

**PROGRAM ANNOUNCEMENT FOR FY 2022  
STRATEGIC ENVIRONMENTAL RESEARCH AND DEVELOPMENT  
PROGRAM (SERDP)**

**SERDP Exploratory Development (SEED) Broad Agency Announcement Proposal  
Instructions**

Reference: Broad Agency Announcement (BAA), *November 4, 2020*  
U.S. Army Corps of Engineers, Humphreys Engineer Center Support Activity

**NOTE:** These instructions are for the preparation and submittal of proposals in response to the SERDP SEED Statements of Need (see the link below).

## **1. INTRODUCTION**

The Strategic Environmental Research and Development Program (SERDP) is the Department of Defense's (DoD) environmental research and development program, planned and executed in partnership with the Department of Energy and the Environmental Protection Agency. SERDP's role is to fund research and development that addresses environmental issues relevant to the management and mission of DoD. SERDP-supported efforts lead to the development and application of innovative environmental technologies or methods that improve the environmental performance of DoD by improving outcomes, managing environmental risks, and/or reducing costs or time required to resolve environmental problems. The development and application of innovative environmental science and technology support the long term sustainability of DoD's installations and ranges, and significantly reduce current and future environmental liabilities. Within its broad areas of interest, the Program focuses on Environmental Restoration, Munitions Response, Resource Conservation and Resiliency, and Weapons Systems and Platforms. SERDP funds research and development programs in basic and applied research and advanced technology development.

### **1.1. GENERAL INFORMATION FOR PROPOSERS**

The SERDP Exploratory Development (SEED) Solicitation is a means for researchers to test proof of concept during an effort of approximately one year. These projects will be funded as Firm Fixed Price contracts at a level not to exceed the Simplified Acquisition Threshold (SAT) of \$250,000 in total costs. Successful SEED projects may lead to more extensive follow-on research or development efforts.

SERDP is seeking proposals responding to SEED Statements of Need (SONs) for projects to be funded in fiscal year (FY) 2022. SEED SONs may be found on the [SERDP website](#).

This Broad Agency Announcement (BAA) is for all private sector organizations, which include businesses as well as non-profit entities and educational institutions. DoD organizations or other federal agencies should refer to the FY22 Federal Call for Proposals located on the [SERDP](#)

[website](#).

Based on an evaluation of the written proposal, SERDP will notify each proposer as to whether the Government wishes to enter into negotiation for the award of a contract. Proposers are advised that only the Contracting Officer is legally authorized to commit the Government. SERDP reserves the right to select for award any, all, or none of the proposals received. SERDP also reserves the right to select a portion of the work proposed in any single proposal for award. There is no commitment by SERDP to make any contract awards, nor to be responsible for any money expended by the proposer before a contract award is made.

The SERDP Office manages the BAA solicitation along with the U.S. Army Corps of Engineers, Humphreys Engineer Center Support Activity (HECSA) in Alexandria, Virginia. For contracting information regarding this BAA solicitation, contact Wesley D. Dewar at 703-428-6485 or by email at [Wesley.D.Dewar@usace.army.mil](mailto:Wesley.D.Dewar@usace.army.mil) or David A. Kaplan at 703-428-8487 or by email at [David.A.Kaplan@usace.army.mil](mailto:David.A.Kaplan@usace.army.mil). General SERDP procedural questions may be referred to the SERDP office at 571-372-6565. For technical information, contact the individual listed in the SON.

## 1.2. EVALUATION SCHEDULE

DATE	ACTIVITY
November 4, 2020	BAA Released
<b>March 4, 2021; 2:00 p.m. Eastern Time</b>	<b>SEED Proposals Due to SERDP</b>
July – August 2021	Proposers Notified
April - May 2022	Anticipated Awards*

\* Proposal packages will be sent to contracting in the first quarter of FY 2022. Contract award is expected in the third quarter of 2022, but not guaranteed.

## 2. PROPOSAL INSTRUCTIONS

### 2.1. PROPOSAL LENGTH AND FORMAT

SEED Proposals shall contain four sections, Abstract, Technical Section, Cost Section, and Appendices, submitted as **one document**. Each section is described in detail below. Proposals shall be prepared in accordance with the following:

- The Technical Section of the proposal should be no longer than ten (10) pages.
- Proposals should be prepared in no less than 11- point size, any font.
- All margins (top, bottom, left, and right) should not be less than 1 inch.
- Pages should be numbered.
- Proposals should use the underlined headers provided in the Proposal Format below. These headers correspond directly to the evaluation criteria provided in this Program Announcement that will be used to review, evaluate, and select proposals.
- Tabs, table of contents, and other elements not prescribed in the guidance below are neither required nor desired.

Your proposal will be submitted on-line via the SERDP and ESTCP Management System (SEMS) website. No hard copies are required. **Proposals must be submitted prior to 2:00 p.m. Eastern Time on March 4, 2021.**

Complete submittal instructions can be found in Section 3 of this document.

### 2.2. ABSTRACT

In one (1) page or less, provide a brief summary of the information found in the proposal using the headers listed below:

- System Generated Proposal Number: Generated by the SERDP and ESTCP Management System (SEMS) when the proposal details are entered and saved in the system as outlined in Section 3 below.
- Proposal Title
- Lead Principal Investigator
- Lead Organization
- Objective: A brief description of the environmental problem to be addressed, emphasizing its relevance and importance to DoD, followed by a concise objective of the proposed project. Summarize what the project will accomplish and how the result will be applied to the problem.
- Technical Approach: A concise summary of the science or technology (e.g., the chemical process that will be evaluated, or the science behind a new sensor that will be developed, etc.) and a brief description of the methods (e.g., modeling, laboratory experiments, field work, etc.).

- Expected Benefits: A brief description of the expected benefits to DoD and the scientific community.

This abstract is **not** part of the 10-page restriction for the Technical Section of the proposal.

Note: For successful proposers, the abstract will be the basis for the project overview to be posted on the SERDP website. As such, it should be a stand-alone summary that is professionally written and edited.

