



Personal, timely advice on contracting with the government.

Standard
Operating
Policies &
Procedures

FISCAL
YEAR
2019-2020



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SECTION 1. ORGANIZATIONAL BACKGROUND

Montana PTAP Standard Operating Policies and Procedures

About This Manual

This Standard Operating Policies and Procedures (SOP) manual was compiled to provide guidance to Montana Procurement Technical Assistance Program (PTAP) staff regarding the operation and management of Procurement Technical Assistance Centers (PTACs) throughout the state.

Intended as a resource for existing staff and those new to the PTAP program, the manual contains policies, procedures and other information essential to program development and implementation. Though comprehensive, the contents are not exhaustive. The rules, regulations and policies governing PTAP are complex and each Procurement Technical Assistance Center is unique in its organizational culture and setting.

Thus, while the information in this manual is a cornerstone for structuring and operating a PTAC, PTAP staff members are required to build on their knowledge of PTAP and the organizations with which their centers are associated. More information on PTAP is available at the Defense Logistics Agency Web site at: <http://www.dla.mil/smallbusiness/pages/ptap.aspx>

Staff must become familiar with the **PTAP General Terms and Conditions** (PTAP GENERAL TERMS AND CONDITIONS), which is the legal instrument that authorizes PTAP funding and provides instructions and guidelines for PTAC operations. The PTAP GENERAL TERMS AND CONDITIONS is available on the DLA Web site.

Staff should also consult with their host organizations for guidance on the policies and procedures that apply to their employees, programs and PTAC staff.

Finally, this manual should be considered a “living” document to be updated as changes arise and to be improved upon through staff contribution. To suggest content additions or revisions, contact the Montana PTAP program manager. Contact information is available on the Montana PTAP Web site: <http://www.montanaptac.org/>

Note: In this manual, as well as in other organizational documents and promotional materials, *Montana PTAC* is often used synonymously with *Montana PTAP*. Montana PTAC refers to all centers operating under the state program. Individual centers are referred to by their locations; for example, Billings PTAC, Kalispell PTAC and so on.

This SOP is divided into three major sections:

Section 1 provides an **Organizational Background** that includes a brief history of PTAP, Montana PTAP’s organizational structure, and documents pertinent to the program’s operation.

Section 2 covers **Montana PTAP Policies**, the guidelines and documents that define and coordinate the program’s activities and represent the best practices for the program’s operations and long-term success.

Section 3 is devoted to **Montana PTAP Procedures**, processes and documents that provide consistent guidance and direction for Montana PTAC staff. The enclosed procedures outline the basic steps involved in various program activities and are also based on best practices. Procedures within individual PTACs may vary slightly, depending on the center’s environment, the clients served and the community’s profile; however, the procedures included in Section 3 should serve as the basis for all procedures followed within Montana PTAP.

SECTION 1. ORGANIZATIONAL BACKGROUND

PTAP History

Located nationwide and in United States' territories, Procurement Technical Assistance Centers (PTACs) play an important role in economic development by serving as a resource for businesses participating in the government marketplace at the federal, state, and local levels.

PTACs are funded through the Procurement Technical Assistance Program (PTAP) - authorized by Congress in 1985 - and cost-sharing cooperative agreements between the Department of Defense (DoD) and state/local governments or nonprofit agencies. Chapter 142 of Title 10, United States Code gives the Secretary of Defense the authority to enter into cooperative agreements with eligible entities. That authority was delegated to the Defense Logistics Agency (DLA). The national PTAP is managed by the DLA director of the Office of Small Business Programs.

One of ninety-eight programs, the Montana PTAP is comprised of eight PTACs located throughout the Treasure State. The program is administered and guided by a program manager located in Billings. Four centers, including the lead center in Billings, are full time; the remaining four provide services on a part-time basis. All centers are staffed by advisors with years of experience in the public and private sectors.

