Services- Next Generation \(sharepoint-mil.us\)](https://sharepoint-mil.us) in the MQS2-NG Task Order Folder/Templates).

3.4.3 Clauses to Be Incorporated at TOPR Level

The TOCO shall ensure that all required FAR/DFARS, service, and agency-specific clauses applicable to the requirement that are NOT included within the base contract(s), are included in the TOPR and resultant TO.

3.5 Wage Determination(s) (as applicable)

The Department of Labor issues Wage Determinations that show the minimum wages to be paid to employees in various classifications. In accordance with FAR 22.1007, Wage Determinations must be incorporated at the TO level. Since work is associated, performed, and funded only at the TO level, all price adjustments will be performed at the TO level as well. When a TOPR is issued, the applicable Wage Determinations for each Service Contract Labor Standard (SCLS) covered contract worker will be provided to the Contractors; prices negotiated for that TO will be reflective of the current, contract-level Wage Determination and the provisions of FAR 52.222-43. Upon exercising TO options, and in keeping with FAR 22.1007, the then-current Wage Determination will be provided to the Contractors; any change in wages between those in effect at time of TO issuance and those in effect at the time of option exercise will be dealt with IAW FAR 52.222-43. This satisfies the requirements set forth in 29 CFR 4.4.

3.5.1 Wage Adjustments

The MQS2-NG contracts include both professional and non-professional positions.

(a) Professional (Non-SCLS). Professional positions are positions such as Physicians, Physician Assistants, Nurse Practitioners and Dentists. These positions are credentialed and privileged. Professional position compensation rates are determined by market rates.

(b) Non-Professional (SCLS). Generally, non-professional positions are governed by the SCLS. The Department of Labor issues Wage Determinations that show the minimum wages to be paid to employees in various classifications. By reference, Non-Professional service TOs must incorporate the appropriate wage determination.

3.5.2 Conformance Process

When a Contractor believes a labor category has a relationship with an existing classification, the Contractor must match (conform) the labor category with the appropriate classification prior to the contracted contract worker beginning work IAW FAR 22.1019(a). For labor categories that do not have an existing classification, the Contractor must submit an SF 1444, Request for Authorization of Additional Classification and Rate, to the TOCO prior to the required start work date on the TO IAW FAR 22.1019(a).

3.5.3 Price Adjustment Requests

The price adjustment process is initiated by a request from the Contractor. The exercise of a TO option (or the end of a TO option) is the trigger for this process, IAW FAR 22.1007. The request for a price adjustment due to an increase in the wage determination for an SCLS-covered position or the Health and Welfare rate must include relevant supporting documentation, including payroll records. Payroll records are critical in determining if the Contractor is due an adjustment. Any adjustment to the fully burdened hourly rates must be based on what the contract worker receives in relation to the wage determination requirement as outlined in FAR 52.222-43(d)(1).

3.6 Ombudsman

An Ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and others for this acquisition. The existence of the Ombudsman does not affect the authority of the TOCO. Further, the Ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of protests or formal contract disputes. The Ombudsman may refer the interested party to another official who can resolve the concern. Before consulting with an Ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the TOCO for resolution. Consulting an Ombudsman does not alter or postpone the timelines for any other processes (e.g., agency level bid protests, GAO bid protests, requests for debriefings, employer-employee actions, contests of OMB Circular A-76 competition performance decisions).

If resolution cannot be made by the TOCO, the interested party may contact the DHA Ombudsman via E-mail or in writing. Point of contact information for DHA Ombudsman is located at <https://militaryhealth.sharepoint-mil.us/sites/ADS-DHACA-PPAS/SitePages/Policy-Matrix.aspx>, Part 16/Task and Delivery Order Ombudsman/DHA PGI 216.505(b)(8)(5).

4. Step 3: Solicitation Issuance

4.1 Symphony Ordering Portal

The Symphony Ordering Portal will be used for placing MQS2-NG TOs. The Symphony Ordering Portal is located at: <https://dha-ems.symphonyp.com>.

