DLA Troop Support
Construction and Equipment

Fire & Emergency Services Equipment (FESE)
Tailored Logistic Support Program (TLSP)

Customer Guidelines Document

May 2016
Version 1.0

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PROGRAM CHANGES – Effective 31 MAY 2016

Changes are being implemented to the Fire and Emergency Services Equipment (FESE) Tailored Logistics Support Program (TLSP) ordering process to ensure our business processes are sustainable, traceable, repeatable, and audit ready. These changes will not affect your ability to order supplies, equipment and services through the program. The intent is to involve the Service/Agency Finance Office Points of Contact in the ordering process, reduce the use of Military Interdepartmental Purchase Requests (MIPRs), and increase communication from DLA to its customers to ensure adequate information is available to process material receipt acknowledgements (MRAs).

Specific changes to the ordering process are detailed below:

1. Each Ordering Activity and their Finance Office Point of Contract (FOPOC) will need to register with the Fire and Emergency Services Equipment Program at DLA Troop Support. Currently, most Ordering Activities are already registered so just their respective FOPOC will need to be designated. Once the FOPOC is identified, the Ordering Activity and the FOPOC will be sent the new ordering template and guidance.

2. Once the FOPOCs are registered, Ordering Activities can send DLA Troop Support their requirements for equipment, supplies and/or services as they do now using the current Order Request Spreadsheet.

3. DLA will obtain price and delivery information and will e-mail a FOPOC Review Spreadsheet to the Ordering Activity and the FOPOC with this information.

4. If the Ordering Activity and FOPOC concur with order details, the FOPOC updates the FOPOC Review Spreadsheet by confirming the quantities and entering the required funding information and then emails the FOPOC Review Spreadsheet to DLA Troop Support (with MIPR if applicable).

5. Upon award, DLA will send a second notification to the ordering activity and FOPOC that the order was sent to the vendor and is awaiting obligation in the DLA system.

6. Once the Contracting Officer obligates the order, a third notification will be generated to the Ordering Activity and the FOPOC with final order line item details. The final order notification should be used by the Ordering Activity and FOPOC to document / account for orders issued and obligate them in their system.

7. Lastly, when the order is shipped to your activity, DLA will provide a final email notification (ship notice) and request you receipt the order in DOD EMALL. Addition detail regarding receipt posting is provided later in this document.

1 Introduction

Welcome to the Fire and Emergency Services Equipment (FESE) Program. This program has been designed by the Construction and Equipment Directorate of DLA Troop Support to provide responsive, high quality products at fair and reasonable prices. This is accomplished by promoting competition between qualified vendors for commercial items.

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

2 Background

DLA Troop Support is part of the Defense Logistics Agency (DLA). The primary goal of DLA TROOP SUPPORT is to support our country's warfighters. Our mission is as follows:

In support of the Defense Logistics Agency's mission, we provide effective and efficient support to our warfighters and other customers with food, clothing, construction, medical and hardware solutions to achieve their global mission.

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.

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 and Emergency Services Equipment TLSP. These activities include but are not limited to military bases, camps-posts- stations, other federal activities (i.e. FEMA) and Foreign Military Sales customers. Authorized customers will place their orders with DLA TROOP SUPPORT, and DLA TROOP SUPPORT will then place the order with a contractor.

4 Program Overview & Scope

a. Scope

This TLS 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. The contract scope involves the total logistics support required to supply customers and missions related but 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
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

"Orders Requiring Additional Technical Information": DLA Troop Support's Fire & Emergency Service Equipment and Special Operational Equipment Programs have recently been focusing on better defining the scope of the programs in order to better support customer needs. In light of this clarification, we may need assistance to help ensure the effort operates smoothly and efficiently.

Effective immediately, we are requesting the following when submitting your orders:

- Orders for storage systems should include: (1) manufacturer specification sheet or link to manufacturer's website for specification in the additional comments column of the ordering form; (2) statement of intended use (i.e. how/where system will be used, what items will be stored); (3) If incidental services (i.e. assembly, installation) are required, a detailed Statement of Work should be provided and the order form should include Incidental Services as an additional line item on the order form to include a brief description regarding type of service.