Montana PTAC advisors are members of the national Association of Procurement Technical Assistance Centers (APTAC), a network of over 500 experienced procurement professionals. Professional training and certification programs are available through APTAC. More information on APTAC is available at: <http://www.aptac-us.org/>

Program Mission and Montana PTAC Goal

According to bizfilings.com, "*The Procurement Technical Assistance Program started in 1985 to help the Department of Defense place contracts in areas of the country that needed an influx of federal dollars.*" (*<http://www.bizfilings.com/toolkit/sbg/run-a-business/govt-contracts/what-are-govt-contracting-opportunities.aspx>) Others have said that the purpose of the program was to support small businesses while providing supplies and services more efficiently to the nation's troops. Whatever the stated purpose, the PTAP's mission basically is to help create jobs and improve local economies by helping businesses contract with federal, state and local governments.

In support of that mission, Montana PTAP developed a motto to help clients remember what PTACs do and to describe the quality of service PTACs strive to provide.

Montana PTAC strives to provide: *personal, timely advice on contracting with the government.*

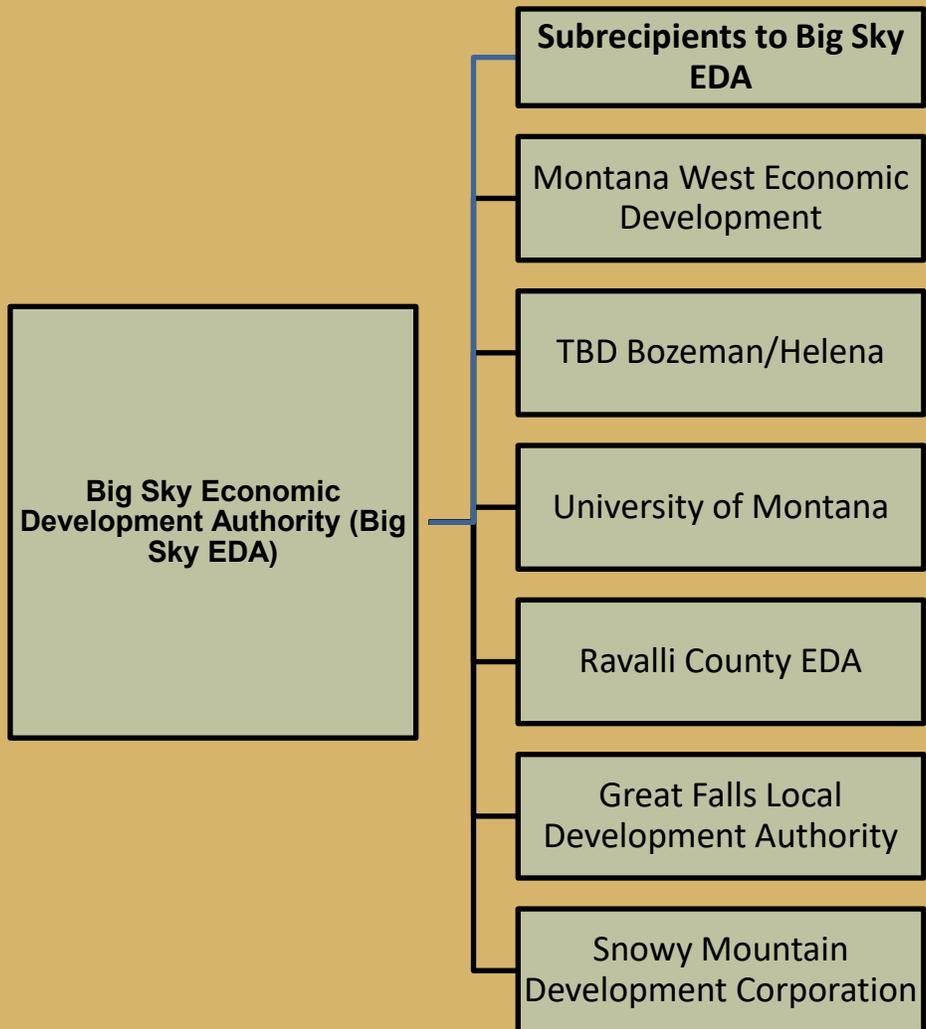
PTAC Services

PTACs offer a wide variety of specialized services including, but not limited to: helping prepare bids/proposals; market research; targeting and marketing to potential buyers; assisting with electronic commerce capability; advising on contract management; and setting up or improving and resolving payment problems. PTAC staff reaches out to assist small disadvantaged businesses, women-owned small businesses, historically underutilized business zone (HUBZone) concerns and service-disabled veteran-owned small businesses (SDVOSB).