4.2 Contractor Participation.

MQS2-NG Contractors are expected to participate in the vendor pool competition of each TOPR under the contract. As stated in the MQS2-NG base contract, Addendum FAR 52.212-4, the MQS2-NG contractor shall provide either a proposal or detailed narrative explaining why the contractor is not providing a proposal in response to any TOPR issued under this contract where the contractor is eligible for participation.

4.3 Program Contracting Office Review.

The EMS-CD Contracting Office does not review TOPRs as they are automatically released by Symphony. It is the TOCOs responsibility to ensure the TOPR is complete and error free. Below are some common errors the TOCO should be aware of.

- (a) Dates and submittal times do not match across all the documents. The Symphony ordering portal summary sheet uses Eastern Standard Time (EST). Symphony does not allow changes, therefore; consider this when completing the summary sheet.
- (b) The MQS2-NG does not support Lowest Priced Technically Acceptable (LPTA) as a procurement method. Ordering Activities must ensure the evaluation language at FAR 52-212-2 does not state how you will evaluate price, only that you will evaluate price.
- (c). The Labor Category is not an approved category in Technical Exhibit 4. Any labor categories the OA would like to add must be approved by the Program Manager prior to the TOPR release.
- (d) The position duties don't align with the selected labor category. The position descriptions are the minimum required; however, the OA can revise the descriptions for their specific requirement.

4.4 Solicitation Amendments

Amendments can be made to the solicitation before the TO is awarded. Amendments must be in accordance with regulations and policies. Symphony allows amendments for:

Adding new Documents

Revising/Updating the Question and Proposal submission deadlines prior to expiration of existing deadlines

Changing the Point of Contract (POC) and TOCO (only one POC and TOCO is allowed per TOPR)

Revising Documents

5. Step 4: Proposal Evaluation

- (a) Award of competitive TOs will be made to the Contractor whose proposal is the most advantageous to the Government based on the TOPR evaluation criteria.
- (b) The TOCO will evaluate Contractor proposals using a best value analysis and select the Contractor that provides the best value to the Government. A LPTA approach is prohibited on TOs under the MQS2-NG contracts.
- (c) The TOCO may conduct interchanges with one, some, none or all Offerors at the TOCO's discretion, if determined to be advantageous to the Government as part of the fair opportunity process (FAR 16.505(b)). Interchanges are the fluid exchange of information between the Contracting Officer and Offerors during the ordering process. Interchanges may address any price and non-price aspect of the proposal and/or any matter in the evaluation process. Interchanges may be written as Interchange

Notices (“INs”), which will capture the contemporaneous sharing of information between Government and Offeror. Interchanges may also be verbal conversations between Government and the Offeror, but such verbal interchanges will be memorialized in writing. Any proposal changes resulting from Interchanges shall be included in the final evaluation record and included in the final awarded order. Interchanges do not require following procedures in FAR subpart 15.3. Therefore, when engaging in Interchanges with Offerors, the TOCO does not need to establish and document a competitive range. The Contracting Officer may conduct interchanges with one, some or all Offerors. Conducting an interchange with one Offeror does not require the Contracting Officer to conduct interchanges with any other Offeror.

(d) The TOCO is responsible for ensuring that proprietary information contained in a contractor's proposal, that is properly marked and is protected from unauthorized disclosure. The TOCO shall evaluate all proposals received in accordance with the evaluation criteria stated in the TOPR. The TOCO is responsible for considering the proposed specific task to be performed and to determine the total cost/price reasonable where applicable and realistic.

6. Step 5: Award

6.1 Contracting Officer’s Representative Appointment

(a) Task Order Contracting Officers are responsible for designating the CORs for the TOs. The TOCO will designate a COR for the TO by letter of appointment in PIEE JAM.

(b) The COR:

Obtains Agency required training for CORs.

Serves as focal point for all task activities and acts as primary point of contact for TO.

Assumes technical oversight of TO.

Is not authorized to make commitments or changes that may affect price, quality, quantity, delivery or other terms and conditions of the TOs, and may be held personally liable for unauthorized acts.

6.2 Notification of Award (Contractors)

Contractor notification of TO award will be made in accordance with three-step and standard ordering processes. The TOCO will report the TO award in the Symphony Ordering Portal as well as following their local award reporting procedures.

