



Defense Logistics Agency – Troop Support
Construction and Equipment Directorate
Equipment Division

Fire and Emergency Services
Tailored Vendor Logistic Support Program

Customer Guidelines Document

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********What's New********

DSCP name change to DLA Troop Support
MIPR and Order Spreadsheet information

1 Introduction

Welcome to the Fire & Emergency Services (FES) Tailored Vendor Logistic Support Program (TVLSP). This program has been designed by the Construction and Equipment division of the Defense Logistics Agency – Troop Support to provide you with responsive, high quality products at fair and reasonable prices. This is accomplished by promoting competition between qualified vendors within a single region.

This document serves as a guide to walk you through the registering and the ordering process. This document also contains contact information and a Frequently Asked Questions (FAQ) section.

2 Background

The primary goal of DLA Troop Support is to support our country's warfighters. Our mission can be summarized as follows:

"To be the logistics partner to the warfighter by providing supplies and services worldwide when and where needed; enhanced readiness through focused logistics with a forward presence and a world class workforce."

The success of DLA Troop Support has been its uncompromising commitment to readiness, customer satisfaction, quality and innovation. This commitment has also fueled the continued innovative integration of commercial practices as DLA Troop Support transitions from managing items to managing the supply chain.

Each year, DLA Troop Support supplies and manages over \$12.7 billion worth of food, clothing and textiles, pharmaceuticals, medical supplies, and construction and equipment items in support of America's warfighters worldwide and their eligible dependents. Other customers include America's school children participating in federal school lunch programs, and other non-Defense Department customers. Whether it's in the United States, Europe or the Pacific Rim, this peacetime revenue stream affords DLA Troop Support leverage in enhancing and assuring wartime readiness. As a global logistic supply chain integrator, DLA Troop Support provides a seamless supply system that can be utilized in both peace and wartime operations. DLA Troop Support's success also can be attributed to the partnerships and alliances we have established with stakeholders and customers.

Throughout its history, DLA Troop Support actively supported nearly every contingency operation, humanitarian relief effort, and every theater of operations where America's sailors, airman, soldiers, guardsmen and Marines have been deployed. DLA Troop Support has a long and heralded tradition of providing supplies and services, when and where needed, around the clock, around the world. DLA Troop Support, as a single inventory control point, will stay relevant and responsive as we transition to the agile and focused logistics of the 21st Century.

Our dedication to America's warfighter and readiness stands as a mark of honor-- second to none.

3 Who is an authorized customer?

Many types of activities may wish to use the DLA Troop Support Fire & Emergency Services TVLSP. These activities include but are not limited to military bases, camps-posts-stations, other federal activities, and state and local governments that receive federal funds. Should a state and local government request material using other than federal funds, DLA Troop Support will review all governing statutes to decide if the customer can be authorized to use this program. Authorized customers will place their orders with the DLA Troop Support. DLA Troop Support will then place the order with a regional contractor.

NOTE: FMS Customers may use this program. However, orders must be submitted through the FMS Case Manager.

4 Program Overview & Scope

1. Scope:

a. This TVLS program will have multiple vendors compete on price and delivery to fulfill each customer order. The program provides many types of fire and emergency services equipment including but not limited to: fire fighting, safety, rescue, environmental, HAZMAT, domestic preparedness, first responder, search and rescue, and other emergency response equipment, related incidental services and training, listed under the general categories of Fire Fighting Equipment, Decontaminating and impregnating Equipment, Safety and Rescue Equipment and Incidental Services Associated with Fire and Rescue Operations, and further defined under Items Covered below, to DLA Troop Support's military installations, other Federal Agencies and Departments, and approved federally funded customers located throughout the world.

b. There are five (5) separate regions that will be supported under the program.

* Europe and Middle East orders **will** be competed among our contractors located in Regions 1, 2, and 3 due to the need to coordinate with the Defense Distribution Command on transporting the order.

Regions are defined as follows:



Region 1	Region 2	Region 3	Region 4	Region 5
Southeast	Northeast	Great Lakes/Capital	Midwest	West
Alabama	Connecticut	District of Columbia	Arkansas	Alaska
Florida	Delaware	Illinois	Iowa	Arizona
Georgia	Maine	Indiana	Kansas	California
Mississippi	Massachusetts	Kentucky	Louisiana	Colorado
North Carolina	New Hampshire	Maryland	Minnesota	Hawaii
South Carolina	New Jersey	Michigan	Missouri	Idaho
Tennessee	New York	Ohio	Nebraska	Montana
Puerto Rico	Pennsylvania	Virginia	North Dakota	New Mexico
Panama	Rhode Island	West Virginia	Oklahoma	Nevada
U.S. Virgin Islands	Vermont	Wisconsin	South Dakota	Oregon
			Texas	Utah
*Europe	*Europe	*Europe		Washington
*Middle East	*Middle East	*Middle East		Wyoming
*Africa	*Africa	*Africa		American Samoa
				Guam
				Japan
				Korea
				Okinawa
				Singapore
				Northern Marianas

Note 1: OCONUS destinations are highlighted in above chart and are supported through the regions specified.

Note 2: Non-Military customers located OCONUS will have an additional line for transportation from CONUS to their destination added to their orders. Total order (supplies + transportation costs) will be competed.

4. Program Overview & Scope (continued)

DLA Troop Support will have vendors designated as back-up suppliers in the adjacent region, in the event that the current contractor coverage is insufficient, to compete customer requirements.

2. Items Covered:

a. DLA Troop Support has identified approximately 9000 unique items to be supplied under any resultant contract. Such items include, **but are not limited to:** hoses, hose fittings, nozzles, tools, fire extinguishers, extinguishing agents, poles, ladders, rescue devices, SCBA (self-contained breathing apparatus) and other respiratory protection, shovels, regulators, hazmat suits, uniforms, station and training wear and equipment, structural, AARF, shipboard, and forestry turn out gear and other protective products, gloves, boots, helmets, hoods, goggles, environmental, industrial, HAZMAT, WMD, terrorism, and first response personal protection, first response and search and rescue equipment and supplies, decontamination, detection, communication equipment and tools, suppression, surveillance and alarm systems and system parts, propane and other fire and first responder training systems and other first responder equipment, emergency station vehicle exhaust and ventilation systems, breathing air compressors, emergency egress and protective systems, pumps, and generators. All items are commercial products or modified commercial products which are identified by manufacturer's part number, or commercial item descriptions.