- All orders should provide specification sheets or link to manufacturer's website for specification in the additional comments column of the ordering form when possible, especially for first time buy orders.

- Please remember to always provide a clear, concise item description and additional info in the appropriate columns on the order form. The more detailed and accurate your order form, the quicker your order can be approved for scope and processed for award.

b. Alternate Items

Alternate items may be proposed by the vendors as a means of decreasing overall costs. Alternate items will be presented to the customer with specification information that will allow for a comparison between the originally requested item and the alternate. If after reviewing this information the customer would like to proceed with the originally requested item, justification must be provided indicating why only that item will satisfy the customer's requirement.

c. Delivery Requirements

Delivery is based on the manufacturer's availability of the items covered.

d. Buy American/Trade Agreements/Berry Amendment/ Procurement Restrictions/ Compliance

The products/components provided under this contract are in accordance with applicable Buy

American Act and Berry Amendment. For this Program (acquisition) products provided are end items that are manufactured or substantially transformed in the United States or a Qualifying or Designated country, as set forth in FAR 25.003.

5 Getting Started with the Program

This section of the document will walk you through the process of getting setup to place orders with the FESE program. You will need to register with DLA TROOP SUPPORT and setup your Customer and FOPOC profiles before your initial order is processed.

a. 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 later

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

b. Customer Registration and Finance Office Point of Contact (FOPOC) Designation

Existing customers will need to designate a FOPOC on their current FESE account and new customers will need to register for the program and designate a FOPOC at the time of registration. The new "Customer Registration/FOPOC Designation" form can be used by current and new customers to accomplish this.

Customer:

A one-time registration is required for each individual using the program. Every person from your activity who will be placing orders is required to register. After registration, you will be sent a welcome package including your 9-digit FESE TLSP Account Number and your Excel order template.

FOPOC:

Each Ordering Activity will be required to designate a Finance Office Point of Contract (FOPOC) in order for DLA to ensure that orders are submitted by a user with proper authority and funding. This will allow the Ordering Activity to obligate the order in their system timely by providing detailed line item information, pricing, and order status.

To register, go to http://www.dla.mil/TroopSupport/ConstructionandEquipment/FireandEmergencyServicesequipment.aspx Scroll down to "Customer Registration/FOPOC Designation"

- Click "Download the Registration Form"
- Open "Registration Form"
- Fill out the form with the requested information
- Email the form back to DLA TROOP SUPPORT using the instructions on the form to FESECustomerRegistration@dla.mil

If using EXCEL 2007 please use the appropriate email method to send the registration form as an attachment to the address shown on the registration form (FESECustomerRegistration@dla.mil)

c. Updating Your Customer / FOPOC Account Information

In the event that there is a change to any of your information, please contact your assigned TVLS (if known) or DLA TROOP SUPPORT at FESECustomerInfo@dla.mil

d. Obtaining the Customer Ordering Template

After you have signed up with DLA TROOP SUPPORT as a customer of FESE TLSP, you will receive an e-mailed Welcome Packet with your Excel ordering template, your assigned Tailored Vendor Logistics Specialist (TVLS) and your unique Account Number. The order template is an Excel spreadsheet containing the necessary fields to support a valid order.

