



Medical Support Assistant (MSA) Staffing Services NIH Clinical Center (Nursing Department and Patient Support Services Department)

No contract vehicle identified

Solicitation #NIH-OD-26-000008

Due: May 08, 2026 at 12:00 PM EST

Document Conflicts Detected

period_of_performance

Primary: Solicitation, page 5: 'one (1) base year and two (2) option periods.'

Secondary: Solicitation, page 7: A table shows a two-year base period (06/01/2026 05/31/2028) with overlapping and conflicting option period dates.

> Use '1 Base Year + 2 Option Years'. The text on page 5 is clearer and aligns with the three distinct periods in the pricing worksheet. The date table on page 7 contains multiple apparent typos and should be disregarded.

KEY DETAILS

ISSUING AGENCY

U.S. Department of Health and Human Services (HHS)

NAICS CODE

561110 Office Administrative Services, \$7.5M

CONTRACTING OFFICE

National Institutes of Health (NIH), Office of the Director, OALM-OLAO Hospital and Laboratory Division, Medical & Patient Care (MPC)

PERIOD OF PERFORMANCE

Base: 06/01/202605/31/2028; Option 1: 06/01/202705/31/2029; Option 2: 06/01/202805/31/2030 see notable requirements re: overlapping dates

CONTRACT VEHICLE

No contract vehicle identified

PLACE OF PERFORMANCE

NIH Clinical Center, Building 10, 9000 Rockville Pike, Bethesda, MD 20892 onsite

SOLICITATION NUMBER

NIH-OD-26-000008

AWARD TYPE

Single or Multiple Award (1-2 awards anticipated) point-rated evaluation

CONTRACT TYPE

Labor Hour (LH) IDIQ

CLEARANCE REQUIRED

Level 1 Non-Sensitive; NACI background investigation; PIV/HSPD-12 badge required

SET-ASIDE

8(a) Competitive Set-Aside

RESPONSE TIMELINE

| Milestone | Date / Time |
|-------------------------------------|-------------------------------|
| Questions Due | April 30, 2026 at 12:00 PM ET |
| Proposals Due | May 8, 2026 at 12:00 PM ET |
| Anticipated Award Date | On or about May 29, 2026 |
| Contract Start (Base Period) | June 1, 2026 |

Contracting Officer (Branch Chief): Susan Nsangou — susan.nsangou@nih.gov | Contract Specialist: Chris Ryssa Nix — ryssa.nix@nih.gov

STAFFING REQUIREMENTS

The Pricing Worksheet defines the following labor categories and quantities per period (Base, Option 1, Option 2 quantities are identical across all three periods):

General Clerk III (MSA) 75,296 hours per period (~39.3 FTEs at 1,920 hrs/yr), Onsite, NIH Clinical Center Building 10



MSA Health and Welfare 75,296 hours per period (fringe/benefit line item, not a separate headcount position)
MSA Evening/Night Differential 22,589 hours per period (differential hours, not separate headcount)
MSA Weekend Differential 7,530 hours per period (differential hours, not separate headcount)
MSA Holiday Differential (50%) 1,637 hours per period (differential hours, not separate headcount)
Program Manager (Supervisor) 2,080 hours per period (1 FTE), Onsite
PM Health and Welfare 2,080 hours per period (fringe/benefit line item)
PSSD MSA 48,000 hours per period (~25 FTEs at 1,920 hrs/yr), Onsite, NIH Clinical Center Building 10
PSSA Lead 1,920 hours per period (1 FTE), Onsite
Total direct labor hours per period: 127,296 hours. Note: Health & welfare and differential lines are pricing components, not separate headcount positions. Estimated direct labor FTEs: approximately 66+ FTEs across Nursing MSA, PSSD MSA, PSSA Lead, and Program Manager roles. Rates were not provided in the extracted worksheet data.

KEY PERSONNEL REQUIREMENTS

One Key Personnel position, the Program Manager, is required. A resume must be submitted with the proposal.