This program also covers related **incidental services and training**, listed under the general category of Incidental Services Associated with Fire and Rescue Operations, which shall include but is not limited to:

Extinguisher and SCBA Refills	Conversion
Hose Testing	Calibration
Ladder Testing	Overhaul
Protective Clothing Laundering & Repair	Repair
Pressurized Bottle Hydraulic testing	Installation
Equipment Functional Testing and applicable training	
Inspection and Maintenance of Fire Training, Suppression, Alarm and Surveillance Systems (Fixed & Mobile)	
Training concerning items provided under the contract	

b. New Items: All requests for new items will be reviewed by the DLA Troop Support Construction & Equipment (C & E) Contracting Officer and approved by DLA Troop Support prior to requesting a regional contractor's price and delivery for the order. If the contracting officer determines that the ordered item is not within the scope of the contract, the customer will be informed.

c. Alternate Items: Alternate items may be offered by one of our suppliers. To be acceptable, the alternate must be the same form, fit and function as the requested item and approved by DLA Troop Support, in coordination with the customer. Alternate Items are usually vendor recommended. To obtain approval, contractors will forward any drawings, specifications, or other data necessary to clearly describe the characteristics and features of the alternate product being offered sufficient to establish that the product is equal to the product required. In addition, a commercially acceptable cross reference list should be included if available.

d. Services / Training: Services/training offered in this program are defined as those that directly relate to and support the items of supply available under the scope of this acquisition. Offered services/training are usually requested at the same time the item of supply is requested and will generally have a separate line item requesting the service. Offered services/training can be requested separately and will be authorized on a case by case basis. **Example:** Refilling of and/or training on a fire extinguisher purchased through the fire and emergency services program. The refilling and training on use of the extinguisher is considered incidental to the purchase of the fire extinguisher.

4. Program Overview & Scope (continued)

3. Delivery Requirements:

Definitions:

1. Routine (Pre-Planned) Requirement: The contractor shall deliver all routine requirement orders for commercial, off-the-shelf material to the authorized customer's receiving location within the delivery timeframe as specified in the order. If the requested delivery date is not specified, the customer should expect to receive delivery in 30 days after award.

2. Urgent Requirement: The contractor shall deliver all urgent requirement orders for commercial, off-the-shelf material to the authorized customer's receiving location within 3 days of contract award.

3. Emergency Requirement: For Emergency Requirements during normal business hours, call any of the Lead TVLSs (see below) prior to submitting an order. During non-business hours, please contact the DLA Troop Support 24/7 telephone line at 215-737-4444 (DSN 444-4444). The contractor shall deliver all emergency requirement orders for commercial, off-the-shelf material available to the authorized customer's receiving location within 24 hours of order placement.

Lead TVLS	(215) 737-5460 or DSN 444-5460
Lead TVLS	(215) 737-0755 or DSN 444-0755
Lead TVLS	(215) 737-4028 or DSN 444-4028
Lead TVLS	(215) 737-7630 or DSN 444-7630

NOTE: Delivery timeframes shown above are estimates only, after vendor receives the award. Award can take up to 13 days after order placement for routine requisitions.

4. Consolidated Bill of Material (BOM) Requirement: For specific projects/bill-of-materials orders, the contractor shall consolidate and deliver all supplies within the delivery timeframe as specified in the order to the delivery point designated by the authorized customer. The project must be delivered to the customer with a 100% fill-rate. Failure to deliver the project in its entirety may result in customer refusal of the shipment.

4. Pricing and Shipping Points:

For all authorized customers located in the Continental United States (CONUS), deliveries shall be made on an F.O.B. Destination basis.

For all authorized federal and military customers located outside the Continental United States (OCONUS), deliveries shall be made to the designated port or consolidation point on an F.O.B. Destination basis.

For all authorized state and local customers located outside the Continental United States (OCONUS), deliveries shall be made on an **F.O.B. Destination** basis.

Note: State and Local customers are not authorized to use the Defense Transportation System therefore any additional transportation expense from the Continental United States to customers receiving point will be included as a separate line item in the order.

4. Program Overview & Scope (continued)

For all Federal Emergency Management Agency (FEMA) customers, deliveries shall be made on an F.O.B. Origin basis.

Each individual Request for Quote (RFQ) will indicate F.O.B point.

5. Buy American/Trade Agreements/Berry Amendment Compliance

Please be aware that the Contractors will assure all products/components provided under this contract are in compliance with Buy American Act*, Balance of Payments Program**, Berry Amendment***, and ****Trade Agreements Act of 1979.