### **2.3. TECHNICAL SECTION**

The technical section shall be no more than ten (10) pages in length. Submit a detailed description of the research to be undertaken using the outline below:

1. SERDP Relevance: Provide a brief statement describing how the proposed research project responds to the SEED SON.
2. Technical Objective: State concisely the research objective. Outline specific technical questions to be answered by the research. Specifically, address how achieving the objectives of this project results in risk reduction or acquisition of the data necessary to develop a complete proposal for a more extensive follow-on project.
3. Technical Approach (Background, Tasks, and Schedule): Outline the research activities for which SERDP will provide support. Articulate specific technical goals and methods of the proposed project. While some allowance is made for encountering the problems and vagaries that are part of research, the proposer is expected to meet the provisions and milestones specified in this section. This section should be the primary focus of the proposal.
  - a. Background: Demonstrate a thorough understanding of the problem and knowledge of the state of the science. Frame the proposed research in terms of current gaps in understanding or data. Articulate the hypothesis that the project will investigate. Cite relevant literature references.
  - b. Tasks: Delineate the technical approach into hypothesis-driven tasks that clearly identify how the objectives of the proposed project will be addressed. For each task, provide details about the experimental design and methodology. If the methodology is new or unusual, describe it in sufficient detail for evaluation.
  - c. Schedule: Provide a project schedule that illustrates the timeline for each task and major deliverables in the form of a Gantt chart. Ensure that all required deliverables are included in the Gantt chart. Required deliverables are found in the reporting guidelines on the [SERDP website](#).
4. Research Team: Identify the Principal Investigator(s) (PI) and the key co-performers and their respective organizations. Provide a short explanation regarding each key person's commitment of time to this research in person (months or years) and identify other personnel committed, such as number of graduate students, if any.
5. Cooperative Development: Identify government or non-government organizations that will be contributing direct funding or in-kind resources to the research effort. Describe existing or prospective joint sponsorship of any portion of the project. Where possible,

provide estimates in dollars or level of effort equivalents of these in-kind resources. In the absence of agreements among sponsors for joint support, the proposal should be structured so that the research can be carried out without the resources of any other sponsor. In an appendix to the proposal, provide letter(s) of support for any contributing efforts.

6. **Transition Potential:** Discuss how the proposed work will provide critical data or proof of concept. To the extent possible, outline objectives for follow-on research and the future development path if the SEED project is successful.

## 2.4. COST SECTION

The cost section of the proposal is an estimate of the total project cost. All SEED projects will be awarded as Firm Fixed Price (FFP) contracts, however proposals should detail the individual cost elements. The required SEED FFP cost section template can be found on the [SERDP website](#). All rates should be fully burdened. The cost sheet for the lead organization should reflect the entire project cost. Separate cost sheets are required for each co-performer or subcontractor whose costs exceed \$50,000. An accompanying cost breakdown narrative is required as an appendix. Cost sections in formats other than this template will not be accepted.

SEED projects will be funded at a level not to exceed the Simplified Acquisition Threshold of \$250,000 in total costs and projects should be completed within approximately one year from date of contract award. For planning purposes, proposers should assume a project initiation date of June 1, 2022, or later, and that the project will be funded in full at time of contract award.

1. **Labor Costs:** Labor costs must show the projected amount of labor in a format which includes clearly defined units of measure and the quantity of labor with respect to the unit of measure used per each labor category. Labor categories include, but are not limited to the following: PI(s), associates, and assistants. Clearly indicate the unit of measure in the footnotes to the cost table. The total column is the amount per year to be paid to each performer on the project. Labor costs should be unburdened.

The spreadsheet provided is a template and is not a one size fits all. Offerors should modify the spreadsheet as needed to incorporate all applicable indirect rates per DCAA/DHHS agreements. Below is a sample of common indirect charges:

2. **Indirect Charge #1:** Indicate burden or fringe rate applied to salaries and the total cost per year. Provide an explanation in the table footnote of what is included in this indirect charge.
3. **Indirect Charge #2:** Indicate other relevant indirect charges such as G&A. Provide an explanation in the table footnote of what is included in this indirect charge and to which cost elements it will be applied.
4. **Contractor Acquired Property:** Provide an itemized list of contractor acquired property (CAP), if any, showing the cost for each item. Use the second tab in the cost spreadsheet template on the [SERDP website](#) as a template. CAP includes permanent

equipment, defined as any article of non-expendable tangible property having a useful life of more than two years and an acquisition cost of \$5,000 or more per unit.

5. **Materials, Supplies and Consumables:** Provide the total estimated cost of expendable equipment and supplies. Include a separate itemized list using the third tab of the cost spreadsheet template on the [SERDP website](#).
6. **Subcontracts and Government Partners:** For any co-performer or subcontract totaling \$50,000 or more, provide a breakout of costs in a separate cost estimate using the cost spreadsheet template on the [SERDP website](#). Government partners will be provided a separate allocation of funds directly based upon this separate estimate. The lead organization should plan to manage all subcontracts to non-government partners.
7. **Travel Costs:** Estimate total travel costs. List the number of trips, the destinations, purposes, and costs per trip using reasonable and allowable rates in accordance with [FAR 31.205-46](#) for all proposed travel. Use the fourth tab in the cost spreadsheet template on the [SERDP website](#) as a template for the travel budget breakdown. Multiple trips to the same location can be included in a single table. For planning purposes, SERDP will support attendance at one domestic technical meeting. SERDP intends to sponsor an annual technical Symposium in the Washington, D.C. area that investigators are expected to attend. If applicable, investigators are encouraged to budget for students and postdocs supporting the project to attend this meeting. In the event the Symposium is not held, investigators may attend an appropriate meeting of their choice at comparable cost. In addition, PIs are required to give a presentation in or near Arlington, VA at the conclusion of the project. For trips where the specific destination has not yet been determined, budget for a representative location and indicate your assumptions in a footnote to the table.
8. **Publication and Report Costs:** Estimate the costs of publishing and reporting results, including the direct charges for clerical preparation, page or illustration charges, and distribution. The SERDP reporting requirements are on the [SERDP website](#). Include a separate itemized list using the fifth tab of the cost spreadsheet template on the [SERDP website](#).
9. **Contractor Manpower Reporting Application (CMRA):** In accordance with the referenced memorandum located in Appendix A, Department of Defense (DoD) contractors will begin reporting FY 2020 manpower data under applicable service contracts in the Service Contract Reporting (SCR) section of the System for Award Management (SAM) (<http://sam.gov>) to support the requirements of title 10, U.S.C, section 235 and 2330a. The former DoD Enterprise Contractor Manpower Reporting Application was retired June 2020, in preparation for this transition to SAM.

The General Services Administration (GSA), which manages SAM, indicates that DoD

contractors may begin submitting reports not later than 5:00 p.m. Eastern Daylight Time, Friday, October 16, 2020; civilian agency contractors begin on October 8, 2020. The announced federal schedule for reporting is attached. While the SCR section of SAM will be available for reporting and corrections until January 31, 2021, DoD contractors must complete reporting per the terms of their contracts.