Program Manager — 1 resume(s) | Required

Location: Not specified

SCOPE OF WORK SUMMARY

- **Task 1: Nursing Department MSA Staffing:**
The contractor shall provide consistent and reliable Medical Support Assistant (MSA) staffing for the NIH Clinical Center Nursing Department on a long-term (not temporary) basis. MSAs perform scheduling, admissions and outpatient registration, reception, patient record management, clinical support, equipment/supply support, patient travel and transportation coordination, and administrative reporting using systems including CRIS, Enterprise Scheduling, NBS, and Microsoft Office applications. Contract personnel must have a minimum of 1 year of direct patient-contact experience in a healthcare setting and basic medical terminology knowledge. The government provides all role-specific training; the contractor is responsible for ensuring staff complete all mandatory NIH Clinical Center orientation and annual training requirements.
- **Task 2: Patient Support Services Department (PSSD) MSA Staffing:**
The contractor shall provide MSA staffing for the PSSD, which is responsible for front-line customer service, reception, admission registration, patient voucher creation, patient travel invoice processing, and appointment scheduling for various treatment and service areas. PSSD MSAs perform customer service, patient appointment processing, reception, teamwork/float coverage, equipment and supply support, scheduling, admissions, patient travel voucher activities, clinical support, and administrative reporting. A minimum of a high school diploma or GED is required; positions are administrative in function but in a clinical/patient-related setting. Services are performed at NIH Clinical Center Building 10, Bethesda, MD, on a 24/7/365 basis including days, evenings, holidays, and weekends.
- **Shift Differential Pay Plan:**
The contractor must implement and administer a Structured, Stackable Shift Differential Pay Plan compliant with applicable Wage Determinations. Government-approved baseline differentials are: Evenings (15002300) \$3.50/hr, Nights (23000700) \$3.50/hr, Weekends (Sat 7amMon 7am) \$5.00/hr, Federal Holidays 1.5x base hourly rate, with a stacked differentials cap of \$12.00/hr. Differential pay must be separately itemized on each monthly invoice with supporting timesheet documentation maintained for a minimum of three years.
- **Onsite Supervision, Recruitment, and Quality Control:**
The contractor must maintain an onsite supervisor (Program Manager) responsible for ensuring all positions are filled by trained staff at all times, coordinating leave and coverage, managing recruitment and retention, and conducting performance management. The contractor must provide resumes of qualified applicants within 5 business days of request, pre-screen all candidates, and complete new hire documentation within 3 weeks of offer. A Quality Control Program is required; the contractor must respond in writing to complaints within 24 hours and correct billing errors within 30 calendar days.
- **Emergency Essential / 24/7/365 Operations:**
All MSAs are designated 'emergency essential' personnel under NIH Clinical Center policy and must report for duty under all circumstances including inclement weather, government closures, holidays, and lapses in appropriations. The Clinical Center



operates 24 hours/day, 7 days/week, 365 days/year. Contractor staff must be available for days, evenings, nights, weekends, and holidays, with overtime as needed. A 10-minute grace period is permitted for tardiness; habitual use constitutes noncompliance.

PROPOSAL REQUIREMENTS

Technical Proposal Task 1: Nursing Department MSA (Factor 1: Management Plan/Corporate Resources)

Page limit: Not specified

Offeror must describe its management infrastructure including communication approach among Government, contractor supervisors, and administrative personnel; supervision and oversight of staff; cost effectiveness; performance tracking; customer satisfaction; and how personnel performance issues have been addressed. Must address staffing requirements, MSA duties, 24/7/365 mission-critical designation, mandatory training, staff appearance and conduct, patient confidentiality, reporting requirements, and invoice/timecard procedures. Must also provide a Recruitment and Retention Plan including corporate retention rate, backup staffing plan, active resume pool, holiday list, timekeeping procedures, and staffing office hours. Must acknowledge Service Contract Act compliance.

Must be submitted on Prime Contractor's letterhead. Technical proposals for Task 1 and Task 2 must be separated and clearly marked.

Technical Proposal Task 1: Nursing Department MSA (Factor 2: Related Experience)

Page limit: Not specified

Offeror must provide a minimum of two (2) and maximum of three (3) related experience statements for work completed in the past three years, demonstrating experience providing and managing administrative support personnel in organizations of similar size, preferably in a clinical/research or government environment. Each statement must include contracting organization name, contract number, contract type, period of performance, total contract value, description of services, obstacles overcome, number of administrative support personnel managed, CO and PM contact information, and NAICS code. Offeror must also provide evidence of a broad pool of applicants placed in the metropolitan DC area within the past two years. If subcontractors are proposed, one additional statement per main subcontractor (max 3 subcontractors).

Must be submitted on Prime Contractor's letterhead. Separated and clearly marked as Task 1.

Technical Proposal Task 1: Nursing Department MSA (Factor 3: Key Personnel)

Page limit: Not specified

Offeror must describe the experience and qualifications of the Program Manager who will be assigned to this contract. Must show composition of management structure, general qualifications, and recent experience with similar contracts. The Program Manager must be onsite and full time. A resume must be provided for the Program Manager.

Resume required. Must be submitted on Prime Contractor's letterhead.