- *Buy American Act – An Act, 41 U.S.C. 10a-10d, originally enacted in 1933, that generally requires that only DOMESTIC END PRODUCTS may be procured in purchasing supplies and CONSTRUCTION MATERIALS for public use, unless the items (1) are for use outside the United States, (2) would be unreasonable in cost, or (3) are not mined, produced, or manufactured domestically in sufficient and reasonably available commercial quantities of satisfactory quality. Also exempt are items purchased for commissary resale and items for which the HEAD OF AGENCY determines that domestic preference would be inconsistent with the public interest (FAR 25.102(a). The FAR contains separate regulations for supplies (FAR Subpart 25.1) and construction materials (FAR Subpart 25.2). With regard to supplies, it provides a preference evaluation system for domestic end products over foreign end products as defined in FAR 25.101. Foreign offers are evaluated including duty, whether or not actually paid, and adding 6 percent to the total (or 12 percent if the domestic offeror is a SMALL BUSINESS CONCERN). When they exceed these margins, domestic prices are deemed unreasonable, and competing foreign offers may be accepted (FAR 25.105). FAR 25.108 lists approximately 100 articles, materials, and supplies excepted from application of the Buy American Act. DOD and NASA have also created exceptions to the Act by negotiating memoranda of understanding with foreign governments (FAR 25.103; DFARS 225.103). The Buy American Act does not apply to products covered by the TRADE AGREEMENTS ACT or THE NORTH AMERICAN FREE TRADE AGREEMENTS ACT (FAR 25.402).
- ** Balance of Payments Program – A nonstatutory program giving preference to American products over foreign products (See FAR Subpart 25.3). The program applies to acquisitions of work to be performed outside of the United States. It provides that, unless one of nine exceptions applies, the foreign offer must be increased for evaluations purposes by a factor of 50 percent (excluding duty; FAR 25.302). In its implementation of the BUY AMERICAN ACT, DOD uses the balance of payments evaluation factor (50 percent of the price excluding duty as an alternate evaluation factor (DFARS 225.105).
- ***Berry Amendment – A statutory requirement (10 U.S.C. 2533a) that restricts the Department of Defense from using funds appropriated or otherwise available to DOD procurement of: food, clothing, tents/tarpaulins/covers/ cotton and other natural fiber products, woven silk or woven silk blends, spun silk yarn for cartridge cloth, synthetic fabric or coated synthetic fabric, canvas products, or wool (including manufactured articles), and any item of individual equipment containing any of the restricted fibers or fabrics, or hand or measuring tools... that are not grown, reprocessed, reused, or produced in the U.S. (DFARS 225.7002, 252.225-7012, and 252.225-7015; PGI 225-7002).
- ****Trade Agreements Act of 1979 – An Act, 19 U.S.C. 2501-2582, requiring agencies to evaluate offers from contractors from designated countries without regard to the restrictions of the BUY AMERICAN ACT. The exemption applies only to procurements at or over the dollar equivalent of 150,000 SPECIAL DRAWING RIGHTS units. FAR 25.401 lists the 59 designated countries eligible for exemption and the 24 additional countries eligible under the CARIBBEAN BASIN ECONOMIC RECOVERY ACT. The U.S. Trade Representative has determined that these countries provide appropriate reciprocal competitive government procurement opportunities for American products and suppliers. Exceptions to the Trade Agreements Act, under which the Buy American Act does not apply, are found at FAR 25.403.

5 Getting Started with the Program

This section of the document will walk you through the process of getting setup to place orders within FES TVLSP. You will need to register with DLA Troop Support and setup your Customer Profile before your initial order is processed.

5.1 Minimum Customer System Requirements

In order to utilize the order template and interface with DLA Troop Support, you must have a personal computer that meets the following requirements:

- Windows Operating System
- Email Software
- Authorized Business Email Account that you and only you have access to
- Access to the Internet
- Microsoft Excel 2003 or greater

If you do not meet all of the above requirements, contact DLA Troop Support for assistance in getting setup for the program.

5.2 The Pre-Order Process

The customer should to the greatest extent possible follow the below steps:

- a. All customers MUST first and foremost REGISTER. Proceed to Section 5.3 – “Customer Registration” and follow directions.
- b. Conduct Market Research with respect to availability and estimated price. If assistance is required to define requirements or identify products and related costs, proceed to Section 5.4 – Submitting a Price Inquiry Request.
- c. Get approval to purchase material per Installation / Organizational SOPs.
- d. Funds for Payment - Coordination with Installation Finance Office / Resource Manager to ensure adequate funds are available and discuss payment method to use: MIPR or Interfund Billing. If a MIPR will be used – Proceed to Section 5.5 (Submission of a MIPR).
- e. Identify your specific requirements.
- f. Proceed - Customer fills out the Excel Order Spreadsheet – Section 5.3.2 Customer Order Request Template

5.3 Customer Registration

A one time registration is required for each individual using the program. Every person from your base who will have the authority to order is required to register. After registration, you will be sent a welcome package including your FES TVLSP Account Number, and your order template file.

To register, go to <http://www.TroopSupport.dla.mil/CE/SpecOps/festvlsp.asp>

- Scroll down to “Implementation”
- Click “Register Now”
- Open “Registration Form”
- Print the form and fill in appropriate information
- Fax to DLA Troop Support @ 215-737-0341 or DSN 444-0341

5 Getting Started with the Program – (continued)

5.3 Customer Registration – (continued)

You will be asked to provide the following information on the registration form:

- **DoDAAC** of the ordering facility
- The **Unit** to which the ordering contact is associated
- **Full Name** of the ordering contact
- **Phone Number** of the ordering contact
- **Email Address** of the ordering contact – Please note that the email address you specify must be the address utilized to submit FES TVLSP orders. Otherwise, orders might be rejected by DLA Troop Support.
- **Customer Fax Number**

If there are any questions, please contact us at FESOrders@dla.mil or call one of the following:

TVLS	(215) 737-3975 or DSN 444-3975
TVLS	(215) 737-0518 or DSN 444-0518
TVLS	(215) 737-5445 or DSN 444-5445
TVLS	(215) 737-3712 or DSN 444-3712

NOTE: To request a Non-Military DoDAAC, please contact a TVLS.

5.3.1 Obtain the Ordering Template

After you have signed up with DLA Troop Support as a customer of FES TVLSP, you will receive an e-mail with your excel ordering template and your unique Account Number. The order template is an Excel spreadsheet containing the necessary fields to support a valid order. For more information on how to use the order form, refer to section 5.8 Submitting an Order to DLA Troop Support in this document on page 15.

For ease of use and organizational purposes, we recommend that you do the following:

1. Create a folder on your hard drive called FES_TVLSP
2. Copy your template file into the FES_TVLSP folder
3. Create a shortcut to your template file and place it on your Desktop
4. Create a shortcut to the FES_TVLSP folder and place it on your Desktop
5. Any new order file that you create from the template should be saved to the FES_TVLSP folder

(Please note that the first 5 characters of your Request Order Template is your FES TVLSP Account Number)

5.3.2 Customer Order Request Template

The Customer Order Request Template can also be used for price inquiries (to obtain estimated prices) and to place orders. Once filled out, the spreadsheet is emailed to FESOrders@dla.mil. Your price inquiry and your order requests will be processed according to the processes defined below in sections "5.4 Submitting a Price Inquiry Request and 5.8 Submitting an Order to DLA Troop Support.