SECTION 1. ORGANIZATIONAL BACKGROUND

Montana Procurement Technical Assistance Program

Organizational Chart



SECTION 1. ORGANIZATIONAL BACKGROUND

Program Manager Job Description

Position Overview

Procurement Technical Assistance Centers are a resource for businesses interested in learning about government contracting and participating in the federal, state and local marketplaces. PTACs offer consulting, training and support services to Montana businesses at no cost or for a nominal charge.

Big Sky Economic Development in Billings hosts the Montana Procurement Technical Assistance Program (PTAP) under a cost sharing, cooperative agreement with the Department of Defense (DoD). Program applications as well as the terms and conditions of the cooperative agreement are specified in the PTAP GENERAL TERMS AND CONDITIONS.

https://www.dla.mil/Portals/104/Documents/SmallBusiness/PTAP%20General%20Terms%20and%20Conditions%20Version%201_3%20September%2026%202019.pdf?ver=2019-07-30-113152-477

Seven Procurement Technical Assistant Centers (PTACs), including the Billings location, operate under the Montana PTAP. The centers officially serve all fifty-six (56) counties in MT. The Montana PTAP manager leads and oversees the centers' operations, ensuring that centers meet the requirements and goals specified in the PTAP GENERAL TERMS AND CONDITIONS.

The program manager reports directly to the Big Sky Economic Development Authority executive director and indirectly to the following: the Defense Logistics Agency (DLA) Program Manager; the DLA Administrative Grants Officer (AGO), Fort Belvoir, VA; the Defense Contract Management Agency (DCMA) Contract Administrator, Denver, CO; DCMA Small Business Professional, DCMA Small Business Center - West Group Office: 714-565-7113

This position is contingent upon the successful application to, and negotiation of, the agreement and the availability of funds.

Key Responsibilities

- Implement all activities, requirements and obligations, inherent in the Procurement Technical Assistance Cooperative Agreement (PTAP GENERAL TERMS AND CONDITIONS) with The Defense Logistics Agency;
- Oversee and certify that the state Montana PTAP budget and financial reports comply with requirements in the following: the PTAP GENERAL TERMS AND CONDITIONS; the Office of Management and Budget (OMB) Circular A-87; the Federal Acquisition Regulation (FAR); and the Department of Defense Grant and Agreement Regulations (DoDGARs), specifically Standard Forms (SF) 245 and SF 270;
- Oversee the management and budgets of each Montana PTAC, as subrecipients to the Big Sky EDA.
- Ensure that all full- and part-time Montana PTAC centers meet the responsibilities, requirements and obligations of the program, and that all staff members are qualified, trained and experienced in federal procurement;
- Submit monthly Defense Contract Management Agency (DCMA) Wide Area Work Flow invoices online, complying with applicable regulations and statutes;
- Integrate any required DLA PTAP GENERAL TERMS AND CONDITIONS modifications and communications;

SECTION 1. ORGANIZATIONAL BACKGROUND

Program Manager Key Responsibilities *(continued)*

- Collaborate with the Agreements Grants Officer (AGO), the DLA PTAC Grants Officer, the DLA PTAP Program Manager, and the DCMA Small Business Director.
- Monitor and evaluate the performance of PTAC staff on a quarterly basis and provide performance reports for the PTAC host agency (subrecipient);
- Negotiate annual Subrecipient Agreements and budgets;
- Coordinate Montana PTAC activities with host agency activities that are designed to create jobs, retain businesses and facilitate economic growth and development; conduct and participate in meetings with community leaders, state and local officials, and congressional representatives; develop and/or strengthen relationships with resource partners, government agencies and professional associations;
- Enhance Montana PTAP's growth and success through participation in the national Association of Procurement Technical Assistance Centers (APTAC).
- Nurture relationships with Montana's congressional staff and ensure that any questions, concerns or inquiries are addressed promptly and professionally;
- Foster positive relationships members of the United States Congress and key staff members.;
- Promote PTAC services and the program's positive impact on businesses and economic development overall;
- Explore and identify opportunities to expand PTAC services;
- Serve as an advocate for businesses interested in government contracting;
- Submit annual application for additional/ongoing program funding.