Technical Proposal Task 1: Nursing Department MSA (Factor 4: Past Performance)

Page limit: Not specified

Offeror must provide a minimum of two (2) and maximum of three (3) past performance references within the past three years, relevant to the requirements of this solicitation. References will be evaluated on quality of service, timeliness, business relations/customer satisfaction, and program manager and staffing. Subcontractor past performance may be submitted but will be weighted less than prime contractor past performance. Offerors with no past performance will receive a neutral rating.

Not specified

Technical Proposal Task 2: PSSD MSA (Factor 1: Management Plan/Corporate Resources)

Page limit: Not specified

Offeror must describe management infrastructure for PSSD MSA staffing including communication flow, supervision, escalation procedures, quality monitoring, and methods for ensuring continuous contract performance. Must address staffing requirements, MSA duties, 24/7/365 mission-critical coverage, mandatory training, staff appearance and conduct, patient confidentiality, reporting requirements, and invoice/timecard procedures. Must provide a Recruitment and Retention Plan with corporate retention rate, backup staffing plan, active resume pool, holiday list, timekeeping procedures, and staffing office hours. Must acknowledge Service Contract Act compliance.

Must be submitted on Prime Contractor's letterhead. Technical proposals for Task 1 and Task 2 must be separated and clearly marked.

Technical Proposal Task 2: PSSD MSA (Factor 2: Related Experience)

Page limit: Not specified

Same structure as Task 1 Factor 2: minimum two (2), maximum three (3) related experience statements for work completed in the past three years. Must demonstrate experience in administrative support staffing for organizations of similar size, preferably in a clinical/research or government environment. Evidence of broad applicant pool placed in metropolitan DC area within past two years required. One additional statement per main subcontractor if applicable (max 3 subcontractors).

Must be submitted on Prime Contractor's letterhead. Separated and clearly marked as Task 2.

Technical Proposal Task 2: PSSD MSA (Factor 3: Key Personnel)

Page limit: Not specified

Offeror must describe the experience and qualifications of the Program Manager for Task 2. The Program Manager is the key personnel position and must be onsite and full time. Must show management structure composition, general qualifications, and recent experience with similar contracts. A resume must be provided for the Program Manager.

Resume required. Must be submitted on Prime Contractor's letterhead.

Technical Proposal Task 2: PSSD MSA (Factor 4: Past Performance)

Page limit: Not specified



Minimum two (2), maximum three (3) past performance references within the past three years, relevant to this solicitation. Evaluated on quality of service, timeliness, business relations/customer satisfaction, and program manager and staffing. Subcontractor past performance weighted less than prime. Neutral rating for offerors with no past performance.

Not specified

Business Proposal Pricing Worksheet

Page limit: Not specified

Offerors must complete and include ATTACHMENT 3: Pricing Worksheet in the business proposal. The worksheet includes labor categories (General Clerk III/MSA, MSA Health and Welfare, MSA Evening/Night Differential, MSA Weekend Differential, MSA Holiday Differential, Program Manager/Supervisor, PM Health and Welfare, PSSD MSA, PSSA Lead), ODCs (IT Licensing, Travel), and period totals for Base Period, Option 1, and Option 2.

Must be submitted as part of the business proposal. Separate from technical proposal.

Proposal Cover Sheet

Page limit: Not specified

Must include company name, address, telephone number, name and title of person authorized to sign, RFP number (NIH-OD-26-000008), and original date of proposal.

Required on Prime Contractor's letterhead.

Representations and Certifications (SAM.gov)

Page limit: Not specified

Offeror must complete Representations and Certifications in SAM.gov and include as part of the proposal per FAR 52.204-19. Offeror must be registered in SAM prior to award and through final payment.

Completed via SAM.gov; incorporated by reference.

PAST PERFORMANCE

- References: Minimum of two (2), maximum of three (3) references required. References should be within the past three years and relevant to the requirements of this solicitation.
- Recency: Within the past three (3) years
- Sub References: Subcontractor references permitted
- Major Sub Definition: Not defined in solicitation; solicitation references 'main subcontractors' no more than three (3) main subcontractors may be proposed
- Notes: Prime contractor past performance questionnaires will be weighted more heavily than subcontractor past performance questionnaires. Evaluation areas: quality of service; timeliness or scheduling of service; business relations/customer satisfaction; and program manager and staffing. Offerors with no past performance will receive a neutral rating. The Government is not required to contact all references provided; may contact references not identified by the offeror. Past performance is evaluated separately for Task 1 and Task 2 (each worth 10 points). No page limit per reference specified.

EVALUATION CRITERIA

The acceptability of the technical portion of each contract proposal will be evaluated by a technical review panel utilizing points ratings and written critiques.