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

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

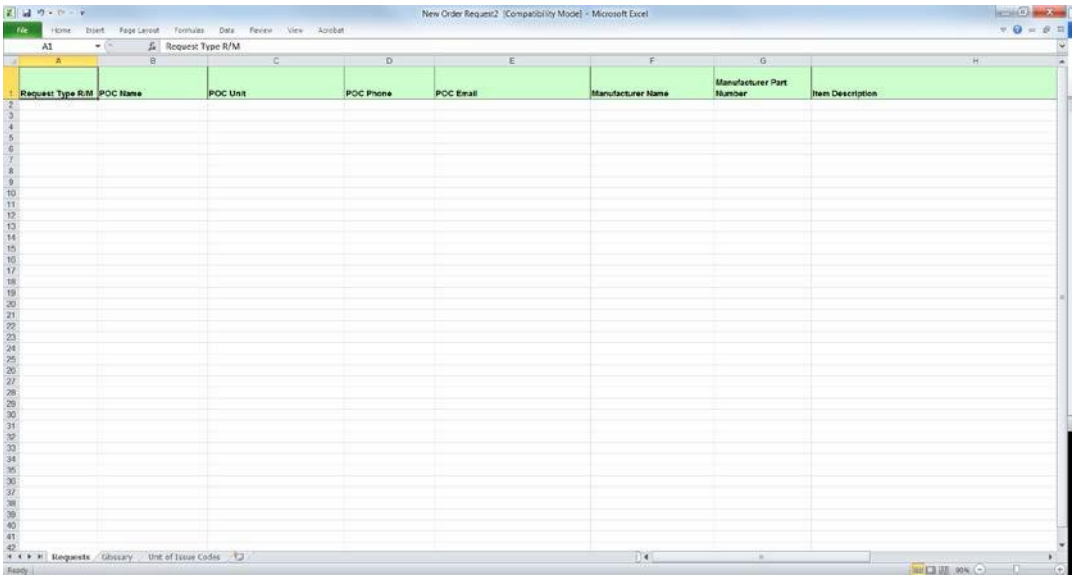
(Please note that the first 9 characters of your Request Order Template is your FESE TLSP Account Number, i.e. 190000254).

6 Filling out the Customer Order Request Template

The Customer Order Request Template is used to obtain pricing and delivery for the requested items. Once filled out, the spreadsheet is emailed to FESOrders@dla.mil.

NOTE: This program is for ordering Commercial MFG Part Numbers only. NSNs will not be accepted and must be submitted through normal MILSTRIP ordering channels.

The Customer Order Request Template is changing slightly under the new ordering procedure. Please refer to the following guidance when preparing your request. If a template submission is incorrect, we will not assume we understand the customer's intentions. You will be requested to correct your submission.

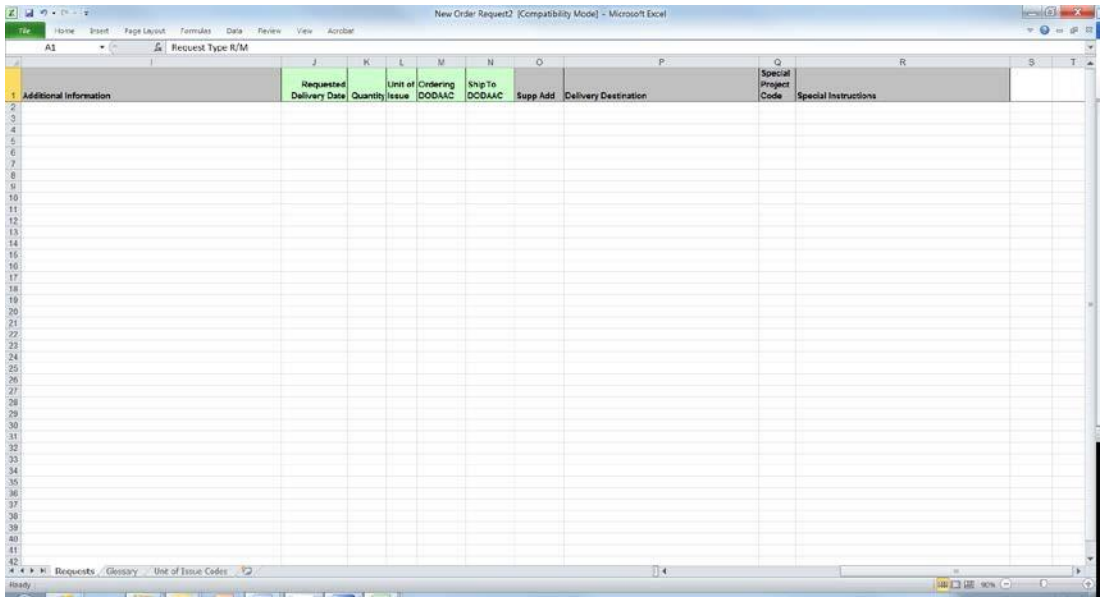


Column A: "Request Type" – Please enter "R" or "M" for the order in Column A. Although DLA will now be providing pricing on all requests prior to accepting funding, we will need your method of funding to be identified upfront. If funding will be provided in the form of a requisition number / document number, enter R. If funding will be provided in the form of a DD Form 448 MIPR, enter M.