In addition to the activities described above, the program manager provides counseling and training services to businesses, devoting approximately 40% of his/her time to client services and 60% to program development, operation and leadership.

Responsibilities and duties related to client services include, but are not limited to the following:

- Consult with interested business owners, helping them research and analyze the government market and assessing their contracting potential;
- Assist business owners (clients) in understanding local, state and federal contracting, including the rules and regulations pertaining to government procurement;
- Provide technical assistance related to government registrations, small business certifications, bid/proposal preparation and contract performance;
- Assist clients in developing targeted marketing strategies and tactics;
- Provide information to, and mentor clients on, topics related to government contracting, enhancing their ability to compete and perform in the marketplace;
- Develop and facilitate/conduct seminars, workshops, conferences and networking events for businesses interesting in government contracting.

SECTION 1. ORGANIZATIONAL BACKGROUND

Knowledge, Skills and Abilities

A program manager must have **knowledge of:** the basic operations, services and requirements of a PTAP, including funding methods and procedures and compliance with applicable federal, state and local regulations related to procurement; program development and management; marketing principles and strategies; basic office methods and management, including record keeping and report preparation.

A program manager must be **skilled in:** interpersonal relationships; leadership and supervision; oral and written communication; public speaking; computer and internet usage; business software applications.

A program manager must have the **ability to:** work independently or as part of team; research and analyze complex information; interpret and clearly convey complex information; prepare comprehensive reports and proposals; quickly learn and use specialized software; plan, organize and manage multiple projects, often under tight time constraints and within budgetary restrictions; foster and maintain positive relationships with individuals from diverse cultural, educational and socio-economic backgrounds; understand the principles of adult learning; travel regionally and nationally.

Education and Experience

- Master's degree in business, public administration, finance or other fields relevant to the program manager position/government contracting;
- Eight (8) years procurement, acquisition or contract management experience or direct experience in a closely related field;
- Minimum of 5 (five) years commercial business experience.

Other Requirements

Within six months of hire, a program manager/government contracting advisor must begin working toward completion of the Certified Procurement Professional (CPP) program through the Association of Procurement Technical Assistance Center (APTAC) <http://www.aptac-us.org/>

SECTION 1. ORGANIZATIONAL BACKGROUND

PTAP GENERAL TERMS AND CONDITIONS Reference to PTAP Manager Position

The PTAP General Terms and Conditions for the Procurement Technical Assistance Program (PTAP) issued on May 5th, 2016

In **Section III Program Requirements**, the PTAP GENERAL TERMS AND CONDITIONS refers to the program manager position:

“The recipient shall have a Program Manager, employed on a full-time basis (i.e. must devote 100% of his/her time to the PTAC). The Program Manager should have knowledge and understanding of Federal, State and local government contracting policies and procedures gained from direct experience and/or formal training. The Program Manager is considered key to the effectiveness of the PTAC in meeting its objectives and must have appropriate management qualifications and a thorough understanding of the requirements of this PTAP GENERAL TERMS AND CONDITIONS.

If it becomes known to the recipient that the Program Manager’s position is to be vacated, the recipient shall provide notice, in writing, to the Grants Officer and AGO within two business days. A vacant Program Manager position shall be filled promptly. A proposal for a new candidate to assume the Program Manager position must receive approval prior to the candidate being offered the position.”

Education and Experience

- Level and relevancy of education to position:
- The position requires extensive specialized training in federal procurement;
- A master’s degree in business or related field is required;
- Educational level and major study area are reflected in the grade and step designation at time of hire and when application has been made to move up in grade;
- APTAC Certified Procurement Professional (CPP) certification should be in place or in progress;
- The Montana PTAC program does not authorize payment for college or university courses, which are considered by DLA to be unallowable costs to the program.