CMRA reporting will be included with any contract awarded in connection with this Broad Agency Announcement. CMRA reporting costs are not separately priced.

10. **Profit:** Eligible organizations shall list the profit, if any, applied to the demonstration project. Indicate in the footnote to the table the cost elements included in the basis for the profit.
11. **Cost by Task Summary Table:** Include a total cost matrix with breakout of cost per task using the template in the sixth tab of the cost spreadsheet template found on the [SERDP website](#). These cost numbers must match those on the main cost spreadsheet.

## 2.7 APPENDICES

Appendices to the proposal include:

1. **Required: Abbreviated Curriculum Vitae (CV):** CVs (3 pages or less per CV) for each PI involved with the project that provide their relevant research experience and publications. Include the full mailing addresses, phone numbers, and email addresses for each PI listed.
2. **Required: List of Acronyms:** Provide a complete list of acronyms used in your proposal and their definitions. List the proposal number at the top of the page.
3. **Required, if literature is cited:** Literature Citations: Provide literature citations for any material cited in the technical section or the supporting technical data.
4. **Required, Cost Breakdown Narrative:** Provide a 1-2 page narrative discussing each cost element in sufficient detail to explain why the cost proposed is considered fair and reasonable, including the techniques used to determine subcontractor costs fair and reasonable. The narrative should be supported by the cost backup documentation required in Section 5.6 of this instruction.
5. **Optional:** Supporting Technical Data: (limited to 5 pages) Data sheets, charts, referenced research extracts.
6. **Optional:** Existing Support: If the PI is funded by other programs to conduct research that overlaps or parallels the current proposal, provide a brief description of that support (½ page per relevant effort).
7. **Optional:** Letters Supporting Collaborative Efforts: If you are providing letters of support, they must be included in your proposal. See 'Cooperative Development' in the Technical Section format.

Appendices are not part of the 10-page restriction for the Technical Section of the proposal.

### 3. SUBMITTAL INSTRUCTIONS

Proposals are submitted via the SERDP and ESTCP Management System (SEMS). No electronic mail, faxed, or hard copy proposals will be accepted. **Proposals must be submitted prior to 2:00 p.m. Eastern Time on March 4, 2021.**

Complete all steps below in order to submit a proposal.

- Create a single PDF file that contains all required sections outlined in the proposal guidance.
- Log in to [SEMS](#).
- Enter all required proposal details into SEMS. Proposal details may be saved and edited prior to final submission.
- Download or print the “Proposal Details” page. This must be signed by an individual with the authority to commit the lead organization to execute the proposed work. The document may be electronically or hand-signed. Ensure all information on the signed summary matches the proposal file. Please note, the contracting process is subject to a number of delays and may not be completed until late September in the year following selection. If possible, pricing valid until September 30, 2022 will minimize requests for new cost information before contract award.
- Upload the signed “Proposal Details” page.
- Add the system-generated proposal number, project title, lead PI name and organization to first page of proposal as instructed in Section 2.2 above.
- Upload the final proposal file.
- Submit the proposal. Only proposals that have been submitted will be considered. Proposals with a “Saved” status will not be reviewed.

Once the proposal has been submitted, SEMS will display an on-line confirmation message and will send an email notification to the proposer. It is the sole responsibility of the proposer to make certain the proposal is properly received by SERDP.

The proposer may continue to modify proposal details and upload revised proposal files until the due date. Prior versions of the proposal will be over-written and **only the last version uploaded** will remain in the system. Ensure the proposal details entered into the system match the contents of the proposal file. It is recommended that proposals are uploaded as early as possible prior to the deadline, to ensure a successful and timely submission.

For proposal upload questions, contact the SERDP Office at 571-372-6565.

#### **4. EVALUATION FACTORS FOR SEED PROPOSALS**

The following evaluation factors will be the sole basis for reviewing proposals pursuant to the SON. SERDP Relevance is evaluated on a pass/fail basis. Technical Merit is more important than Transition Potential and the Cost of Proposal. \*\*\*Note the cost limitation of \$250,000 described above in section 2.4 remains applicable.\*\*\*

##### SERDP RELEVANCE

Proposal reviewers will assess whether the proposal (1) responds to the objectives as described in the SON, and (2) falls within the SERDP mission to support basic and applied research or advanced technology development. SERDP Relevance is a threshold review and if the proposal is not determined to be relevant, no further evaluation of the proposal will be made.

##### TECHNICAL MERIT

The overall scientific and technical merit of the proposal must be clearly identifiable. The evaluation will consider the proposed approach and its substantiation by calculations, test data, and references. Emphasis will be placed on the proposer's demonstration of a thorough understanding of the environmental problem. The proposer must demonstrate the ability to execute the work by providing a comprehensive, logical, orderly, and concise plan that indicates major tasks, milestones, critical paths, go/no-go decision points and key events, leading to the completion of the project in the proposed time frame. Strong consideration will be given to innovation; however, the degree of risk associated with individual proposals will be weighed against potential benefits. The proposal should clearly articulate how the research will advance the state of the science.

##### TRANSITION POTENTIAL

The transition potential of the proposed research product(s) is demonstrated by the proposer's clear identification of how the proposed work will provide the critical proof of concept and an identification of the future development path if the SEED project is successful.

##### COST OF PROPOSAL

Cost realism and reasonableness may also be considered during the selection of acceptable proposals in accordance with FAR 35.016(e). Costs should be appropriate and traceable to the level of effort required to execute the project.

## 5. REQUIREMENTS FOR PROPOSALS SELECTED FOR FUNDING

Proposals selected for funding may require revision following the funding selection process and prior to contract award. Common revisions include adjustments to schedule, task structure, funding profile, or specification of required deliverables. Revisions to a proposal are considered part of the proposal process and the associated costs are to be borne by the proposer.

### 5.1 REVISED PROPOSAL

Proposals selected for funding may require revision following the selection process and prior to contract award. Common revisions include adjustments to schedule, task structure, funding profile, or specification of required deliverables.

### 5.2 SAFEGUARDING COVERED DEFENSE INFORMATION AND CYBER INCIDENT REPORTING

DFARS Clause 252.204-7012 Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016) as prescribed in DFARS 204.7304(c) is a mandatory clause that will be included in all SERDP contracts. DFARS 204.7304(c) reads:

“(c) Use the clause at 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting, in all solicitations and contracts, including solicitations and contracts using FAR part 12 procedures for the acquisition of commercial items, except for solicitations and contracts solely for the acquisition of commercially available off-the-shelf (COTS) items.”

