

Defense Logistics Agency Troop Support Construction and Equipment (C&E)

Metals Tailored Logistics Support Program (TLSP)

Customer Guidelines

Effective September 2021 (Edited February 2022)



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Metals Tailored Logistics Support Program (TLSP)

1. Introduction

Welcome to the Metals Tailored Logistics Support Program (TLSP). This program is managed by the Defense Logistics Agency (DLA) Troop Support Construction and Equipment (C&E) supply chain. The Metals TLSP is the primary distribution channel (single distributor) for procurement and delivery of a full range of metal products to a group of facilities throughout the Continental United States (CONUS). All orders submitted to the Metals TLSP are competed amongst the three (3) vendors on contract to determine pricing which is negotiated between DLA Troop Support C&E and the vendor. Effective September 23, 2021, the Metals TLSP contract holders are TW Metals, Metals USA, and SupplyCore.

The Metals TLSP is a partnership aimed at achieving infrastructure savings, inventory cost reductions, and favorable product pricing through leveraged buying. DLA Troop Support awards and manages the contracts and handles all contractual responsibilities.

This document serves as a guide to walk you through the registration and ordering process.

2. Background

DLA Troop Support is part of the Defense Logistics Agency (DLA). The primary goal of DLA Troop Support is to provide 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 Metals TLSP. These activities include but are not limited to military bases, naval shipyards, camps-posts-stations, and other federal actives (i.e., FEMA). Authorized customers will place their orders with DLA Troop Support, and DLA Troop Support will then place the order with a contractor.

4. Metals TLSP

4.1 Program Overview:

DLA Troop Support has awarded a multiple award CONUS indefinite delivery/indefinite quantity contract for support of metals products to CONUS delivery destinations.

4.2 Scope:

The Metals TLSP provides ferrous metals, non-ferrous metals (including specialty metals), angle, bar, extrusions, sheet, strip, plate, structural shapes, tubing, and ingots. Other items provided by the TLSP include nonelectrical wire, wire rope, and chain. Customer specifications available via TLSP include cutting, shearing, and grinding to size; painting and other finishes; commercial inspection, such as ABS, magnetic particle, and ultrasonic; and minor machining. Please note the Contracting Officer makes the final determination on whether an item is within the scope of the Metals TLSP.

Note: The wholesale pricing goal is to be comparable to the best available commercial pricing.

4.3 Items not within scope:

- National Stock Number (NSN) metals items (available through traditional procurement methods)
- Precious Metals (available through traditional procurement methods)
- Any products covered by another initiative unless approved by the initiative owner

Note: When in doubt, contact your Tailored Vendor Logistics Specialist (TVLS) at MetalsOrders@dla.mil.

4.4 Program Features:

Customers identify their requirements by submitting a provided Excel format Order Spreadsheet to <u>MetalsOrders@dla.mil</u>. Prices are all inclusive (include delivery). Specific features under the TLSP include:

- Single point for fulfilling all requirements
- Dedicated support from the DLA TVLS throughout the process
- Support from the prime vendors
- Bills-of-materials
- Material Returns
- Commodity based volume discounts
- Value-added services
- Surge/Contingency Capability
- Infrastructure savings
- Leveraged buying
- Electronic billing processed through DLA's electronic business system (EBS) passed to Defense Finance and Accounting Services (DFAS). Customer may pay using either military standard requisitioning and issue procedure (MILSTRIP), military interdepartmental purchase request (MIPR) or General Terms and Conditions (GT&C) 7600 B.

• Once material is shipped, DLA Troop Support pays the contractor, and the customer is billed through the EBS system passed to DFAS.

4.5 Benefits:

- DLA Troop Support issues and administers the contract, lessening the administrative burden for the customer
- Customer defined ordering: Order exactly what is needed for the job
- Product, logistics & technical support
- Customized access: Planners, purchasing, material management, etc.
- No minimum/maximum order requirements
- Just in time purchasing helps reduce inventory and reduce delivery rates
- Faster receipt of material by reducing procurement lead-time

4.6 Delivery Information:

The Metals TLSP provides direct delivery to the ordering activity (customer). The vendor will consolidate all items needed for a particular job and deliver 100% complete where and when required. Customer can establish multiple delivery locations and have direct delivery to the work site.

The program offers contingency capabilities to cover national emergencies, natural disasters, relief efforts, troop deployments, and/or any operation associated with military public works/civil engineering exercises.

Please note that delivery is based on the manufacturer's availability of the items covered.

5. Customer Guidance

5.1 Getting Started with the Program:

This section of the document will walk you through the process of getting setup to place orders with Metals TLSP. You will need to be registered with DLA Troop Support and setup your one-time Customer registration before your initial order is processed.