Government Contracting Advisor Job Description

Position Overview

A government contracting advisor provides counseling and technical assistance to businesses (clients) interested in, and capable of, pursuing federal, state and local government contracts. An advisor provides a wide range of services to clients from diverse educational, cultural and socio-economic backgrounds and with varying degrees of business experience. Through training, education and one-on-one counseling, an advisor helps businesses assess their contracting potential, better understand the government marketplace, pursue opportunities and enhance their potential for success.

In addition to providing government contracting services to clients, a PTAC advisor operates/manages an office, often referred to as a subcenter. With limited supervision, an advisor is responsible for creating and maintaining required records and reports related to client services, office operations and finances.

A government contracting advisor reports directly to the Montana PTAP manager and indirectly to the executive director of the PTAC's host agency or other individual designated by the host agency.

*This position is contingent upon the PTAP's successful application to, and the availability of funds under, the **PTAP GENERAL TERMS AND CONDITIONS**. http://www.dla.mil/smallbusiness/pages/PTAP_General_Terms_and_Conditions.aspx*

Government Contracting Advisor Key Responsibilities

- Consult with interested and existing business owners (clients), helping them assess their government contracting potential;
- Assist clients in researching and targeting government opportunities and marketing to government buyers;
- Provide assistance with government registrations, small business certifications, bid/proposal submission and other issues related to government contracting;
- Enhance clients' knowledge and understanding of the rules and regulations related to contracting with local, state and federal agencies, particularly the Federal Acquisition Regulation (FAR);
- Provide extensive technical assistance, via telephone or personal appointments, to clients required to register in online databases, including, but not limited to, the System for Award Management (SAM);
- Collaborate with a variety of federal, state and local government agencies and business organizations to develop and provide counseling and training for new and experienced government vendors;
- Provide support to, and coordinate targeted training for, small businesses eligible for certifications and contracting set asides; for example, 8(a), Service-Disabled Veteran-, Woman- and minority-owned firms.
- Develop, promote and implement PTAC activities to advance program goals and local economic development efforts;
- Promote PTAC services and engage in community activities and initiatives that could positively impact PTAC and local economic development;
- Provide consistent, timely and professional follow-up on client activities;
- Enter accurate, in-depth client activity records in client management database in a consistent and timely manner.

SECTION 1. ORGANIZATIONAL BACKGROUND

Government Contracting Advisor Key Responsibilities *(continued)*

- Foster and maintain positive and productive relationships with government agencies, community organizations, businesses, resource partners and stakeholders;
- Develop, coordinate, implement and facilitate workshops, seminars, networking events and/or other activities related to government contracting;
- Consult with program manager in developing center's goals and objectives
- Work with program manager and host agency on budget and financial reporting requirements;
- Manage and monitor operational and financial records and reports;
- Work in conjunction with other PTAC staff to meet or exceed program goals and objectives;
- Develop a familiarity with - and comply with - applicable portions of the PTAP GENERAL TERMS AND CONDITIONS;
- Attend quarterly PTAC meetings and national training conferences held by the Association of Procurement Technical Assistance Centers (APTAC);
- Perform other related duties as requested or assigned by program manager.

Government Contracting Advisor Knowledge, Skills and Abilities

A government contracting advisor **must have knowledge of**: business ownership or management and the basics of business operations; the basics of office operation or management and related tasks, including external and internal communication procedures, record keeping, report preparation, electronic office equipment (computers and software); Ecommerce principles; marketing principles and techniques; adult learning and instruction; public speaking and presentation styles.

A government contracting advisor **must be skilled in**: interpersonal relationships; effective listening; oral and written communications; public speaking; computer and internet usage; business software applications; problem identification and solving; time management; telephone etiquette and techniques; office/program management.

A government contracting advisor **must have the ability to**: work independently and as part of a team; organize and prioritize in order to meet client needs, schedules, data entry and reporting deadlines, as well as ongoing professional development requirements; quickly learn and adapt to new environments, regulations and systems; research, interpret and convey comprehensive, complex information related to government contracting, including local, state and federal laws, codes and regulations; analyze, interpret and compile information into clear, concise reports; communicate with and counsel, train or teach individuals from diverse educational, cultural and socio-economic backgrounds.