**Most SERDP projects do not result in defense covered information. A written determination will be made the SERDP program office at final project acceptance for those that do.** However, any resultant contract will not include addendums or local text regarding this mandatory clause. DFARS 252.204-7012 is a mandatory clause that will not be removed from any contract for a SERDP project, nor will DFARS 252.204-7012 be altered in any way. For more information please see the link below:

<https://business.defense.gov/Small-Business/Cybersecurity/>

SERDP is considered Fundamental Research is defined in the USD (AT&L) memorandum on Fundamental Research, dated May 24, 2010. "Fundamental research" means basic and applied research in science and engineering, the result of which ordinarily are published and shared broadly within the scientific community. In rare cases, a project may involve sensor or performance data that necessitate limitations on the distributions of the project results. A determination will be made by the SERDP program office if an individual project is likely to fall into this latter category.

### 5.3 COVERED TELECOMMUNICATIONS EQUIPMENT

In accordance with Section 889(a)(1)(B) of the National Defense Authorization Act (NDAA) for Fiscal Year 2019 the provision at FAR 52.204– 24, Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment, and the clause at FAR 52.204–25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance

Services or Equipment will be included with all contracts issued in connection with this Broad Agency Announcement. Additionally, all contracts awarded under this Broad Agency Announcement will include the clause at FAR 52.-204-26 Covered Telecommunications Equipment or Services. Contractors submitting proposal should include a statement of representations as applicable under FAR 52.204-24, FAR 52.204-25 and, or FAR 52.204-26.

#### **5.4 EFFECTIVE DATES OF AWARDED CONTRACTS**

All contracts awarded off of this BAA require bilateral execution and will be executed in counterparts. Any contract awarded off of this BAA will first be sent to the successful offeror(s) for signature and execution of the offeror's counterpart. No contracts which are executed solely by the successful offeror(s) are effective. **Offerors shall not begin work prior to the receipt of a fully executed contract. Offeror(s) who begin performance prior to receipt of a fully executed contract are performing at their own cost and at their own risk.**

\*\*\*Contracts are not effective until the Government's Contracting Officer signs and executes the Government's counterpart and the counterpart with the Government's Contracting Officer's signature is distributed to the successful offeror(s).\*\*\*

#### **5.5 OTHER COST AND PRICING DATA**

All successful offeror(s) will result in firm fixed price contract awards. Successful offerors will be required to submit Other Cost and Pricing Data for the Government's required pre-award contract price/cost analysis. Submitting this data along with the final proposal will help expedite the contract process. Other Cost and Pricing Data includes:

- (1) Cost backup data in cost-type format to allow the Government to perform required pre-award price and cost analysis. Offerors who are unable to provide a cost-type format cost sheet may submit all cost and pricing data in firm fixed price format with fully burdened pricing. The Government must be able to establish from the Other Cost and Pricing Data provided by the successful offeror that a fair and reasonable price will be achieved prior to awarding a contract.
- (2) Cost Proposal Backup Documents including:
  - a. Payroll backup documents which show wages and fringe;
  - b. Defense Contract Audit Agency (DCAA) Rate Agreement, Forward Pricing Rate Agreement (FPRA), Forward Pricing Rate Recommendations, Department of Health and Human Services College Rate Agreement, or Navy Rate Agreement, and the point of contact for the same. In the event of no established rate agreement, submit the last three years of actual incurred rate data for analysis;
  - c. Details with respect to materials, supplies, and consumables (MSCs) including quantities and type of MSCs (ex. 500 gal. hydrogen peroxide at \$2/gal or, 20 large columns at \$50/column, etc.) which includes evidence of quotes for MSCs (actual quotes are preferred);

- d. Quotes for any subcontracted services detailed as other direct costs and not directly allocable to subcontractor expenses (i.e. if lab costs are listed, the lab pricing info);
- e. Travel specifics (who, where, when, purpose, mode of transportation), etc. \*GSA per-diem and lodging rates may be used for the destination cities\*

**\*\*\*Offers with subcontractor costs in excess of \$50,000 should include similar details for each subcontractor exceeding \$50,000 in costs.\*\*\***

**Appendix A: Additional Information on Service Contract Reporting**



OFFICE OF THE SECRETARY OF DEFENSE  
1000 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1000

OCT 16 2019

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Revised Department of Defense Contractor Manpower Reporting Initiative

This memorandum provides new implementing direction for contractor reporting of manpower data with regard to the performance of Department of Defense (DoD) services contracts consistent with the requirements of title 10, U.S.C, section 235 and 2330a, as amended. This effort directly supports the National Defense Strategy line of effort to reform the Department's business practices for greater performance and affordability. It also implements a recommendation of the advisory panel under the National Defense Authorization Act for FY 2016 (Public Law 114-92), section 809, to develop a replacement approach to the inventory of contracted services.

Effective in FY 2020, the Department will no longer require contractors to report into the Enterprise-wide Contractor Reporting Application (ECMRA). This rescinds the Office of the Secretary of Defense memorandum, "Enterprise-wide Contractor Manpower Reporting Application," dated November 28, 2012, jointly signed by the Under Secretary of Defense for Acquisition, Technology, and Logistics, and Acting Principal Deputy Under Secretary of Defense for Personnel and Readiness.

For FY 2020, contractors will begin reporting manpower data relating to the performance of services contracts into the System for Award Management ([www.sam.gov](http://www.sam.gov)), consistent with existing service contract reporting requirements under the Federal Acquisition Regulation (FAR) that is currently applicable only to Federal civilian agencies. The new initiative will allow industry to report all manpower data into a single Federal-wide portal, removing duplicative requirements; one for DoD and another for the rest of the Federal Government, which requires the same data elements to be reported from industry for services contracts performed for both DoD and Federal civilian agencies that essentially perform the same function. The outcome will be a process that is less burdensome on both industry and Government, while improving data integrity and accuracy.

The Department is drafting a Defense FAR Supplement rule that will include a contract clause to implement this change. Further implementing guidance and information, to include a transition plan from ECMRA to SAM, will be distributed in the near future. My point of contact is Mr. Jeff Grover at [jeffrey.c.grover.civ@mail.mil](mailto:jeffrey.c.grover.civ@mail.mil) or (703) 697-0352.

Ellen M. Lord  
Under Secretary of Defense  
for Acquisition and Sustainment

James N. Stewart  
Assistant Secretary of Defense for Manpower  
and Reserve Affairs, Performing the Duties  
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Personnel and Readiness



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## Why is my contract not showing in SAM SCR?

*Chances are you do not need to report if your contract is not available in SCR!*

Recent legislation has limited the number of DoD contracts affected by the manpower reporting requirement. This may be the reason why some previously reported contracts are no longer eligible for FY20 reporting.

