

Statement of Objectives

Vision

The purpose of this acquisition is to move to a totally commercial solution that will significantly improve service to our customers. This effort shall provide DESC with a state of the art, commercial, affordable, high performance, flexible, responsive system for processing fuel and ancillary service transactions at commercial airports and seaports. This service shall be implemented and sustained across all Defense Energy Support Center customers. The goal is for the DESC customer to use one card at both commercial and military installations.

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Scope

The purpose of this acquisition is to provide the full range of credit card support to the customer for aviation and bunker fuel worldwide. This Statement of Objectives reflects current DoD/DESC policies and practices, allowing offerors to propose a price and a solution to known requirements. It is anticipated that information systems and formats will change over the life of this acquisition. That requires the contractor to be prepared to change with DESC.

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Statement of Objectives (SOO) for Card Services

1. Commercial electronic solution using commercially available infrastructure Provision and Distribution of Credit Cards for use in electronic point of sale (e-POS) devices at the refueling point.
2. Worldwide card acceptance at commercial airports and seaports with ability to sort DESC contracted purchases from commercial non-contract purchases.
3. Split billing functionality, fuel card processor(s) must send fuel transactions and card file and billing table information to include at a minimum, DoDAAC, Fund Code, Signal Code, ORG Code/JONO/APC, and Supplemental DoDAAC (if applicable) to DESC; non-fuel transactions routed to the Accountable Official responsible for the charges.
4. Consolidated tax reporting requirements. Separate invoicing for federal and state taxes. Maintain records of Government exempt taxes, advise merchants of tax exemptions, and return invoices upon receipt of exempt tax transactions.
5. No cost card acceptance at Military Installations. Ability to support a service agreement for selling fuel and miscellaneous ground services to AIR Cardholders on military installations.
6. Electronic Transactional Data Capture mechanism for the procurement of aviation and or bunker fuel (AIR and SEA card) transactions. Transmit files in a secure environment as outlined in the DoD Orange Book, individually reported to DESC. Not rolled up. File format must be included. Must use ANSI - X12 format with file migration to XML as the Government converts.
7. Interface electronically with DESC Fuels Automated System (FAS). Maintain pace and compatibility with Government software modifications or updates.
8. Capability to provide electronic invoices in various formats; i.e., ANSI-X12; flat files; xml; etc., for fuel and non-fuel purchases as requested.

9. On-line transaction reconciliation for card user for both fuel and local purchases with ability to dispute transactions. After dispute is investigated, provide for return transactions.
10. Provide on-line data mining tools and the query capability to create ad hoc and monthly reports by user.
11. Provide and transmit Level III data for each transaction. Data requirements to be provided by DESC.
12. Payment of local purchases. CCP shall pay the vendor directly and electronically forward transaction data to DESC. Subsequently, the CCP shall electronically bill DESC. Transactions should be listed individually with Level III tax data identified separately.
13. Payment of contract purchases. DESC is responsible for paying contractor. The CCP shall electronically forward all contract purchase transaction data to DESC on a daily basis.
14. Provide 24/7 Help Desk staffed to adequately handle customer volume with little or no waiting, assist customers with pre-arrangements, card refusal situations, location information, etc.
15. Maintain historical transactional data for 6 years, 3 months after final payments. (Applies to all financial transactions).
16. Maintain ability to conduct occasional pre-payments.
17. Maintain electronic and offline process to include an uninterrupted backup system.
18. Provide online enrollment, update, and approval process to include training of Approving Official, Ordering official, automatic card activation process renewal, to include continual updates for identification of the accountable official.
19. Ability to process for payment Foreign Government Fuel Invoices, State Department – Embassies Fuel Invoices.
20. Enroll and maintain the customer database, 1122 Program Fuel Invoices accommodation, Federal Civilians Fuel Invoices, and track purchases through reports.
21. Meet all DoD security requirements for personnel and data.
22. Record all transactions by actual lift date of transactions.
23. Ability to record transactions for Tanker Transports, into-truck, into-bladder, and other temporary fuel operations.
24. Ability to reverse post or correct any challenged fuel transaction and credit the Defense Energy Support Center.
25. Aggressively pursue acceptance agreements for maximum coverage, both routine and on a contingency basis.
26. Obtain and pass on any negotiated fuel discounts or savings obtained below airfield/port suppliers offered price. Provide report of savings each quarter.
27. Capability to provide multiple date values, including posting date and transaction date.
28. Provide Quality Assurance plan to monitor performance and accuracy of system.
29. Provide a reward, penalty, and method of measure for each listed objective.
30. Provide a combined proposal for a single fuel card solution or separately address the SEA Card or AIR Card. Offerors may propose on one or the other or both programs.
31. Include detailed Statement of Work (SOW) in proposal satisfying all Objectives, as well as a level 3 Work Breakdown Schedule (WBS).