Education and Experience

- Bachelor's degree in a business, public administration, education, contract management or fields related to position;
- Minimum of three (3) years business-related experience.

Other Requirements

Within six months of hire, a government contracting advisor must successfully complete the Certified Procurement Professional (CPP) program available through the Association of Procurement Technical Assistance Center (APTAC) <http://www.aptac-us.org/>

PTAP GENERAL TERMS AND CONDITIONS

Reference to PTAC Staff

The PTAP General Terms and Conditions issued September, 2019

Part 2, Program Requirements, Section D of the PTAP GENERAL TERMS AND CONDITIONS refers to PTAC staff:

“The recipient shall employ personnel consisting of individuals who are qualified to counsel and advise business firms/clients on how to seek, obtain and perform on Federal, State and local government prime contracts and subcontracts. These employees must remain current in their knowledge of Federal, State and local government contracting laws, regulations, policies and procedures. Appropriate professional development and training programs must be in place to address this requirement. Any vacant positions included in the budget shall be filled promptly.

Qualification standards for all positions (filled and vacant) must be on file at the PTAC and available for review upon request. With the exception of clerical personnel, resumes shall be on file at the PTAC for all personnel that are charged to the program, including subrecipient personnel.

The addition of certain personnel positions not included in the budget at the time of award requires prior approval.”

Ethics

Part 2, Program Requirements, Section D of the PTAP GENERAL TERMS AND CONDITIONS also outlines ethical standards to be upheld by the program manager and PTAC staff:

“The PTAC must require its personnel to adhere to a code of generally accepted standards of professional conduct established by the recipient. This includes subrecipients and consultants. Personnel are expected to be committed to conducting their professional activities in accordance with the highest standards of ethics and integrity and to avoid any real or perceived conflicts of interest. Board Members of the recipient’s organization, employees, subrecipients’ employees and consultants, shall not use their PTAC positions for personal gain.”

In addition to the ethical standards stated above, PTAC staff are required to uphold the ethics policies of both Montana PTAP and APTAC, both of which are included in the policies section of this manual.

SECTION 1. ORGANIZATIONAL BACKGROUND

More About the PTAP GENERAL TERMS AND CONDITIONS and Montana PTAP

The PTAP General Terms and Conditions is the document that provides guidelines for a program's operation.

https://www.dla.mil/Portals/104/Documents/SmallBusiness/PTAP%20General%20Terms%20and%20Conditions%20Version%201_3%20September%2026%202019.pdf?ver=2019-07-30-113152-477

All Montana PTAC staff members are required to become familiar with the applicable PTAP GENERAL TERMS AND CONDITIONS and to refer to the document for specific direction on program requirements and on the operation and administration of a PTAC.

Although federal cooperative agreements and grants are both financial assistance awards, a key difference exists between the two: the degree of involvement between the agency issuing the funds and the recipient. **Cooperative agreements establish relationships between the agency and the recipient, and the agency anticipates “substantial involvement” in the project or activity.** Grants, on the other hand, are used when the issuing agency does not expect “substantial involvement” in the project or activity.

Cooperative agreements for the PTAP typically cover a three-year period, a 12-month base year plus two additional periods, known as options. Requests for continued/additional funding are submitted annually. Applications are prepared and submitted by the state program manager and are signed by the director of Big Sky Economic Development Authority (EDA). Big Sky EDA, also known as “recipient” is the legal entity that holds the cooperative agreement with DLA and receives the funds for MT PTAP on a reimbursement basis. MT PTAP is a state program, and has such holds subrecipient agreements with other organizations across the state to provide PTAC services in their respective areas. Subrecipients must abide by all provisions, restrictions and regulations contained in the PTAP GENERAL TERMS AND CONDITIONS.

DoD/DLA provides up to 50 percent of the cost of operating a PTAC, or up to 75 percent if the center serves an economically distressed area. Assistance during any fiscal year may not exceed \$1,000,000 for a statewide program and \$600,000 for a regional program.