## Check Reporting Criteria

Find out if the new reporting requirements applies to your contract by verifying your contract falls into **all** the criteria below:

1. Period of performance indicates that performance occurred during FY20,
2. The product service code (PSC) reported is in one of the identified category management areas (*check the PSC list below as this is most likely reason your contract is not in SAM*),
3. Obligations or deobligations were in excess of \$3M reported during FY20.

To verify your award's eligibility for reporting in SCR, check your Contract Action Report (CAR) from FPDS:

1. Verify data elements in the CAR are correct and do not contain errors that may have prevented the award data to flow from FPDS to SAM.
2. The Business Rules for FPDS sourced data to SAM is located in the [DoD Procurement Toolbox](#) under a document called "FY20 SCR Rules.

## Quick Steps for Eligibility

Below are quick steps to help determine eligibility, but refer to the official criteria to verify:

1. Does the PSC code begin with a number? If yes, not eligible regardless of dollar value.
2. Is PSC code in a category on the table below? If no, not eligible regardless of dollar value.
3. Are awards/orders in excess of \$3M? If no, not eligible regardless of PSC.
4. Is award an IDV? If yes, not eligible regardless of dollar value and PSC, only orders are eligible.

## I Found an Error

If you find an award/order should have an SCR after validating the PIID, total contract value, and PSC code on your CAR, please reach out to your Contracting Officer who can submit an FSD ticket.

## Extended Reporting Period

The reporting period has been extended to Jan 31, 2021 for submission and correction of reports. Please view the [DoD Memo](#) dated October 16, 2020 for more information.

## More Detailed Reporting Criteria

Contractors are required to submit a SCR when the following contract type and funded contract criteria apply:

### Contract Type:

- Contract Awards, no IDVs. When reporting on task orders issued under an indefinite-delivery contract or agreement, reports are completed at the order level. No reports are collected at the contract or agreement level.
- Contract Awards include purchase orders, delivery/task orders, BPA calls, and definitive contracts.

**Funded Contract Criteria:**

- Contracts with a base effective date between 10/01/2008 and 9/30/2020, and;
- Service Contracts with any PSC that starts with a letter AND belongs to any of the following Categories Management categories provided in the chart below.

<b>Category Management Categories or Subcategories</b>	
1	Information Technology
2	Professional Services
3.3	Security Services
5	Industrial Products and Services
7.1	Package Delivery & Packaging
7.2	Logistics Support Services
7.5	Motor Vehicles
7.6	Transportation Equipment
9	Human Capital
18	Equipment Related Services
19	Electronic and Communications

- Excluded from reporting: Facilities & Construction, Office Management, Travel & Lodging, Medical, Security Animals & Related Services, and Transportation of Things?
- Require contractors to report data in SAM on an annual basis when they are awarded a DoD contract or task order that is valued in excess of \$3 million in obligations or deobligations. Includes FY09 to FY20 awards.
- Excludes awards in a ‘closed’ status, indicating closeout has occurred.

# DoD Service Contract Reporting FAQs

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## SERVICE CONTRACT REPORTING POLICY

**Question: Why is DoD no longer using ECMRA?**

**Answer:** DoD has elected to adopt the approach used by other Federal agencies to collect service contract data. The approach uses the Federal Procurement Data System (FPDS), an existing source of contract information for the Federal Government, to provide a majority of the information required by [10 U.S.C. 2330a](#). The data that is not available in FPDS is entered annually by the contractor in the System for Award Management (SAM). Adopting a Governmentwide approach to collecting service contract data reduces burden on both industry and DoD, improves data integrity and accuracy, and reforms DoD's business practices for greater performance and affordability. For more information, please see: <https://www.federalregister.gov/documents/2020/06/05/2020-11754/defense-federal-acquisition-regulation-supplement-data-collection-and-inventory-for-services>.

**Question: I'm a COR or Contracting Officer, what is my role regarding Service Contract Reporting?**

**Answer:** Per FAR 4.1703(b), agencies are required to review submitted reports for reasonableness and consistency; and inform the contractor if they believe changes are warranted. Reporting on all service contracts/Task Orders (TOs) is mandatory to support the annual SECDEF manpower report to Congress.

**Question: How does SAM generate the actions for which Service Contract Reports are required?**

**Answer:** SAM obtains contract data for certain covered contracts from FPDS based on applicable Service Contract Reporting thresholds in FAR Subpart 4.1703, with exceptions as noted in statute for DoD. For entities registered in SAM with DUNS Numbers/UEI Numbers containing applicable contracts, a "Service Contract Reporting (SCR)" link under "Entity Registrations" is available in SAM during the annual reporting period.

## SERVICE CONTRACT REPORTING USER ROLES

**Question: What are the Contractor (Non-Government) Roles in service contract reporting (SCR)?**

**Answer:**

- **Prime Contractor:** The role of a Prime Contractor within SCR is to add or edit contract data. A prime contractor can only access contract information for a contract for which they are associated to.
- **Sub-Contractor:** The role of a subcontractor within SCR is to add or edit contract data.

**Question: What roles in SAM will the Contractor (Non-Government) need for SCR?**

**Answer:** In SAM, the Contractor will need to register as one of the following:

- Entity Registration Viewer
- Entity Registration Representative
- Services Contract Inventory (SCI) Reporter
- Entity Administrator

**Question: What are the Government Roles in service contract reporting (SCR)?**

**Answer:**

- **CORs:** The role of a COR, within SCR, is to review for reasonableness and consistency. Contracting Officers should advise the contractor to make changes if they appear warranted.
- **Contracting Officer:** The role of a Contracting Officer, within SCR is to review for reasonableness and consistency. Contracting Officers should advise the contractor to make changes if they appear warranted.

**Question: What roles in SAM will the Government user need for SCR?**

**Answer:** No special SAM government roles are required for searching and viewing contractor Service Contract Reports. SAM Government users with For Official Use Only (FOUO) access can view the SCRs as reported by a Contractor. You must be logged into SAM with your individual SAM user account tied to your U.S. government email address to search for and view SCR information.

**Question: I'm a Government User who is a COR or CO. What role do I need to apply for to see SCR information for a contractor?**

**Answer:** CO/CORs are no longer required to enter any contract information in order for the vendor to report. All contract data is sourced from FPDS. As a COR or CO, you will not be required to obtain a special SAM role to review reported SCR information, you will just need to log into SAM to view SCR data. Specific SAM roles are only needed for vendors.