Columns B through E: "POC Information" – Entering ordering and/or receiving POC contact information. These are mandatory fields.

Columns F & G: "Manufacturer Name" and "Manufacturer Part Number" – Enter the manufacturer name and part number of the item(s) you are requesting. Enter NONE if the item has no visible manufacturer part number. These are mandatory fields.

Column H: "Item Description" - Please enter a description of the item you are requesting. This field has a character limit of 120 characters. This is a mandatory field.



Column I: "Additional Information" – Please 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.

Column J: "Requested Delivery Date" – Enter the date you want to receive the item.

NOTE: Delivery is based on manufacturer's production capability. While vendors ensure the best delivery is made possible, there is no guarantee that your order will be delivered by the date requested.

Column K: "Quantity" – Enter the number of units requested. This is a mandatory field.

Column L: "Unit of Issue" – Enter the two (2)-letter unit of issue abbreviation. This is a mandatory field. Refer to the "Unit of Issue Codes" tab of the order spreadsheet if assistance is needed identifying a unit of issue abbreviation.

Column M: "Ordering DoDAAC" – Enter the 6 character DoDAAC for the activity for which you are ordering. This is usually the DoDAAC you registered under. This is a mandatory field.

Column N: "Ship To DoDAAC" – Enter the 6 character DoDAAC where the material must be delivered. This is a mandatory field.

Column O: "Supp Add" – If applicable, enter the Supplemental Address for each line of your order.

Column P: "Delivery Destination" - Enter any additional information about delivery that is not covered by the Ship To DoDAAC.

Column Q: "Special Project Code" – Enter your 3 character project code associated with the requested item or leave blank if not applicable or unknown.

Column R: "Special Instructions" – Enter any special instructions for DLA concerning your request. The information in this column will not be included on the request for quote (RFQ) to the vendors. Information that the vendors need to know must be included in the "Additional Information" column.

NOTE. In the event your order is URGENT or an EMERGENCY, please send a Mission Impact Statement with your order detailing the nature of the Emergency.

7 Submitting a Customer Order Request

The Excel Customer Order Request is to be E-mailed to FESOrders@dla.mil. Please ensure that the mandatory fields are filled in on the template. Once received, your Order Request will be reviewed to ensure that all necessary fields are complete and then loaded into our system. You will receive your **1st e-mail notification** confirming that your request has been received and loaded.

PLEASE NOTE – A Load Batch Number will be assigned to your order and will be listed in the subject line and will serve as the common reference indicator on all emails moving forward for the order. Please do not remove or alter the subject name in the email when corresponding with us regarding your order.

a. Rejection of Order Lines by DLA TROOP SUPPORT

Should at any point in the process the order be rejected by DLA TROOP SUPPORT, the customer will be notified by a **2nd email notification (if applicable).** Potential reasons for rejection are:

- The item is not within scope of the FESE TLSP
- The item is not Berry Compliant
- The item is not in compliance with the Buy American Act or not manufactured or substantially transformed in the United States or a Qualifying or Designated country, as set forth in FAR 25.003
- Requested items cannot be obtained
- Incomplete or erroneous information on the order request form

b. Canceling or Changing an Order

Should you need to cancel an order at any point in the process, immediately contact your assigned TVLS, or if unknown contact FESECustomerInfo@dla.mil

Once the order is loaded and the scope check performed by the contracting officer, the request for quote (RFQ) is sent to all six vendors for price and delivery.

NOTE : Timeframe to obtain pricing: from the time of receiving the Customer Order Request to DLA providing a quote is approximately 13 business days.

8 FOPOC Review Spreadsheet

Once the vendors respond to the RFQ, the Contracting Officer reviews the quotes, makes a best value decision for selecting the winning offer for each line and then sends a FOPOC Review Spreadsheet via a **3rd email notification** to the registered customer and registered FOPOC for the order. The spreadsheet will show each line, requested quantity, its pricing, and delivery lead time information. All lines on the spreadsheet will be locked to prevent modification except for the following