1. Minimum Customer System Requirements

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
- Have a valid Department of Defense Activity Address Code (DoDAAC)

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

2. <u>Customer Registration</u>

New customers will need to register for the program utilizing the "Customer Registration" form.

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 Metals TLSP Account Number, an Excel order template, and contact information for your designated Tailored Vendor Logistics Specialist (TVLS).

To register, go to Metals (dla.mil)

- Click "Download the Registration Form"
- Open "Registration Form"
- Fill out the form with the requested information
- Email the form back to DLA Troop Support to MetalsRegistration@dla.mil
- The TVLS is available to discuss the Metals TLSP with you to better understand your needs and requirements.

3. <u>Updating Your Customer Account Information</u>

In the event that there is a change to any of your information, please contact your assigned TVLS or DLA Troop Support at <u>MetalsRegistration@dla.mil</u>

4. Obtaining the Customer Ordering Template

After you have signed up with DLA Troop Support as a customer of Metals TLSP, you will receive an e-mailed Welcome Package with your Excel ordering template, your assigned TVLS and your unique Account Number. The order template is an Excel Spreadsheet contain the necessary fields to submit 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 labeled Metals TLSP
- 2. Copy your template file into the Metals TLSP folder
- 3. Create a shortcut to your template file and place it on your Desktop
- 4. Create a shortcut to the Metals TLSP folder and place it on your Desktop
- 5. Any new order file that you create from the template should be saved to the Metals TLSP folder

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

5.2 Order Process:

5.2.1 Completing the Order Spreadsheet – Defining Requirement

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

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.

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.

đ	А	В	С	D	E	F	G
	Request Type R/M	Priority R/E	POC Name	POC Unit	POC Phone	POC Email	PEL Item ID L

<u>Column A: "Request Type"</u> – Please enter "R" or "M" for the order in Column A. Although DLA will 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.

<u>Column B: "Priority"</u> – Please enter "R" for Routine processing. Please enter "E" for Emergency processing. If you enter "E", please submit a mission impact statement along with your order. In addition, please annotate in the "Subject Line" and body of the email when submitting the order that this is an "Emergency Order". Please note that we will prioritize to the extent possible to support the urgency of the requirement. In addition, expiration of funds does not constitute an "Emergency" order.

<u>Column C through F: "POC Information"</u> – Enter ordering and/or receiving POC contact information. These are mandatory fields.

G	н	I	J	к
PEL Item ID	LSN		Manufacturer Part Number	Item Description

<u>Column G through K: Item Information -</u> It is mandatory that Column G (PEL Item ID), H (LSN), I (Manufacturer Name) and J (Manufacturer Part Number), or K (Item Description) be populated so that review can be conducted by the DLA Troop Support contracting team. Note that only one (1) of these fields needs to be populated, unless Manufacturer Name/Part Number is used. Do not include any of the Metals Vendors as Manufacturer. Most items are identified by Column K / Item Description.

• All orders must include a complete description and include all requirements for the material being requested.

- If you are submitting a request for an LSN item specific to your ordering activity, please ensure all of the necessary technical information and specifications are submitted within the Item Description and Additional Information columns to ensure our vendors can provide accurate quotes for your requirement. Even when referencing an LSN, all orders must include a complete description and include all requirements for the material being requested.
- Please remember to always provide a clear, concise item description and additional information in the appropriate columns of the order form. The more detailed and accurate your order form, the quicker your order can be reviewed for scope and processed for award.

	L	
1	Additional Information	
2		
3		

<u>Column L: Additional Information -</u> Enter additional information regarding the item to facilitate scope determination, as applicable, to include: detailed description of exactly what the item is, detail exactly what the item is used for, website links, or anything else to help with identifying the item.

- This field can be used accordingly to annotate any item specific information.
- All applicable product Test Certificates and Test Reports will accompany each shipment. If you would like to request a digital copy or if you need any other certification, please enter this request into the "Additional Information" field (i.e. Request certification be sent to Customer@service.mil).

М		Ν	0	Р	Q	R	S	т
	Requested Delivery Date	Quantit			ShipTo DODAAC	Supp Add	Delivery Destination	Special Project Code

<u>Column M: "Requested Delivery Date"-</u>Enter the date you want to receive the item.

<u>NOTE:</u> 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. All proposed lead times are sent for review with the pricing spreadsheet.

<u>Column N: "Quantity" - Enter the number of units requested</u>. This is a mandatory field.

<u>Column O: "Unit of Issue"-</u>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.

<u>Column P: "Ordering DoDAAC" – Enter the 6-character DoDAAC for the activity for which you are</u> ordering. This is usually the DoDAAC you registered under. This is a mandatory field.

<u>Column Q: "Ship to DoDAAC"-</u> Enter the 6-character DoDAAC where the material must be delivered. This is a mandatory field.