## CONTRACTOR SAM REPORTING

**Question: I'm a Contractor and I cannot find my contracts/orders in SAM. Why did they not migrate/transfer into SAM from FPDS-NG for SCR?**

**Answer:** Recent legislation has limited the number of DoD contracts affected by the manpower reporting requirement. This may be a reason why some previously reported contracts are no longer eligible for FY20 reporting.

Please double check the SCR criteria in the SCR Guidebook to confirm the award is in excess of \$3M and meets PSC requirements, which have narrowed. If you find the award is eligible, check that the data elements in the contract action report (CAR) are correct and do not contain errors that may have prevented the award data to flow from FPDS to SAM. The Business Rules for FPDS sourced data to SAM is located in the DoD Procurement Toolbox.

If you find an award/order should have an SCR after validating the PIID, total contract value, and PSC code matches the executed award document and CAR please reach out to your Contracting Officer who can submit an FSD ticket.

Please review the PSCs (and other criteria) closely for applicability. The Business Rules for FPDS sourced data to SAM is located in the DoD Procurement Toolbox along with the other referenced documents.

**Question: Can I manually add award data into SAM for Service Contract Reporting?**

**Answer:** No, there is no functionality in SAM to manually add award data to SAM. Please see the below criteria for reporting. Note that FY20 SCR submissions are extended through January 31, 2020 per the DoD memo dated October 16, 2020:

Policy Vault:

[https://www.acq.osd.mil/dpap/ops/policy\\_vault.html](https://www.acq.osd.mil/dpap/ops/policy_vault.html)

Memorandum:

<https://www.acq.osd.mil/dpap/policy/policyvault/USA002161-20-DPC.pdf>

**Question: Where is ECMRA?**

**Answer:** ECMRA was de-commissioned as of June 19th, 2020 and the data collection functionality has transitioned to the System for Award Management (<https://sam.gov>). Contractors need to wait until the service contracting reporting period opens in SAM to take action on your FY20 service contracts.

**Question: What is the responsibility of the contractor?**

**Answer:** With regards to contract reporting, the role of the Contractor within SAM is to add or edit contract data. A Contractor can only access contract information for a contract for which they are associated to and a contractor will need a SAM user account to perform reporting. Specifically, contractors will:

- I. Submit or edit a SCR by adding the service contract which meets the FAR Subpart 4.1703 reporting thresholds

- II. Add the following information:
  - Total Amount Invoiced
  - Prime Contractor Hours Expended
- III. Report any required Tier 1 subcontractor information
- IV. Submit the report

**Question: I'm new to SAM Contract Reporting. Where can I find instructions?**

**Answer:** GSA has created a "Quick Start Guide" that will provide details on how to get started with contract reporting. To access the guide, follow these steps:

- Go to [www.sam.gov](http://www.sam.gov)
- Click on "HELP" section
- To find the SCR Quick Start Guide
  - Click on "User Guides" on the left menu
  - Click on "Quick User Guide"
  - Under "Quick Start Guide for Service Contract Reporting (SCR)", click on "Download PDF"

**Question: I'm a DoD Contractor, when can I start reporting on my service contracts for 2020 in SAM?**

**Answer:** Service Contract Reporting opens for DoD on October 16, 2020 at 5:00pm EST.

**Question: When does service contract reporting end?**

**Answer:** The reporting period has been extended to Jan 31, 2021 for submission and correction of reports. Please view the DoD memo dated October 16, 2020 located here:

<https://www.acq.osd.mil/dpap/policy/policyvault/USA002161-20-DPC.pdf>.

**Question: I'm a DoD Contractor, how do I know if I need to report my contract in SAM?**

**Answer:** Review the threshold criteria for when Contractors are required to submit a SCR. Detailed descriptions of Reporting Thresholds are available in the Service Contract Reporting Guidebook located in the Procurement Toolbox: <https://dodprocurementtoolbox.com/site-pages/service-contract-reporting-sci>.

The DoD awarded contracts that meet or exceed threshold requirements for reporting will be available in SAM to report against during the open period.

**Question: I'm a Contractor and forgot to submit my service contract report in SAM, what should I do?**

**Answer:** You need to reach out to your Contracting Officer. If the contractor fails to submit the report in a timely manner, the contracting officer will exercise appropriate contractual remedies. In addition, the Contracting Officer will make the contractor's failure to comply with the reporting requirements a part of the Contractor's performance information under FAR [subpart 42.15](#).

**Question: How can a Contractor check to see if they have contracts subject to the SCR requirements?**

**Answer:** In SAM:

1. Log in to [www.sam.gov](http://www.sam.gov)
2. Select “Register/Update Entity”
3. Click “Service Contract Report”

If you are a service contractor and do not see a “Service Contract Reporting (SCR)” link, then you either do not have reporting privileges (are not an Entity Administrator, Entity Registration Representative or Reporter). For more detailed steps, please see the Quick Start Guide by following these steps:

- Go to [www.sam.gov](http://www.sam.gov)
- Click on “HELP” section
- To find the SCR Quick Start Guide
  - Click on “User Guides” on the left menu
  - Click on “Quick User Guide”
  - Under “Quick Start Guide for Service Contract Reporting (SCR)”, click on “Download PDF”

**Question: I’m a Contractor and in SAM, but do not see the “Service Contract Reporting (SCR)” link or any contracts listed for reporting?**

**Answer:** If you are a Service Contractor and do not see a “Service Contract Reporting (SCR)” link, then you either do not have reporting privileges (are not an Entity Administrator, Entity Registration Representative or SCI Reporter) or you do not have contracts subject to the SCR requirements (FPDS has not identified any contracts/orders subject to the SCR requirement for FY2014). However, if you believe you have a contract subject to SCR which is not listed, contact your contracting officer and verify the information has been loaded into FPDS.

**Question: What information do I need to provide in the Service Contract Reports?**

**Answer:** Users are required to input and submit the following SCR data elements:

- Total dollar amount invoiced for services performed under the contract in the preceding government fiscal year
- The number of prime contractor direct labor hours expended under this contract
- If applicable, Tier 1 Subcontract number, including DUNS number/ UEI and name.
  - Number of subcontractor direct labor hours expended under the contract.

Please contact your contracting officer with questions on how to identify the resources to answer the questions on the Service Contract Reports.

**Question: Will my Contracting Officer be able to comment on my Service Contract Reports?**

**Answer:** There is no functionality for the Contracting Officer to comment on your Service Contract Reports. The contracting officer can only view your Service Contract Reports. If they have any questions or concerns about the information you submitted, they need to contact you directly. You may edit the information entered until the reporting deadline.