Please follow the examples. Only some of the fields are required for price inquiries. If a template submission is incorrect, we will not assume we understand the customer's intentions. You will be requested to correct your submission.

Position	Field	Manatory for making a price inquiry ?	Mandatory for Placing an order?	Example	Restrictions	Definition
1	Request Type R / Q	Yes	Yes			R signifies you are placing an order Q signifies this is a price inquiry only, not an order.
2	POC Name *	No	No	John Smith		Enter the name of the point of contact who can answer questions about the requested item. (end user)
3	POC Unit *	No	No	ABC Unit		Enter the name of the unit, precinct, department, etc... for the point of contact.
4	POC Phone *	No	No	800-555-1212		Enter the phone number for the point of contact.
5	POC Email *	No	No	john.smith@zz.zz.mil		Enter the email address of the point of contact who can answer questions about the requested item.
6		No				Leave Blank
7	Manufacturer Name	Yes	Yes	Ajax Inc		Enter the manufacturer name of the item you're requesting. If unknown please type "Any" or "Don't Know"
8	Manufacturer Part Number	Yes	Yes	99-88-77-66		Enter the manufacturer part number of the item you're requesting. If unknown please type "Any" or "Don't Know". If unknown, the item description field must be completed.
9	Item Description	Yes	Yes	Fire Extinguisher		Enter the description of the item you're requesting. .
10	Additional Information	No	No	see web site www.abc.gov		Enter any additional information such as a website link that describes the item, the location of drawings or schematics for the item or anything else to help the vendor to identify the item. Also describe any item customization that is needed.
11	Unit Price Not To Exceed Amount	N/A not applicable	No	\$75.00	enter a number or leave blank. No narrative text.	Enter the maximum amount that you are willing to pay for an item. Otherwise, leave blank.
12	Requested Delivery Date	N/A	No	7/31/2008		When asking for a price quote, this field should be left blank. Leadtime requirements can be placed in the additional information field above. When placing an order, enter the date that you want to receive the item. If blank, the system will default to 30 days. If multiple partial deliveries are acceptable, please note in "additional information" and show the final delivery date requirement in this field.
13	Quantity	No	Yes	50	number only	Enter the number of units requested. Be sure to use the correct unit of issue. 500 loose nails would be quantity = 500 and unit = EA. A box of 500 nails would be quantity = 1 and unit = BX.
14	Unit of Issue	Yes	Yes	EA		Enter the two-letter designation that indicates the count, measurement, container or form of an item of supply. It is the minimum quantity of the item that may be requested.
15	Ordering DODAAC	No	Yes	WW9999	Must be a valid DoDAAC	Enter the six character DoDAAC of the customer filling out this order form.
16	Ship To DODAAC	Yes	Yes	WW8888	Must be a valid DoDAAC	Enter the DoDAAC of the final destination of the item. This tells us where to send the item. This field is mandatory as prices are regional.

P o s i t i o n	Field	Manatory for making a price inquiry ?	Mandatory for Placing an order?	Example	Restrictions	Definition
17	Bill to DODAAC	N/A	Yes	WW7777	Must be a valid DoDAAC	Enter a DODAAC if different from above indicating where billing should be sent. Can use only 1 Billing DODAAC per requisition number.
18	Delivery Destination	No	No	bldg 3, Indiantownga p, PA		Enter any additional information about delivery that's not covered by the Ship To DoDAAC.
19	Requisition Number	N/A	Yes	WW9999515 20001	must be of the form in the example. Every order line must have a unique requisition number .	Enter the 14 character requisition number in the form of: [ordering DoDAAC] + [last digit of year] + [Julian day] + [sequence] Example: DODAAC=WW9999; order request date=5/31/2008; sequence=1 then req# = WW999951520001 Please omit dashes, spaces, etc... NOTE: This is not a mandatory field for State and Local Gov't. We will create a requisition number.
20	Signal Code	N/A	Yes	A	Only codes A, B, J, K are available for this program.	1 digit field. Alpha character. 1) Use "A" when the order line is to be shipped to the DoDAAC specified in the requisition number, and the line is to be billed to the DoDAAC specified in the requisition number. 2) Use "B" when the order line is to be shipped to the DoDAAC specified in the requisition number, and the line is to be billed to the "bill to" DoDAAC in this order sheet. 3) Use "J" when the order line is to be shipped to the DoDAAC specified in the "ship to" field, and the line is to be billed to the DoDAAC specified in the requisition number.. 4) Use "K" when the order line is to be shipped to the DoDAAC specified in the "ship to" field, and the line is to be billed to the "bill to" DoDAAC ...
21	Fund Code *	N/A	Yes	ZZ		2 Digit Field. Alpha or Numeric Characters. Identifies the Military Fund Accounting Classification that should be billed for the material received. If Fund Code is unknown, go to your Financial Office. NOTE: Can only use 1 Fund Code per order.
22	Special Project Code	N/A	No	9VV		Enter the three character project code associated with the item or leave blank if not applicable or unknown
23	MIPR, MORD, Internal Purchase Order	N/A	Yes, when payment is based on MIPR funds	ABC123		Enter your MIPR Military Interdepartmental Purchase Request), MORD (Military Obligation Reimbursement Document) number , or Internal PO# (for State and Local Gov't) NOTE – Only 1 MIPR # per Order
24	Timeframe	N/A	No	R	only R, U, E or leave blank	Routine (R) / Urgent (U) / Emergency (E). If left blank, defaults to Routine.
25	Allow Alternate	No	No	Y		Enter "Y" if you will accept an approved alternate item. Leave blank to default to

Position	Field	Mandatory for making a price inquiry ?	Mandatory for Placing an order?	Example	Restrictions	Definition
	Item					NO.
26	Allow Order Split	N/A	No	N		Enter "N" if you require that the entire requisition be delivered by only one vendor. Clarify your reason in the special instructions field. Leave blank to default to YES.
27	Special Instructions	No	No	All items must be delivered at one time		Enter any special instructions concerning your request. You must also use this field to convey why an item has emergency status or why you decline splitting a requisition amongst multiple vendors.