<u>Column R: "Supp Add"-</u> If applicable, enter the Supplemental Address for each line of your order.

<u>Column S: "Delivery Destination" –</u> Enter any additional information about delivery that is not covered by the Ship to DoDAAC.

NOTE: If available, please enter contact information for customer who will accept material at the delivery location into this field, if the acceptor is other than the POC entered into Columns C though F. This information will assist with delivery.

<u>Column T: "Special Project Code" – Enter your 3-character project code associated with the requested</u> item or leave blank if not applicable or unknown.

5.2.2 Submitting a Customer Order Request

The Excel Customer Order Request is to be E-mailed to <u>MetalsOrders@dla.mil</u>. 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 email 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 withing scope of the Metals TLSP
- The item does not comply with the applicable domestic sourcing restrictions.
- The item is not in compliance with the Buy American Act or not manufacturer 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

NOTE: Please note that each line item of each order is reviewed independently for scope determination and must be approved prior to solicitation. If any, or all items, are not within scope of the contract, a denial notification will be sent to the registered customer.

b. Cancelling 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 <u>MetalsOrders@dla.mil</u>

Once the order is loaded and the scope check performed by the contracting officer, the request for quote (RFQ) is sent to all three (3) vendors for price and delivery.

NOTE: Timeframe to obtain pricing: from the time of receiving the Customer Order Request in a ready to load format (which includes all required item detail information) to DLA providing a quote is approximately 21 business days. During the fourth quarter of the fiscal year, volume increases and could cause delays.

6. Price Acknowledgment 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 Price Acknowledgement Spreadsheet via a **3rd email notification** to the registered customer 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 customer:

- 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)
- 7600B General Terms and Conditions (GT&C)

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

	А	В	С	D	E	F	G
1	FOPOC OUT ID	FOPOC Out Batch Number	Load Batch Number	Order Item ID	Order Name	Request Type	POC Name
2	143356	20210810117792	20210810126374	843507	1C5Y68SL8 - Ron Paul Test Order Request Test MET 08102021.xlsx	M	Paul, Ronal
3	143357	20210810117792	20210810126374	843508	1C5Y68SL8 - Ron Paul Test Order Request Test MET 08102021.xlsx	M	Paul, Ronal
÷.	143358	20210810117792	20210810126374	843509	1C5Y68SL8 - Ron Paul Test Order Request Test MET 08102021.xlsx	M	Paul, Ronal
5							

Columns A through G 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 C) is the number to be referenced throughout the entire procurement process when requesting any information about your order. This is also discussed on page 9, Section 5.2.2 Submitting a Customer Order Request above.

Н	l I	J	K	L	M	Ν	0
	POC Unit	DoDAAC_Ordering	DoDAAC_Ship TO	Special Project Code	Manuf Name	Manuf Part Num	Item Description
@dla.mil	BidWiser Metals Testing Unit	SPM500	SPM500		CDE Manufacturer	DFRE-5634	I-Beam
@dla.mil	BidWiser Metals Testing Unit	SPM500	SPM500		Hello Manufacturer	GHTYU-367	I-Beam_HYZ
@dla.mil	BidWiser Metals Testing Unit	SPM500	SPM500		Steel king 12	IUYHDFU =- XL	STRAIGHT-Beam_Curved

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

Q	R	S	т	U	V	W	X	Y
Lead Time	Restricted Sourcing Compliant	Country of Origin	Is Item an Alternate?	Alternate Manuf Name	Alternate Manuf Part Num	Alternate Item Description	Quantity	UOL
30	Y	US)				MA (
30	Y	US)			200	MA
30	Y	US)			250	MA (
	30 30	Q R Lead Time Restricted Sourcing Compliant 30 Y 30 Y 30 Y 30 Y	30 Y US 30 Y US	30 Y US CC 30 Y US CC	30 Y US 0 30 Y US 0	30 Y US 0 30 Y US 0	30 Y US 0 30 Y US 0	30 Y US 0 100 30 Y US 0 200

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

Х	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI
Quantity	UOI	Unit Price	Ext Price	Confirmed Qty	Confirmed Ext Price	Req Number	MIPR Number	Signal Code	Fund Code	Supp Add	
100	AM	\$100.00	\$10,000.00	100	\$10,000.00		M9545016MP64309	В	XP		
200	AM	\$105.00	\$21,000.00	200	\$21,000.00		M9545016MP64309	В	ХР		
250	AM	\$110.00	\$27,500.00	249	\$27,390.00		M9545016MP64309	В	ХР		
			\$58,500.00		\$58,390.00						

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

Please note that column AA will indicate the total price of your order after it has been completed amongst the three (3) TLS Vendors. NOTE: at this time, an award has not yet been made.

Column AB is a mandatory field (highlighted in yellow) and will require the customer 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. Please note that changes to the order quantity can impact administrative lead time for the order.