6.3 Post Award Notices and Debriefing of Unsuccessful Offerors for TOs exceeding \$6M (FAR 16.505)

For TOs exceeding \$6 million, unsuccessful contractors shall be notified in accordance with FAR 16.505(b)(1) and must be given an opportunity for a post-award debriefing consistent with current statutory debriefing requirements IAW FAR 16.505(b)(6). Once the award has been made in the Symphony Ordering Portal, the OA can notify unsuccessful offerors from within Symphony. While this is the recommended use for notification, OAs may also choose to provide written notices. Although the TOCO is not required to provide debriefings for TOs under \$6 million, it is encouraged and recommended that unsuccessful contractors be provided feedback regarding the contractor’s proposal. During the feedback session, the Government should discuss what was required and expected of the contractor. The feedback shall not include point-by-point comparisons of the contractor’s proposal with other contractors;

rather, the feedback is provided to assist the contractor in preparing future proposals. The feedback may be provided orally, in writing or by any other method deemed appropriate by the TOCO.

6.4 Protests will be resolved at the task order level in accordance with individual agency procedures.

7. Step 6: Task Order Administration

7.1 Quality Assurance – Contractor Surveillance

Quality assurance will be addressed at the task order level. For DoD issued TOs, OAs should follow the guidance outlined in DHA's Procurement Operations Division [Procurement Operations Division - Home](#) go to Procurement Policy & Quality Management/Procurement Policy Matrix/FAR Part 46 Quality Assurance. DHA provides the following resources, PGI and Quality Assurance Surveillance Plan template.

7.2 Contractor Performance Assessment Reporting System (CPARS)

(a) Past performance evaluations for MQS2-NG TOs valued over the simplified acquisition threshold are in accordance with FAR 42.1502(c). These evaluations shall be entered into CPARS, the Government wide evaluation reporting tool for all past performance reports on contracts and orders. Instructions for submitting evaluations into CPARS are available at <http://www.cpars.gov>.

(b) As required by their Agency, the requesting organization TO COR or TOCO shall be responsible for past performance assessment reporting for MQS2-NG TOs.

7.3 Contractor's Purchasing Systems Reviews (CPSR) Validation

(a) In accordance with the FAR subpart 44.3, the objective of a contractor purchasing system review (CPSR) is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy when subcontracting. The review provides the administrative contracting officer (ACO) a basis for granting, withholding, or withdrawing approval of the contractor's purchasing system.

(b) The ACO shall determine the need for a CPSR based on, but not limited to, the past performance of the contractor, and the volume, complexity, and dollar value of subcontracts. If a contractor's sales to the Government (excluding competitively awarded firm-fixed-price and competitively awarded fixed-price with economic price adjustment contracts and sales of commercial supplies and commercial services pursuant to FAR Part 12 are expected to exceed \$25 million during the next 12 months, perform a review to determine if a CPSR is needed. Sales include those represented by prime contracts, subcontracts under Government prime contracts, and modifications. Generally, a CPSR is not performed for a specific contract. The head of the agency responsible for contract administration may raise or lower the \$25 million review level if it is in the Government's best interest.

(c) Once an initial determination has been made under paragraph (a) of this section, at least every three years the ACO shall determine whether a purchasing system review is necessary. If necessary, the cognizant contract administration office will conduct a purchasing system review.

7.4 Task Order Closeout

(a) TOCOs are required to provide a TO completion statement to the MQS2-NG PCO verifying that all terms of the contract have been met and there are no remaining open items. Closeout procedures (FAR 4.804 and 4.805) shall include a release of claims from the contractor. The MQS2-NG Contractor will work in partnership with the Government to closeout TOs as soon as possible after they are complete by using the "Quick Closeout" procedures described in FAR 42.708 as much as practical.

(b) Task order de-obligations, the TOCO should coordinate with their legal counsel on any closeout action. The final contract price should be established at the amount previously paid to the contractor and any excess funds should be de-obligated. Property rights, both physical and intellectual, must have been settled to the satisfaction of the parties. Administrative actions must be finalized; all necessary documentation must be included in the contract file, and a Contract Completion Statement must be generated.

7.5 Disputes will be resolved at the Task Order level in accordance with individual agency procedures.