5.3.3 Updating Your Customer Account Information

In the event that there is a change to any of the below information, please contact DLA Troop Support personnel under Section 5.3 – Customer Registration. Your file will be updated with your new information and this will prevent any unwanted disruptions of service:

- Email address
- DoDAAC
- Unit
- Street Address

5.4 Submitting a Price Inquiry Request

Occasionally, a registered customer may need assistance defining their requirements and identifying the products, prices and services to meet the customer’s needs. When customers need this type of assistance, they are to submit a price inquiry request using the “order request template” and specifying “Q” in the first field (Request Type R/Q). The template is to be E-mailed to FESOrders@dla.mil DLA Troop Support will help you get the answers and guidance you need to put together and to submit your order. Insure that the required fields are filled in on the template.

NOTE 1: Timeframe to obtain quotes - from the time of receiving the Price Inquiry Request to actually receiving price quotes, is approximately 10 days.

NOTE 2: Quoted Prices from Vendors are only valid for 60 – 90 days from receipt of the quote. If an order is not submitted in this timeframe, prices may change. Actual prices may also differ from quotes based on customer changes to quantity requested, destination, and delivery timeframes.

NOTE 3: When quotes are received, prices will reflect the price to the customer to include the DLA surcharge.

NOTE 4: Service requirements such as equipment maintenance or training, are reviewed on a case by case basis by the Acquisition Team. Please try to provide as much information as possible. Such requests can take 2-3 weeks or longer for a response because these requests must be reviewed by the DLA Troop Support Legal Team.

5 Getting Started with the Program (continued)

5.5 Submission of a MIPR (Military Inter-Departmental Purchase Request)

IMPORTANT: All MIPRs MUST be sent to DLA Troop Support along with an actual Submission of an Order. Price Inquiry requests may be used to estimate the required MIPR funds.
For FMS customers – MIPRs are accepted from case managers only.

1. Before submitting MIPR be prepared to supply the following information:
 - a. DoDAAC to be used on the requisitions generated against the MIPR
 - b. Customer financial POC to include name, phone number, fax number and e-mail address
 - c. Identification of the prime vendor program (i.e. FES, Fire and Emergency Services) that supports the orders that will be generated against the MIPR
 - d. Dollar Value of MIPR – If the dollar amount is unknown, suggest the following:
 - 1) Conduct Market Research for estimated pricing or
 - 2) Submit a Price Inquiry Request – Refer to Section 5.4
 - e. If at all possible this information should be included in the remarks on the MIPR form.
2. Submit DD 448, MIPR to DLA Troop Support and include the Order Spreadsheet:
 - a. The preferred method of submission is to scan a copy of the MIPR and submit it via e-mail. E-mail the MIPR and Order Form to FESOrders@dla.mil
 - b. When e-mailing, annotate the information requested in step 1 in the body of the message.
3. Upon receipt of the MIPR and the Order Form, DLA Troop Support will:
 - a. Review the MIPR for possible acceptance.
 - b. Contact the identified customer POC should there be any questions
 - c. This office will forward the MIPR and Order Spreadsheet to the Contracting Officer for Scope Determination. Once approved by the KO, the MIPR will be forwarded to our Finance Office.
 - d. DLA Troop Support Finance will create the MIPR acceptance (DD Form 448-2), enter the MIPR data, including total value, into our tracking system and forward a copy of the acceptance to the customer's financial POC, the KO, and the DLA Troop Support Tailored Vendor Logistics Specialist (TVLS).
4. MIPR Dollar Value – The dollar amount of the order request form must be the full amount of each corresponding MIPR. Should a difference occur between the order amount and the MIPR amount, you will be notified. If there is a shortage, you will be requested to submit a modification to the original MIPR for the balance of the dollar amount. If there is an overage, our Finance office will automatically issue a reimbursement to your office.

DLA Troop Support's system assigns a MIPR control number to all MIPRs. The prime vendors have been instructed to reference the control number on incoming orders which are to be applied against a particular MIPR. When the MIPR acceptances are prepared and sent to you (the customer), this control number will be annotated.

NOTE 1: Drawdown MIPRs will not be accepted for this program.

NOTE 2: Customers who use funded MILSTRIP requisitions will have no need to follow the above MIPR procedures.

5 Getting Started with the Program (continued)

5.6 The Order Process

- a. Customer fills out the spreadsheet, and saves the file. The name of the file includes today's date. If multiple orders are submitted on the same day, add an incrementing suffix to the end to ensure that the filenames are unique.
- b. Customer emails the order to DLA Troop Support to FESOrders@dla.mil
- c. Customer includes the email address for the individual responsible for receipt of order and for forwarding "Goods Receipt" to DLA thru EMAIL.
- d. DLA Troop Support Customer personnel loads the customer order
- e. The order lines are reviewed and approved by Contracting Personnel for:
 1. Item Scope
 2. Berry Amendment Compliance
 3. Buy American Act, Balance of Payment Program, Buy American Act – Free Trade Act compliance.
 4. For MIPR Orders, a check is made by Customer personnel to ensure that the Order Spreadsheet is included with the MIPR Request.

NOTE: Credit Cards are not currently being accepted for this Program.

5.7 Rejection of Order Lines by DLA Troop Support

Should at any point in the process the order is rejected by DLA Troop Support, the customer will be notified. Potential reasons for rejection are:

- o The item is not in scope of the Fire & Emergency Services TVLSP
- o The item is not Berry Compliant
- o The item is not in compliance with the Buy American and Trade Agreement Acts.
- o The customer has specified a MIPR Number for which there is not sufficient funds to cover the total dollar value on outstanding orders.
- o Certain State and Local Government customers are using funds from specific federal grants. Should those monies become exhausted, these customers cannot use the program.
- o Requested items cannot be obtained.
- o Incomplete or erroneous information on the order request form.
- o The requested delivery date is over 180 days away, or the requested delivery date has passed. Any RDD within 5 days of the order submission date will be rejected. The customer should call the TVLS directly to place the order.