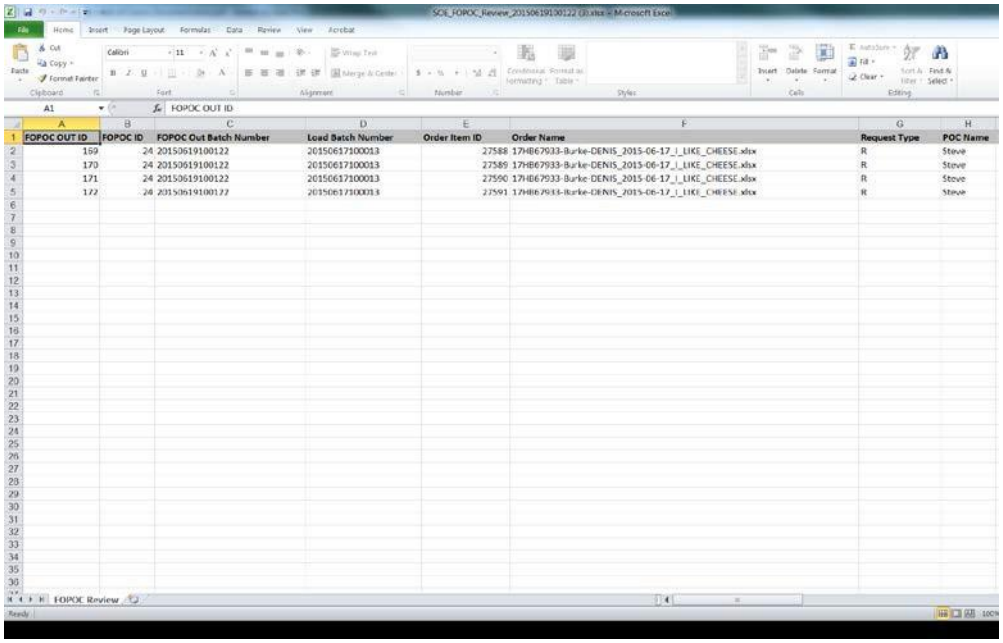
editable fields, which will need to be completed by the FOPOC:

- MILS-Like funded document/requisition number (if applicable)
- Signal code (if applicable)
- Fund code (if applicable)
- MIPR number (if applicable)
- Approved quantity

There will be three categories of funding authorized:

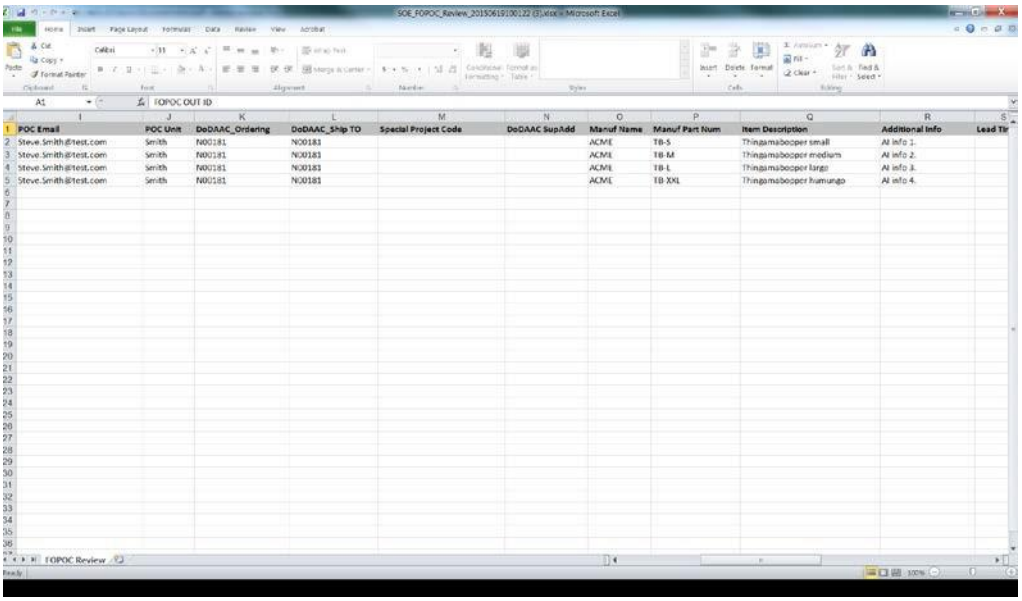
- Customer-provided, MILS-like document number, fund code and signal code
- DD Form 448 Military Interdepartmental Purchase Request (MIPR)
- DLA-generated MILS-like document numbers using a preselected serial range designated by the customer