**Question: How do I submit the data for Full Time Equivalent (FTE) Employees?**

**Answer:** SAM automatically converts the prime contractor direct labor hours expended into a full time equivalent (FTE) employee value based on one (1) FTE equaling 2,080 hours.

SAM divides the direct labor hours expended by 2,080. For example, if you enter 6,240 hours for Prime Contractor Hours Expended field, SAM would calculate a Full Time Equivalent (FTE) employee value of three.

Total FTEs is the sum of the calculated prime contractor FTEs and any calculated subcontractor FTEs. The system adds these values together when you submit the report. The field will remain blank until then.

**Question: Will SAM notify my Contracting Officer that I submitted my Service Contract Reports?**

**Answer:** SAM will not notify your Contracting Officer that you submitted your Service Contract Reports. Please contact your Contracting Officer after you submit your Service Contract Reports in SAM so they may review them.

**Question: What is the 'Upload Service Contract Report File' link that is under the 'Entity Registrations' link?**

**Answer:** You have an additional option for reporting service contract information. If you are an entity with multiple contracts enabled for SCR, you may want to consider using the 'Upload Service Contract Report File' link. Instead of completing and submitting one SCR at a time, you now have the ability to complete and submit multiple SCRs at once in an XML file.

**Question: Can I make changes to the Service Contract Reports after I submit them?**

**Answer:** Yes. Service Contract Reports will remain editable until January 31<sup>st</sup> of the following year for which reporting is required.

**Question: Where can I find a schedule for SCR in SAM?**

**Answer:** The Federal Schedule for FY2020 for Contractor Service Reporting in SAM can be found in Attachment 1 in the "Deploying Contractor Service Contract Reporting in the System for Award Management (SAM)" Memorandum located in the Procurement Toolbox:

<https://dodprocurementtoolbox.com/site-pages/service-contract-reporting-sci>.

**Question: The Federal Service Desk told me my contracts may not show in SAM because of a 90 day delay. Is this true?**

**Answer:** GSA did not apply a 90-day delay. If your contracts are not showing in SAM, it most likely is because the contract is below the \$3M threshold and not a covered PSC. Some services and agencies continue to require manpower reporting above and beyond what the statute requires based on the 2011 policy letter rescinded in Oct 2019.

**Question: I'm a Contractor and my SCR contains errors. How can I get the errors fixed?**

**Answer:** If you notice errors in the data prefilled from FPDS, contact your government Contracting Officer to correct it. While the SCR section of SAM will be available for reporting

and corrections until January 31, 2021, DoD contractors must complete reporting per the terms of their contracts.

**Question: I'm a Contractor and I need more SAM help, where can I find more directions?**

**Answer:** There are detailed steps on Service Contract Report and how to access, create, edit and delete reports in the SAM User's Guide. To access Help, follow these steps:

- Go to [www.sam.gov](http://www.sam.gov)
- Click on "HELP" section
- To find the SCR Quick Start Guide
  - Click on "User Guides" on the left menu
  - Click on "Quick User Guide"
  - Under "Quick Start Guide for Service Contract Reporting (SCR)", click on "Download PDF"
- Find the Full SAM User's Guide
  - Click on "User Guides" on the left menu
  - Click on "Full User's Guide"
  - Under "Non Federal User Guide", click viewing preference - "Download PDF" or "View Online"

**Question: I'm a DoD Contractor and have questions regarding contract reporting in SAM that are not answered in the FAQs, who do I contact?**

**Answer:** The centrally-managed Federal Service Desk (FSD) is a great resource for free help with the System for Award Management (SAM). You can search the knowledge base for an answer to your question or start a live chat, submit a web form, or call to open a service ticket.

- Contact the FSD directly at: [www.fsd.gov](http://www.fsd.gov) / U.S. calls: 866-606-8220 / International calls: +1 334-206-7828 / DSN: 94-866-606-8220).
- They are well-equipped to handle your questions.
  - Be sure to provide as much detail as you can.
  - Ensure you promptly respond to any follow-up questions from the agent.
  - Tickets will be closed in 3 days if you fail to respond.

## DOD AGENCY ACTIONS

**Question: I'm a COR or Contracting Officer and my Contractors have submitted their service contract reports. What actions do I take?**

**Answer:** Agencies will review Contractor reported information for reasonableness and consistency. In the event the agency believes that revisions to the contractor reported information are warranted, the agency shall notify the contractor and the contractor shall revise the report. SAM closes for FY 2020 contractor reporting on January 31, 2021.

**Question: How do I know if a Contractor needs to report in SAM?**

**Answer:** The award meets or exceeds the SCR threshold criteria. Eligible contracts shall include the applicable Service Contract Reporting Requirements clause. DoD contracts may include the clause if they include any civilian agency funding.

**Question: I'm a COR or CO, can I manually edit or upload contracts to SAM for reporting?**

**Answer:** No, there is no ability to manually edit (upload) contracts to SAM for reporting. The data pull from FPDS is very complex, using the stated criteria for SCR eligibility. Go to the FY2020 Service Contract Reporting Rules posted to the DoD Procurement Toolbox <https://dodprocurementtoolbox.com/site-pages/service-contract-reporting-sci> to view the business rules.

If, after review of the fiscal year SCR Business Rules and review of FPDS, you believe that there was an actual mistake in the data pull, you should submit an FSD ticket "Service Contract Reporting". This will get routed to an appropriate SME for review.

**Question: I'm a COR on a task order and my CO has already verified the service contract. Do I also need to verify?**

**Answer:** Yes, for CORs under task order (TO) contracts, the Contracting Officer may have already verified your TO, but CORs still need to go into SAM and verify the contract/TO. CORs are ultimately responsible for ensuring the information is correct. Please check with your CO to verify if they are in agreement.

**Question: I'm a DoD Agency user of ECMRA, but now need to access Service Contract Reports in SAM. Do I need access to SAM?**

**Answer:** Yes, you will need a SAM user account that is associated to a government email address. On the SAM homepage located at [sam.gov](http://sam.gov), click "Login" in the top right corner. That will bring you to a Login.gov page where you can click on "Create Account". Step by step directions, with pictures on creating an account can be found here: <https://login.gov/help/creating-an-account/how-to-create-an-account/>.