5.8 Submitting an Order to DLA Troop Support

The following steps will walk you through the process of creating and submitting your order to DLA Troop Support:

Assuming that you have properly saved your order template file and setup the Desktop Shortcut as specified in section 5.3.1 on page 10, follow the below steps to create and save a new order request:

- a. Double click on the Desktop shortcut for the Order Request Form.
- b. Excel should start with a blank instance of the Order Request Form. Please note that the default name spreadsheet file includes your FES TVLSP Account Number.
- c. After the spreadsheet appears, click on the File Menu and choose the Save As option.

5 Getting Started with the Program (continued)

5.8 Submitting an Order to DLA Troop Support (continued)

- d. A default filename (your FES TVLSP Account Number) should appear in the file name textbox followed by a sequence number. It is recommended that you remove that final sequence number and replaced it with today's date and possibly a word describing the order. Note that the each file name must be unique. The easiest way to do this is to add the date to the filename.

For example:

- 
- The default file name might be: 1E401_1.xls
 - Rename the file to something like: 1E401_2008-04-15_Extinguishers.xls

- e. Add today's date or some other order specific value to the *end* of the filename – BE CAREFUL NOT TO REMOVE YOUR ACCOUNT INFORMATION AT THE BEGINNING OF THE FILENAME. Should you save and submit to DLA Troop Support an Order Request that does not contain your account number as the first 5 characters, the order will not process. Remember, the account number is how we verify who you are, and that you are able to place an order in the program.
- f. Fill out the necessary information for the order. Should you need assistance in understanding the various fields on the spreadsheet, refer to the sheet named 'Glossary' within the Order Request Template. It contains explanation for each field and its possible values. If you are still unsure, contact DLA Troop Support Personnel at DSCPFESCustomerInfo@dla.mil to assist you.

NOTE: When entering multiple lines in an order, you *must* enter values into all required fields. This includes repeating values such as Ordering DoDAAC, Ship To DoDAAC, POC Name, POC Email, POC Unit, Requisition Number, MIPR Number (when applicable).

- g. Save the spreadsheet (preferably to your FES_TVLSP folder)
- h. Close the spreadsheet
- i. If your email client software is not already running, start it.
- j. Create a new email message and address it to: FESOrders@dla.mil
- k. Enter the appropriate Subject titled "FES Order" and Message Text in the email.
- l. Attach the order spreadsheet file you created above, and send the email

5.9 Canceling an Order

Should you need to cancel an order, immediately contact your DLA Troop Support POC at DSCPFESCustomerInfo@dla.mil and inform them of the situation. They will take the necessary action to cancel the order on your behalf or direct you to the appropriate POC. Should the items have already left the vendor's facilities on way to the end destination, cancellation may not be possible. DLA Troop Support will coordinate with the vendor to determine if the ordered goods can be returned and will advise you of the proper procedures.

5.10 Changing an Order

Should you need to add, remove or change order line within your order request, contact your DLA Troop Support POC at DSCPFESCustomerInfo@dla.mil immediately so that the appropriate action can take place. If the order has not been sent out for bid as of yet, then your order may be changed to accommodate your needs. However, if the order has been forwarded to vendors for bid or has been awarded, then it is possible that the order cannot be updated, and your customer service representative will walk you through the appropriate process to address your needs.

5 Getting Started with the Program (continued)

5.11 Receipt Procedures – Submitting a Material Release Acknowledgement (MRA)

It is imperative that once an order is received by the customer, a MRA is posted into DOD EMALL. This is an internet based Electronic Mall which allows military customers and other authorized government customers to search for and order items from government and commercial sources. However, in this case EMALL will be used only for submitting a MRA. DOD EMALL is a Department of Defense program operated by DLIS. All users are required to register, be authenticated, and authorized by a DLIS Access Administrator. All EMALL users will follow the Department of Defense rules for login and passwords. EMALL is available 24 hours a DAY, 7 DAYS A WEEK. If any assistance is needed, you may call the Help Desk at 1-877-352-2255 between the hours of 0700-1739 EST.

To register, logon to <https://dod-emall.dla.mil/acct/> - Click “okay” at the bottom of the page.. Go to left hand side under “ACCOUNT” and click “New Registration” and follow the directions.

When submitting a MRA in EMALL, both the MRA date and the MRA quantity must be annotated. The sales order status must be BV (Item procured on contract for direct shipment to consignee). You can submit MRAs for the entire order or line by line entry. You can also submit a MRA for a partial delivery. As soon as material is received, receipt processing must be done immediately. The system will automatically e-mail the individual that processed the order, until MRAs are posted.

EMALL Procedures - General comments

a. BSM emphasizes the document number (DODAAC+Julian date+call number) instead of the contract number and call number we have used in the past. You are assigning the document number when you place the order in your prime vendor order entry system. We would recommend that you keep a log handy at ordering, which will contain the document number, call number, and number of CLINs.

b. Request that your prime vendor “indexes” your packing slip/invoice by the CLIN number (on a default basis for all orders).

c. Your staff performs a routine physical inspection on shipments in accordance with your internal directives.

d. You should be ready to perform an EMALL acceptance based on:

- i acceptance of all items on the invoice
- ii acceptance of some items on the invoice, and non-acceptance of the others

General EMALL Instructions:

In all cases, perform the following in EMALL:

a. At EMALL home page, select Orders on the top row of tabs; then select MRA status Immediately below that:

b. Select Lookup: DLA orders

c. In the first drop down block, select “summary document number”

d. Insert the document number you want to accept.

e. This will give you a single match against the document number.

f. You will see a summary view of the order. Of importance are a little down arrow on the left hand side and “radio” buttons on the right side. To view all of the lines on the invoice, click on the little down arrow on the left, based on your inspection.

During receipt, you should know what actions you will be taking.

Return to the summary screen by clicking again on the little (now up) arrow on the left.