The screenshots below identify each field, and how the spreadsheet will appear to the registered customer and registered FOPOC for the order:



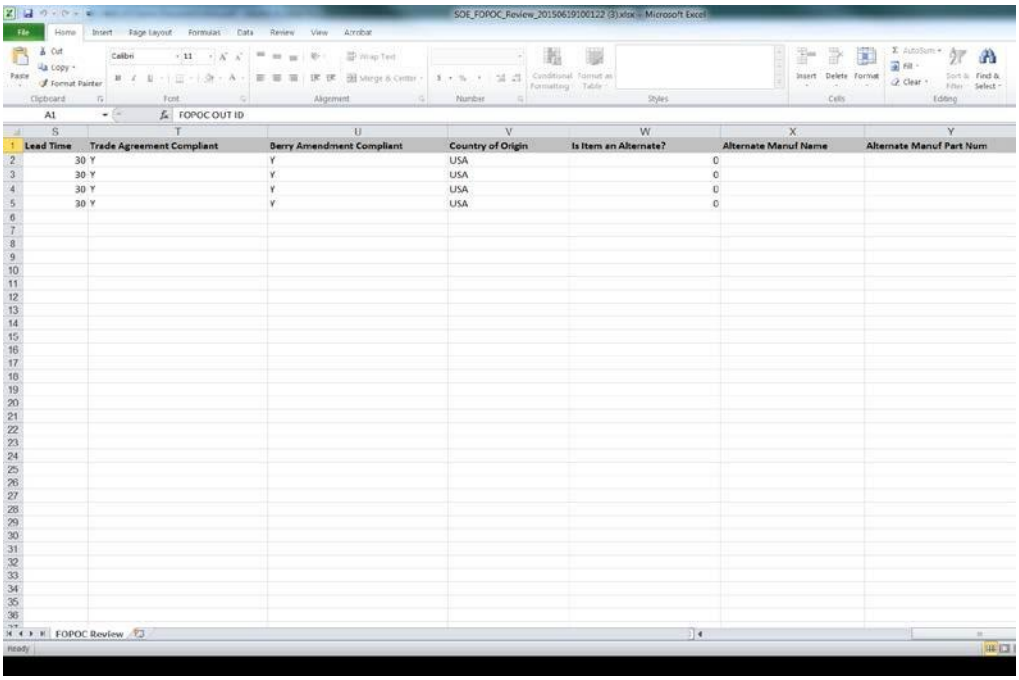
FOPOC OUT ID	FOPOC ID	FOPOC Out Batch Number	Load Batch Number	Order Item ID	Order Name	Request Type	POC Name
169	24	20150619100122	20150617100013	27588	17HB67933-Burke-DENIS_2015-06-17_I_LIKE_CHEESE.xlsx	R	Steve
170	24	20150619100122	20150617100013	27589	17HB67933-Burke-DENIS_2015-06-17_I_LIKE_CHEESE.xlsx	R	Steve
171	24	20150619100122	20150617100013	27590	17HB67933-Burke-DENIS_2015-06-17_I_LIKE_CHEESE.xlsx	R	Steve
172	24	20150619100122	20150617100013	27591	17HB67933-Burke-DENIS_2015-06-17_I_LIKE_CHEESE.xlsx	R	Steve

Columns A through H are locked fields and cannot be changed. These columns revalidate all details pertaining to your order. NOTE: Again, please note that the Load Batch Number (located in Column D) is the number to be referenced throughout the entire procurement process when requesting any information about your order. This is also discussed on Page 10, Section 7. Submitting a Customer Order Request above.