- **Factor 1: Management Plan/Corporate Resources**
50 Points
This is the most important evaluation factor.
- **Factor 2: Related Experience**
30 Points
This is the second most important evaluation factor.
- **Factor 3: Key Personnel**
10 Points
This factor is significantly less important than Management Plan and Related Experience.
- **Factor 4: Past Performance**
10 Points
This factor is significantly less important than Management Plan and Related Experience.
- *The evaluation criteria are detailed separately for Task 1 and Task 2, but the factors and point values are identical for both.*

NOTABLE REQUIREMENTS & CONSIDERATIONS

- Period of Performance Discrepancy Requires Clarification: Article B.1 states the contract consists of 'one (1) base year and two (2) option periods,' but Article F.1 shows the Base Period as 06/01/202605/31/2028 (a 2-year span), with Option 1 (06/01/202705/31/2029) and



Option 2 (06/01/202805/31/2030) overlapping the base period. This is inconsistent and may reflect a rolling IDIQ task order structure. Recommend submitting a clarifying question to the CO before proposal submission.

- 8(a) Competitive Set-Aside Eligibility Requirement: This solicitation is restricted exclusively to firms certified by the SBA for participation in the 8(a) Program. Proposals from non-8(a) firms will be considered nonresponsive. Offerors must provide their cognizant SBA Business Opportunity Specialist information (Washington Metropolitan Area District Office, Anthony G. Clayborne II, Anthony.ClayborneII@sba.gov).
- Service Contract Act (SCA) Compliance Required: Offerors must acknowledge SCA labor law compliance for all personnel working on this contract (Subfactor 3 of Factor 1 for both Task 1 and Task 2). Applicable Wage Determinations govern base pay and the Structured, Stackable Shift Differential Pay Plan. SCA is a labor standard, not the contract type.
- Dual Submission Format Mandatory: Proposals must be submitted BOTH electronically via email to Ryssa.nix@nih.gov AND as a mailed printed copy in a 3-ring binder. Hand deliveries are not accepted. Failure to submit both formats constitutes an incomplete submission and will not be reviewed.
- Emergency Essential / 24/7/365 Staffing Obligation: All MSAs are designated 'emergency essential' personnel and must report for duty under all circumstances including inclement weather, government closures, holidays, and lapses in appropriations. The contractor bears full responsibility for staffing continuity at all times, including unplanned absences with 2-hour advance notification required.
- Structured Stackable Shift Differential Pay Plan: The contractor must implement and administer a government-approved differential pay plan with specific rates (Evenings \$3.50/hr, Nights \$3.50/hr, Weekends \$5.00/hr, Holidays 1.5x base, stacked cap \$12.00/hr). Differential pay must be separately itemized on each monthly invoice with supporting timesheets. Billing errors must be corrected within 30 calendar days. This is a significant pricing and invoicing compliance requirement.
- Government Removal Rights No Payment for First Two Weeks: The government reserves the right to request removal and replacement of any contractor employee for failure to complete orientation, perform duties accurately, or for any reasonable cause. If removal occurs within the first two (2) weeks of placement, the government will not pay for contractor services during that period. The contractor may also be liable for training costs.
- Extensive New Hire Documentation Requirements: Each new hire must complete DPSAC paperwork for PIV badge, criminal background checks (MD, VA, DC within 30 days), medical clearance, non-disclosure form, drug screen (within 30 days), and multiple vaccination/immunity documentation (Hepatitis B, MMR, varicella, TB/TST, influenza). Documentation must be provided to the COR at least 5 business days prior to assignment start. The government does not pay for security clearances, physicals, or related requirements.
- IT Security and ATO Requirements: Despite being a staffing services contract, the solicitation includes extensive HHS IT security requirements (Article H.2) including System Security Plan, Security Assessment Plan/Report, POA&M, and Contingency Plan deliverables due within 3090 days of award. Contractors must also submit a staff roster within 14 calendar days of contract effective date. All personnel are designated Level 1 Non-Sensitive and must undergo NACI investigations.
- Pricing Worksheet Structure Labor Hours IDIQ: The contract is explicitly identified as 'Labor Hours IDIQ' (Section A, Additional Information for Offerors). The Pricing Worksheet (Attachment 3) shows 236,428 total labor hours per period across all categories. Rates were not pre-populated in the extracted worksheet offerors must propose fully-loaded hourly rates. The FAR clause 52.246-6 (Inspection-Time-and-Material and Labor-Hour) is incorporated, confirming the Labor Hour pricing structure.
- Dual-Task Proposal Structure: The technical proposal must be divided into two separate, clearly marked parts Task 1 (Nursing Department MSA) and Task 2 (PSSD MSA). Each task is evaluated independently against the same four factors (100 points each). Offerors should confirm whether they are bidding on one or both tasks.