For more information on the types of SAM roles you can request, the "Quick Start Guide for Federal Employees" can be found by following these steps:

- Go to [www.sam.gov](http://www.sam.gov)
- Click on "HELP" section
- To find the Quick Start Guide
  - Click on "User Guides" on the left menu

- Click on “Quick User Guide”
- Under “Quick Start Guide for Federal Employees”, click on “Download PDF”

**Question: I’m a DoD Agency SAM User, how do I view Service Contract Reports?**

**Answer:** SAM users with For Official Use Only (FOUO) access can view the Service Contract Report(s) as reported by an entity (Contractor). Users who have FOUO access in SAM include:

- Users who have been granted FOUO Entity Management Data User (or higher sensitivity) access
- Users who have an account with a U.S. Federal Government role
- Users who have created an account with a U.S. Federal Government email address

To view Service Contract Reports, follow these steps:

1. Log into SAM.gov
2. Select the “Search Records” tab from the SAM main navigation bar and search for the entity by its Legal Business Name, DUNS, or CAGE
3. On the “Search Results” page, select “View Details” for the entity
4. Under the “Reports” section on the left side of the page, select “Service Contract Report”

**Question: As a CO or COR, will I be able to comment on the Service Contract Reports in SAM?**

**Answer:** SAM does not have functionality for you to be able to comment on your contractor’s Service Contract Reports. You can only view the Service Contract Reports in SAM. You must provide any comments or feedback to the contractor directly.

**Question: I’m a Government user looking at a Contractor’s SCR and there are errors. How can I get the errors fixed?**

**Answer:** You will need to contact the Contractor to advise them to correct the submitted report. If you see errors in the data that was pre-populated from FPDS, please contact the government Contracting Officer to correct their contract action report in FPDS.

**Question: Is the threshold for SCR reporting by Contractors being changed to just contracts >\$3M across the board to align with what is reported in the ICS, or will it continue to be broken down by category as it is at FAR 4.1703?**

**Answer:** DoD is exempt from the reporting thresholds in 4.1703. In the interim, refer to the Guidebook/business rules for criteria, available in the [DoD Procurement Toolbox](#). Guidebook updates to thresholds were made to add more clarification/simplify information.

Recent legislation has limited the number of DoD contracts affected by the manpower reporting requirement. This may be a reason why some previously reported contracts may no longer be eligible for reporting. Please review the PSCs (and other criteria) closely for applicability.

**Question: I’m a Contracting Officer and wondering if there is interim instruction or language to put in contracts whether by modification for existing contracts, and/or for new ones awarded between now and the time we have a final DFARS clause?**

**Answer:** Eligible contracts are not exempt from Service Contract Reporting and the CAR data (that populates SAM) continued to be collected during this period. Even though ECMRA

decommissioned in June, there was no impact to SCR data collection/report submission since the open reporting period is mid-October to mid-December.

**Question: When does service contract reporting end?**

**Answer:** The reporting period has been extended to Jan 31, 2021 for submission and correction of reports. Please view the DoD memo dated October 16, 2020 located here: <https://www.acq.osd.mil/dpap/policy/policyvault/USA002161-20-DPC.pdf>.

**Question: Will the reporting parameters and criteria remain the same from FY20 throughout the life of the contract?** I am asking since FY 20 is stated in the guidance, I am wondering if we will receive updated guidance for FY 21 and if that guidance could possibly have different parameters.

**Answer:** The reporting thresholds and applicable PSCs (derived from former portfolio groups and cross-walked to current categories) is established in law at 10 U.S.C. 2330a. That will be spelled out in the future DFARS rule. So, when the law changes, likely will need to issue a deviation and amend the DFARS, but do see that on the horizon anytime soon.

**Question: How do I track SCR reporting progress?**

**Answer:** Guidance is taken from the GSA's [SAM User Guide](#). If you don't have the SAM permissions, please go to your agency SAM admin to obtain ability to perform the requested action.

## 12.8 Service Contract Reports

Those users with FOUO access can also download the summary Service Contract report to track reporting progress. This .xls document contains all covered Service Contract Reports from FPDS for that fiscal year. This file can be found in the Entity Management (EM) Extracts section under Data Access. The following users can access the file:

- Users who have been granted FOUO Entity Management Data User (or higher sensitivity) access
- Users who have an account with a U.S. Federal Government role
- Users who have created an account with a U.S. Federal Government email address

You must be logged into SAM to download the file.

NOTE: An interim version of the file is posted bi-weekly during the reporting period. A final summary of Service Contract Reporting activity for the fiscal year is posted after the reporting period has closed.

**Question: The COR's Designation Letter in JAM reflects ECMRA and not SAM. What should we do?**

**Answer:** The JAM team is aware and an update to the Designation Letter is in the backlog for updating. Continue to mark the field in the Designation Letter.

**Question: I'm with a DoD Agency and I still need more help, where can I find more directions?**

**Answer:** There are detailed steps on Service Contract Report and how to access, create, edit and delete reports in the SAM User's Guide. To access Help, follow these steps:

- Go to [www.sam.gov](http://www.sam.gov)
- Click on “HELP” section
- To find the SCR Quick Start Guide
  - Click on “User Guides” on the left menu
  - Click on “Quick User Guide”
  - Under “Quick Start Guide for Service Contract Reporting (SCR)”, click on “Download PDF”
- Find the Full SAM User’s Guide
  - Click on “User Guides” on the left menu
  - Click on “Full User’s Guide”
  - Under “Federal User Guide”, click viewing preference - “Download PDF” or “View Online”

**Question: I’m with a DoD Agency and have questions regarding contract reporting in SAM that are not answered in the FAQs, who do I contact?**

**Answer:** The centrally-managed Federal Service Desk (FSD) is a great resource for free help with the System for Award Management (SAM). You can search the knowledge base for an answer to your question or start a live chat, submit a web form, or call to open a service ticket.

- Contact the FSD directly at: [www.fsd.gov](http://www.fsd.gov) / U.S. calls: 866-606-8220 / International calls: +1 334-206-7828 / DSN: 94-866-606-8220).
- They are well-equipped to handle your questions.
  - Be sure to provide as much detail as you can.
  - Ensure you promptly respond to any follow-up questions from the agent.
  - Tickets will be closed in 3 days if you fail to respond.

The Service Contract Reporting Guidebook and Memorandum are located in the Procurement Toolbox: <https://dodprocurementtoolbox.com/site-pages/service-contract-reporting-sci>.

You may contact Jessica Williams at [jessica.m.williams126.civ@mail.mil](mailto:jessica.m.williams126.civ@mail.mil) or Dana Chan at [dana.c.adler@us.ibm.com](mailto:dana.c.adler@us.ibm.com) for assistance with SAM itself. Contact Jeff Grover at [jeffrey.c.grover.civ@mail.mil](mailto:jeffrey.c.grover.civ@mail.mil) for policy questions regarding service contract reporting requirements.