5 Getting Started with the Program (continued)

5.11 Receipt Procedures – (continued)

EMALL Actions

TO ACCEPT ALL ITEMS ON THE INVOICE

- a. On the summary screen, check the “complete” button on the right hand side.
- b. Check on the “update” button in the bottom right of the summary box.

TO ACCEPT MOST ITEMS ON THE INVOICE

- a. On the summary screen, check the “complete” button on the right hand side. (do not yet check the update button)
- b) Click on the little down arrow on the left.
- c) View all the lines on the order. ALL the lines should display a “complete” status.
- d) For those lines you are not accepting, click “No MRA Action” on the right hand side; This will remove the “complete” status for that line. Make as many changes as you wish.
- e) When you are done this selective review, click on the little up arrow on the left. This will return you to Summary document.
- f. Check on the “update” button in the bottom right of the summary box

TO ACCEPT NONE OF THE ITEMS ON THE INVOICE

Since this should be an extremely rare instance, you should resolve any issues about the order with the prime vendor and/or DLA Troop Support. Then, accept some or all of the items.

TO ACCEPT PARTIAL QUANTITY ON A SINGLE LINE ITEM

- a. Advise DLA Troop Support of the document number and line item number, along with the quantity you originally ordered and the revised quantity you are going to receipt. Do not post any receipt in EMALL until you are told to do so by DLA Troop Support.
- b. DLA Troop Support will adjust the sales order and purchase order in SAP to reflect the revised quantity you will be receipting. When this occurs, DLA Troop Support will notify you.
- c. The customer then can post a receipt in EMALL for the revised quantity.
- d. All documents (the prime vendor’s invoice, your receipt in EMALL, and the DLA Troop Support SAP sales order and purchase order) should match on the revised quantity.
- e. Proper payment to the prime vendor and proper billing to the customer by DFAS will take place.

TO PROCESS A QUANTITY OF “ZERO” ON A SINGLE LINE ITEM.

- a. in EMALL, open the line item and changing the quantity to “0” and pressing the “complete” radio button
- b. Changing the quantity in EMALL to zero will change the sales order and purchase order in DLA Troop Support’s internal system to reflect a cancelled line; should the prime vendor erroneously invoice for this line, it will not be paid. No billing of the customer will ever take place.

NOTE: Failure to submit timely and accurate MRAs, could cause billing problems and delay refunds.

5 Getting Started with the Program (continued)

5.12 Splitting Orders between Multiple Vendors

There are occasions when the best overall price can be achieved by splitting the awarded lines of an order across multiple vendors. To provide the best possible prices to DLA Troop Support Customers, by default all FES TVLSP order request awards can be split across vendors. However, should you not want the award broken up, you may specify so within the Order Request Template in Column "Allow Split Orders" by entering the letter N in each line of the order.

Remember that when you specify whether or not the lines can be split, it applies to the whole file, even if there are multiple Requisition Numbers contained in the order request. If you have a need for some requisitions to be split, and others to not be split, create and submit the lines in multiple order request sheets.

5.13 Returns and Replacements

1. Material return and replacement policy will be in accordance with the following:
 - a. The contractor will accept returns and, if the authorized customer still requires the product(s), replace the product(s) under the following conditions:
 - (1) Incorrect products were shipped;
 - (2) Products were damaged in shipment;
 - (3) Products arrived with concealed shipping damages;
 - (4) Products which are recalled, regardless of level of recall, except when the manufacturer's policy states otherwise, in which case the manufacturer's disposition instructions will be followed;
 - (5) Other returns consistent with the Vendor's normal return policy to include return of excess material ordered by the customer based on a project estimate.
 - b. Discrepant goods will be held for not more than 15 days, pending instructions from the contractor, after which the discrepant material will be returned to the contractor's address at the contractor's expense. Expenses incident to the examination and testing of materials or supplies that have been rejected will be charged to the contractor's account.
 - c. If the authorized customer does not need replacement of the returned products:
 - (1) the contractor shall not invoice DLA Troop Support; or
 - (2) the contractor shall reimburse DLA Troop Support for all paid invoices.
 - d. The contractor will be paid only for material the authorized customer has received and accepted. Customers must report all discrepancies to their DLA Troop Support contact and the contractor. DLA Troop Support will coordinate discrepancy resolution.
 - e. Re-stocking Fees: In the event that orders are canceled while deliveries are in route or that ordered quantities returned to contractor are not expected to be resold within 180 days, the contractor may charge a restocking fee as follows:
 - (1) The fee charged to the contractor by its supplier, or
 - (2) The lesser of 10% of the (unburdened) total price of the line item(s) returned, or \$25.00 per line item(s) returned.

NOTE: Line item is defined as "(unburdened) unit price x quantity = total price".

- f. Restocking fees do not apply for returns covered under paragraph b or for delinquent orders if the customer chooses to cancel the order prior to delivery.

5 Getting Started with the Program (continued)

5.13 Returns and Replacements (Continued)

NOTE: Customer should send an email request to DSCPFESCcustomerInfo@dla.mil, if material needs to be returned or replaced.

6 E-mail Addresses and Web Sites

Registration Forms: <http://www.TroopSupport.dla.mil/CE/SpecOps/festvlsp.asp>

MIPR Submission: FESOrders@dla.mil

Submit Orders to: FESOrders@dla.mil

Submit Requests for Information to: DSCPFESCcustomerInfo@dla.mil

7 Frequently Asked Questions

1. [Can I enter order lines for multiple requisitions in the same order file?](#)
Answer: Yes, this is supported within the program. Please note that each order line will require a unique requisition number.
2. [Can I use this order form to place orders for MILSTRIP based Orders?](#)
Answer: No. Milstrip requisitions should still be submitted through the normal ordering channels for items identified by an NSN.
3. [Can I use this form for placing orders within other DLA Troop Support Programs?](#)
Answer: No. The order form is distinct to the FES TVLSP. If you are an MRO CENTCOM customer, you will find similarities between the order forms. However, at this time, in order to place orders through FES TVLSP you must use our FES BidWiser Order Template.
4. [What if I have specific requirements for product specifications that need to be communicated to the vendor to ensure what I need?](#)
Answer: Within each line of the order template, you have the ability to enter your specific needs, questions or concerns within the following fields:
 - Additional Information
 - Special Order Instructions

In addition, if you have any documentation that can be sent via email or fax, submit the information to DLA Troop Support along with your order, and it can be forwarded to the vendors.