The Montana PTAP program year begins on August 1st and ends on September 31st. Prior to the end of each program year, the Montana PTAP manager negotiates the budget and program objectives with each subrecipient and generates new agreements for the upcoming year.

DoD Grant and Agreement Regulations (DoDGARS)

In addition to adhering to PTAP GENERAL TERMS AND CONDITIONS requirements, PTAPs must comply with all applicable administrative regulations in DoDGARS. Issued under the authority of DoD Directive 3210.6, the "**Defense Grant and Agreement Regulatory System**," (February 27, 1995), the regulations contain department-wide policies and procedures for the award and administration of DoD grants and agreements.

DoDGARS are posted online at: <http://www.dtic.mil/whs/directives/corres/html/321006r.htm>

SECTION 1. ORGANIZATIONAL BACKGROUND

PTAP Funding and Reporting

PTAC staff are responsible for the operation and administration of their individual centers and for adhering to all requirements of the PTAP GENERAL TERMS AND CONDITIONS, regardless of whether the center is full- or part-time. All centers report to the Montana PTAP manager.

The program manager is responsible for the operation and administration of both the lead PTAC and the state program overall. The PTAP GENERAL TERMS AND CONDITIONS acknowledges the program manager as the key to a successful program and is the individual with whom the DLA grants officer (AGO) or administrative grants officers (AGO) has the most interaction.

In addition to providing leadership and guidance to PTAC staff, the program manager ensures that all funding, administrative and reporting requirements are met. The PTAP and all centers operating under the lead center are subject to audits by the Defense Contract Management Agency (DCMA), the Defense Contract Audit Agency (DCAA) and the Office of Management and Budget (OMB).

Any state/local government entity or nonprofit organization that annually expends more than \$750,000 in federal funds - **including Montana PTAP** - is subject to the Uniform Administrative Requirements located at 2 CFR Part 200. Information on all applicable requirements is available at: https://www.whitehouse.gov/omb/grants_docs

SECTION 1. ORGANIZATIONAL DOCUMENTS



Montana PTAP Personnel Detail Form - Sample

Provide the following information for each position within your center. Describe the position, not the individual occupying the position. Do not include personal information such as employee's names.

1. Title of the position.	
2. Name of employer.	
3. Indicate whether the position is an employee of the recipient, a subrecipient, or a third (3 rd) party contributor. If an employee of the recipient, indicate main or satellite office.	
4. Provide the physical location of the position (include complete address).	
5. Indicate whether position is existing or new. A position that was not included in the budget submitted for the previous program year is considered new.	
6. Indicate whether the position is currently "filled" or is "vacant".	
7. If currently vacant, indicate the date the position was last occupied. If the position has never been occupied, indicate "never been occupied".	
8. Provide the title of the immediate supervisor of the position.	
9. If applicable, is the position located on or off campus?	
10. Show the number of hours per week that this position is employed by the organization in 2 above.	
11. As a percentage of the total hours in 10 above, show the percent of time working on the PTAP.	
12. For positions working less than 100% of the time on the PTAP, identify the other program(s) within the employer's organization that the position contributes to.	
13. For positions working less than 100% on the PTAP, provide a full description of duties and responsibilities and a description of how the position will contribute to the mission of the PTAP.	

XX/XX/XXXX (UPDATE the DATE)

Big Sky Economic Development
Montana Procurement Technical Assistance Program
Subrecipient Agreement
Option Year, SP4800-XX-X-XXXX [UPDATE AGREEMENT #]

Big Sky Economic Development Authority (Big Sky EDA) was informed by the Defense Logistics Agency (DLA) on Month, Day, XXXX that the agency is exercising (Base or Option Year # 1 or 2) on Cooperative Agreement SP4800-XX-X-XXXX for the Montana Procurement Technical Assistance Program (Montana PTAP), referred to hereafter as Big Sky EDA and or Montana PTAP. Program Authority is Title 10, United States Code, Chapter 142, CFDA 12.002, Procurement Technical Assistance for Business Firms. Base or Option Year # 1 or 2 period of performance is August 1, XXXX through September 31st, XXXX. (UPDATE PERFORMANCE PERIOD]