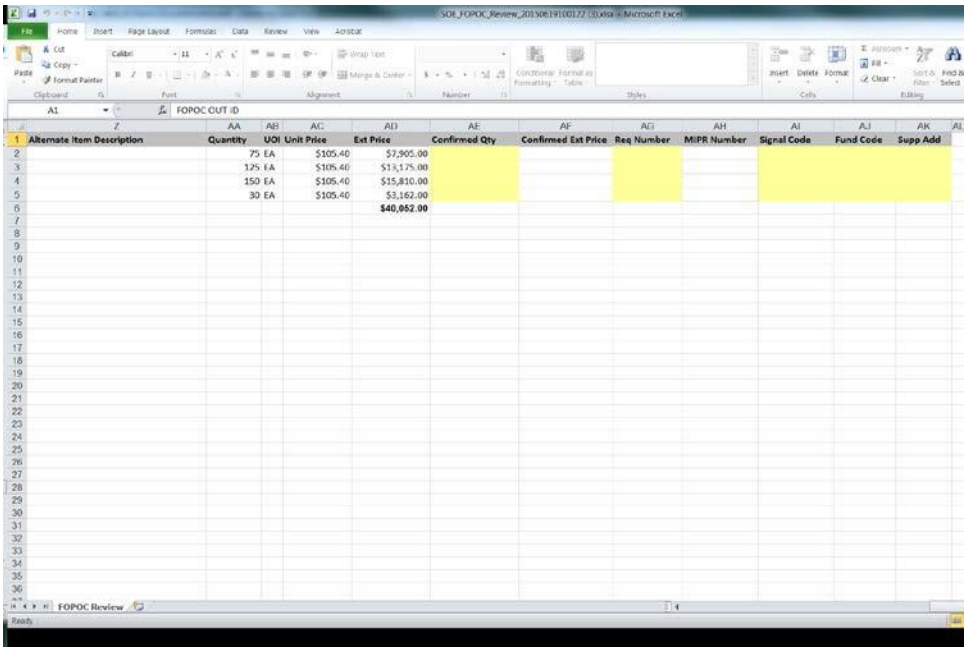
POC Email	POC Unit	DoDAAC_Ordering	DoDAAC_Ship TO	Special Project Code	DoDAAC SupAdd	Manuf Name	Manuf Part Num	Item Description	Additional Info	Lead Tir
Steve.Smith@test.com	Smith	N00181	N00181			ACME	TB-S	Thingamabooper small	AI info 1.	
Steve.Smith@test.com	Smith	N00181	N00181			ACME	TB-M	Thingamabooper medium	AI info 2.	
Steve.Smith@test.com	Smith	N00181	N00181			ACME	TB-L	Thingamabooper large	AI info 3.	
Steve.Smith@test.com	Smith	N00181	N00181			ACME	TB-XXL	Thingamabooper humungo	AI info 4.	

Columns I through R are locked fields and cannot be changed. These columns revalidate all details pertaining to your order.



Lead Time	Trade Agreement Compliant	Berry Amendment Compliant	Country of Origin	Is Item an Alternate?	Alternate Manuf Name	Alternate Manuf Part Num
30	Y	Y	USA	0		
30	Y	Y	USA	0		
30	Y	Y	USA	0		
30	Y	Y	USA	0		

Columns S through Y are locked fields and cannot be changed. These columns revalidate all details pertaining to your order.



Alternate Item Description	Quantity	UOI	Unit Price	Ext Price	Confirmed Qty	Confirmed Ext Price	Req Number	MIPR Number	Signal Code	Fund Code	Supp Add
	75	EA	$105.40	$7,905.00							
	125	EA	$105.40	$13,175.00							
	150	EA	$105.40	$15,810.00							
	30	EA	$105.40	$3,162.00							
				$40,052.00							

Columns Z through AD are locked fields and cannot be changed. These columns revalidate all details pertaining to your order. Please note that Column AD will indicate the total price of your order after it has been competed amongst the six (6) TLS Vendors. NOTE: At this time, an award has not yet been made.

Column AE is a mandatory field (highlighted in yellow) and will require the FOPOC to confirm the quantity for each line of the subject order. The quantity for a given line can remain the same as the original quantity requested at the time of the order submission. The quantity can also be increased or decreased, if needed.

For orders funded via a MILS-like document (i.e. MILSTRIP Requisitions): Column AG is a mandatory field (highlighted in yellow), and requires the FOPOC to input the applicable MILS-like Document Numbers. NOTE: For those orders funded via a MILS-like Document Number, the FOPOC will not have the option to populate Column AN ("MIPR Number"), as this Column will be locked (and will not be highlighted in yellow - shown in the screenshot above). For this funding method, Columns AJ through AK are also mandatory fields and will require the FOPOC to input the applicable Signal Code, Fund Code, and Supplemental Address information.