<u>For orders funded via a MILS-like document (i.e., MILSTRIP Requisitions</u>): Column AD is a mandatory field (although not in the above screenshot, actual orders will show this column highlighted in yellow) and requires the customer to input the applicable MILS-like Document (one unique requisition number per line item) Numbers. NOTE: For those orders funded via a MILS-like Document number, the customer will not have the option to populate Column AE ("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 AF through AH are also mandatory fields and will require the customer to input the applicable Signal Code, Fund Code, and Supplemental Address information.

<u>For orders funded via a MIPR:</u> Column AE is a mandatory field (as shown in the above screenshot and highlighted in yellow) and requires the customer to input the applicable MIPR Number information. NOTE: For those orders funded via a MIPR, the customer will not have the option to populate Column AD ("Req Number"), as this Column will be locked (and will not be highlighted in yellow). In addition, when using a MIPR, please

input the following: Signal Code (Column AF) – B and Fund Code (Column AG) – XP. The Supp Add (Column AH) must be populated using the customer's Bill to DoDAAC which aligns to the Signal Code.

For orders funded via a 7600B: Column AE is mandatory field and requires customer to input appliable 7600B number information. NOTE: For those orders funded via a MIPR, the customer will not have the option to populate Column AD ("Req Number"), as this Column will be locked (and will not be highlighted in yellow). In addition, when using a MIPR, please input the following: Signal Code (Column AF) – B and Fund Code (Column AG) – XP. The Supp Add (Column AH) must be populated using the customer's Bill to DoDAAC which aligns to the Signal Code.

Once the customer has entered the confirmed quantities and applicable funding information into the Price Acknowledgement Spreadsheet (PAS), it must be emailed back to DLA Troop Support to MetalsFunding@dla.mil mailbox. If the order will be funded by MIPR, the MIPR will need to be attached to the same email as the PAS. If the order will be funded by 7600B, the 7600B and a copy of the 7600A signed by both the requesting and servicing activity will need to be attached to the same email as the PAS. Please follow the specific "Reply All" directions provided in the email that sent the pricing spreadsheet. If the completed PAS and related funding is not sent to MetalsFunding@dla.mil it could cause further delays.

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

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

When the vendor ships the material, a 6th email notification will be sent to the customer 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).

7. <u>Receipt Procedures – Submitting a Material Release Acknowledgement (MRA)</u>

It is imperative that once an order is received by the customer, an MRA is posted into DoD FEDMALL. Failure to submit timely and accurate MRAs could result in payment/billing issues and could delay the delivery of needed items. DoD FEDMALL 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 FEDMALL will be used only for submitting an MRA. DoD FEDMALL is a Department of Defense program operated by DLIS. All users are required to register, be authenticated, and authorized by a DLIS Access Administration. All FEDMALL users will follow the Department of Defense rules for login and passwords. FEDMALL is available 24 hours a DAY, 7 DAYS A WEEK.

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

8. <u>Returns, Replacements & Discrepancies</u>

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

9. <u>E-mail Notifications to be expected during an order process form order placement until shipment:</u>

- 1st Email notification we have received your order
- 2nd Email notification (if applicable) item(s) were denied for contract scope
- 3rd Email notification Price Acknowledgment Spreadsheet sent to the customer
- 4th Email notification DLA process the order and is pending award
- 5th Email notification DLAL obligated funds and authorized vendor to perform
- 6th Email notification Vendor ships material

10. Order Process Flowchart





11. Email Addresses and Websites

- Obtain Registration Form: Metals (dla.mil)
- Submit Registration Form: MetalsRegistration@dla.mil
- Submit Order Requests: <u>MetalsOrders@dla.mil</u>
- Submit Price Acknowledgment Spreadsheet along with applicable funding: MetalsFunding@dla.mil

12. Participating Vendors

Metals USA (DBA I-Solutions Group) Address: 1300 Virginia Dr, STE 320, Fort Washington, PA 19034-3223 Contract Number: SPE8E421D0002 Website: <u>http://www.metalprimevendor.com/</u> Phone Number: 877-313-6550

SupplyCore Inc. 303 North Main Street, Suite 800 Rockford, IL 61101-1199 Contract Number: SPE8E421D0001 Website: <u>www.supplycore.com</u> <u>Email:</u>

- For Technical Inquiries: <u>SCMetals_techsupport@supplycore.com</u>

- For Order Status and General Inquiries: SCMetals_custservice@supplycore.com

Phone Number: 800-860-7940 877-822-9286 (After Hours)

TW Metals Address: 235 Tubeway Dr, Carol Stream, IL 60188-2213 Contract Number: SPE8E421D0003 Website: <u>www.twmetals.com</u> Email: gbu@twmetals.com Phone Number: 800-474-1530