5. [How can I submit product documentation that can be included for the vendors to see while bidding?](#)
Answer: You can fax, phone or email the details into DLA Troop Support, who will make sure that the information is available to the vendors for their offers.

7 Frequently Asked Questions (continued)

6. [Is there a chance that my order will be rejected?](#)

Answer: Yes. There are several reasons that an order or order line might be rejected. When this occurs, you will be notified of the problem, at which time you can decide to modify or cancel the order.

Reasons for Rejection:

- The item might be out of the scope of the contract*
- The item is not in compliance with Berry Amendment, Buy American Act, or Trade Agreement Act.
- There might be insufficient funds available in the specified MIPR Number.
- The customer is affiliated with a state or local government entity, and their federal grant does not allow for some or all of the products ordered or total order dollar value exceeds the specified grant award.
- Incomplete or erroneous information was provided on the order request form.

7. [What if I need to consult with a specialist to work through what product\(s\) and/or services are right for me?](#)

Answer: Contact your TVLS (Tailored Vendor Logistics Specialist), and he or she will help you answer any questions you might have. Customers should perform their own market research, to the extent possible, as to what products are suited to their specific needs. If the customer knows the item that they want then the customers may also contact the manufacturer directly (not the vendors) with questions regarding proper use or installation, etc.

NOTE: DLA Troop Support contractors may not accept orders directly from the customer under this program. All orders are competed among the regions vendors and there is no guarantee that any vendor you contact will receive the delivery order award.

8. [At times there are suitable alternative manufacturers and models that would be acceptable for bid. How do I annotate this when I submit the order?](#)

Answer: There are two fields on the order template that you can use to facilitate this. First, place a Y in the “Allow Alternate Item” field toward the end of the row. If you know the alternate manufacturer names and part numbers that would be acceptable, enter that information into the “Additional Information” field. Repeat this for each and every item within your order request in which you will allow substitutes.

9. [If a customer specifies on the order form that alternatives are acceptable, and vendors submit various offers with different items and prices, who makes the final decision on what item is selected? Does DLA Troop Support bear this responsibility alone, or will DLA Troop Support consult with the customer on the options before deciding which offer to accept?](#)

Answer: Customers will be consulted in this case since the offers may be quite different, and the customer may have a preference of brand, price, or delivery that may drive the decision.

10. [Will I be notified when the order is awarded?](#)

Answer: When DLA Troop Support makes the award to a vendor, that vendor is sent an email. The customer POC is a CC recipient of that email.

11. [What is the “Not To Exceed Price”, and how do I fill it out? Must I fill it out?](#)

Answer: The Not To Exceed Price represents the maximum amount that you are willing to pay for an item. This field is not mandatory. However, if all vendor offers for an item exceed this amount, the item will not be awarded.

7 Frequently Asked Questions (continued)

12. I have questions regarding the Order Form. Who can I call to answer my questions?

Answer: First, check the supplemental sheets on your order form. There is a wealth of information there to explain what each field is, how it is used, whether it applies to you and what type of information needs to be entered. However, should you need to speak to someone, please contact any of the Tailored Vendor Logistical Specialists (TVLS) using the phone numbers below:

TVLS	(215) 737-3975 or DSN 444-3975
TVLS	(215) 737-0518 or DSN 444-0518
TVLS	(215) 737-5445 or DSN 444-5445
TVLS	(215) 737-3712 or DSN 444-3712

13. Is there a catalog of items available through the program?

Answer: It is the intention of DLA Troop Support to provide a FES TVLSP catalog to its customers. However, at this time the details and are still being worked out

14. Can I place an order and have the product shipped to a *different* address?

Answer: Yes. Specify the appropriate Destination DoDAAC in the order form, and that will direct the vendor to ship the items to that destination. Make sure that the appropriate Signal Code is used on the order form.

15. If my order is based on a legitimate emergency, how do I enter that information into my order?

Answer: If you have a legitimate emergency and need immediate support, contact your DLA Troop Support POC by phone (see page 7) or email at DSCPFCustomerInfo@dla.mil

By default, all lines are considered to be for Routine Delivery. If your order is not an emergency but is urgent, within the order form there is a field named "Timeframe". Place an R (routine) or U (urgent) or E (emergency) in this field for each line of the order. For an emergency or urgent requirement you will also need to enter a justification of the situation into the "Special Order Instructions" field at the end of the row.

16. I have a multi-line order. Much of the information does not change from line to line. May I leave the redundant information off the subsequent order lines?

Answer: No. You must enter all relevant information on each order line. Otherwise, there is a good chance that the order will not load properly at DLA Troop Support, which will cause unwanted delays in processing your order. This order form is created in Microsoft EXCEL and will allow for a cut and paste of data. Remember that each order line must have a unique requisition number.

17. Who will the customers contact when they wish to register for the program?

Answer: Use the website <http://www.TroopSupport.dla.mil/CE/SpecOps/festvlsp.asp> Follow the directions under Section 5.3 – Customer Registration. If there are any problems or questions, please contact one of the POCs for Customer Registration listed in Section 5.3 – Customer Registration.

18. What information do I need to provide in order to obtain fire extinguisher refills from this program?

Answer: Customers need to provide a clear statement of work on the incidental service that they require. If the incidental service is within the scope of the FES program, DLA Troop Support will compete the request among the specific regional vendors. Customers will be responsible for providing feedback to DLA Troop Support on the performance of the service as well as to post a receipt to EMALL when a service is completed.

7 Frequently Asked Questions (continued)

19. [What does Berry Compliant mean? How does this affect me?](#)

Answer: DLA is a Department of Defense Activity and is therefore subject to the laws and statutes created under the Defense Appropriation Act. The Berry Amendment is a statute. Please see page 8 entitled Buy American, Trade Agreements and Berry Amendment Compliance.