For orders funded via a MIPR: Column AH is a mandatory field (although not in the above screenshot, actual orders will show this Column as highlighted in yellow), and requires the FOPOC to input the applicable MIPR Number information. NOTE: For those orders funded via a MIPR, the FOPOC will not have the option to populate Column AG ("Req Number"), as this Column will be locked (and will not be highlighted in yellow). For this funding method, Columns AJ through AK will also be locked and will not be highlighted in yellow.

Once the FOPOC has entered the confirmed quantities and applicable funding information into the FOPOC Review Spreadsheet, it must be e-mailed back to DLA Troop Support to the FESEPriceAcknowledgements@dla.mil mailbox. If the order will be funded by a MIPR, the MIPR will need to be attached to the same email as the FOPOC Review Spreadsheet. NOTE: This spreadsheet must be submitted back to the FESEPriceAcknowledgements@dla.mil mailbox within **fifteen (15) calendar days**.

After the FOPOC Review Spreadsheet and funding is received, the contracting officer will process the order for award. The customer and FOPOC will receive a **4th email notification** of the award to include vendor information, pricing and delivery information (similar to the MILS AE process).

Once DLA obligates the funds and authorizes the vendor to perform, the customer and FOPOC will receive a **5th email notification** that funds are in fact obligated (similar to the MILS BV process).

When the vendor ships the material, a **6th email notification** will be sent to the customer and the FOPOC to let them know material is on the way. Once material is received, the customer will submit the MRA by posting the goods receipt (see below).

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

It is imperative that once an order is received by the customer, an MRA is posted into DoD EMALL. Failure to submit timely and accurate MRAs could result in payment/billing issues and could delay the delivery of needed items. DoD EMALL 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 an 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.

Please see the MRA tutorial at the end of this document for step-by-step instructions on registering for DoD EMALL and posting MRAs.

10 Returns, Replacements & Discrepancies

In the event of any type of material discrepancy, the customer must notify their assigned TVLS or send a request for assistance to FESECustomerInfo@dla.mil immediately. The TVLS will coordinate with the Contracting Officer, vendor and customer to develop a resolution to the issue.

11 E-mail Notifications to be expected during an order process from order placement until order shipment:

1st Email Notification – we have received your order
2nd Email Notification (if applicable) – items were denied for contract scope
3rd Email Notification – FOPOC Review Spreadsheet sent to the customer and FOPOC
4th Email Notification – DLA processed the order and is pending award
5th Email Notification – DLA obligated funds and authorized vendor to perform
6th Email Notification – Vendor ships material

12 E-mail Addresses and Websites

- Obtain Registration Form: http://www.dla.mil/TroopSupport/ConstructionandEquipment/FireandEmergencyServicesEquipment.aspx
- Submit Registration Form: FESECustomerRegistration@dla.mil
- Submit Order Requests: FESOrders@dla.mil

- Submit FOPOC Review Spreadsheet with applicable funding: FESEPriceAcknowledgements@dla.mil
- Submit Requests for Information: FESECustomerInfo@dla.mil

13 Participating Vendors

ADS, Inc
621 Lynnhaven Parkway, Suite 400
Virginia Beach, VA 23452-7349
Contract number: SPM8EH-14-D-0001

The Mallory Company
1040 Industrial Way
Longview, WA 98632-1039
Contract number: SPM8EH-14-D-0004

Federal Resources Supply Company
235-G Log Canoe Circle
Stevensville, MD 21666-2165
Contract number: SPM8EH-14-D-0005

Unifire
3924 E Trent Ave
Spokane, WA 99202-4425
Contract number: SPM8EH-14-D-0003

L.N. Curtis & Sons
1800 Peralta Street
Oakland, CA 94607-1603
Contract number: SPM8EH-14-D-0006

W.S. Darley & Co
325 Spring Lake Drive
Itasca, IL 60413-2001
Contract number: SPM8EH-14-D-0002

14 Attachments

- Order Process Flowchart
- Customer/FOPOC Registration Form
- MIPR Instructions
- DLA EMALL MRA Tutorial