This letter is to provide notice that Big Sky EDA/Montana PTAP intends to enter into a new Base or Option Year # 1 or 2 Subrecipient Cooperative Agreement with [ENTER LEGAL NAME OF SUBRECIPIENT AND DBA IF APPLICABLE], Tax ID [ENTER TAX ID] (referred to hereafter as [ENTER LEGAL NAME OF SUBRECIPIENT] Subrecipient, and or [ENTER CITY] PTAC) to operate a full-time Procurement Technical Assistance Center (PTAC) in [ENTER CITY] as a complement to the existing business services offered by the Subrecipient.

BIG SKY ECONOMIC DEVELOPMENT AUTHORITY, MONTANA PTAP hereby enters into a Subrecipient Cooperative Agreement with [ENTER LEGAL NAME OF SUBRECIPIENT] under the following terms and conditions:

TERMS AND CONDITIONS:

1. [ENTER LEGAL NAME OF SUB] shall operate a PTAC located in [ENTER CITY] in support of Big Sky EDA's statewide Procurement Technical Assistance Program.
2. This agreement incorporates by reference the terms and conditions in DLA's PTAP General Terms and Conditions, Version 1.0, May, 2016 and its Amendments. PTAP General Terms and Conditions applicable to this agreement can be found here:
https://www.dla.mil/Portals/104/Documents/SmallBusiness/PTAP%20General%20Terms%20and%20Conditions%20Version%201_3%20September%2026%202019.pdf?ver=2019-07-30-113152-477
3. This agreement incorporates by reference the terms and conditions in the Department of Defense Grant and Agreement Regulations (DoDGARS). Specifically, Chapter I, Subchapter C of Title 32, Code of Federal Regulations (CFR) and in Chapter XI of Title 2, CFR, which are referred to collectively herein as the DoD Grant and Agreement Regulations (DoDGARs). In the

performance of an award made under this agreement, the Subrecipient shall comply with all pertinent DoDGARS provisions. Pursuant to 32 C.F.R. §32.5, §33.37, or §34.1 (b)(2), as applicable, DoDGARS provisions flow down to subawards and subgrants.

4. This award is not for Research & Development (R&D) purposes.
5. The attached budget and cost allocation plan have been approved by DLA and Big Sky EDA for [ENTER LEGAL NAME OF SUBRECIPIENT]
6. It is a condition of this agreement that [ENTER NAME OF PTAC ADVISOR} OR HIS/HER SUCCESSOR [ENTER NAME OF PTAC ADVISOR] OR HIS/HER SUCCESSOR or his successor will be retained as an employee of [ENTER LEGAL NAME OF SUBRECIPIENT] [ENTER NAME OF PTAC ADVISOR} OR HIS/HER SUCCESSOR will serve as the [ENTER CITY] PTAC government contracting advisor.
7. [ENTER LEGAL NAME OF SUBRECIPIENT] is an independent contractor for the purposes of this agreement. Eligibility to operate as a Subrecipient under this agreement is based on [ENTER LEGAL NAME OF SUBRECIPIENT] IRS determination and current status as a [ENTER APPLICABLE LEGAL STRUCTURE] SUCH AS: 501(c)(6) organization, 501c3, ETC.
8. It is understood that [ENTER LEGAL NAME OF SUBRECIPIENT] is an independent concern and that neither its principles nor its employees are employees of Big Sky EDA/Montana PTAP for tax purposes, retirement systems or social security (FICA) withholdings.
9. Big Sky EDA/Montana PTAP shall be the sole responsible party for the DLA Cooperative Agreement program management and administration of the DLA/Montana PTAP award for the base year and all option years exercised under this agreement.
10. Montana PTAP staff at Big Sky EDA shall be readily available to provide direction, training and guidance to the Subrecipient on PTAP related matters and will ensure that the Subrecipient has the information, tools and training necessary to operate a PTAC in an efficient and credible manner that meets the requirement of the Defense Logistics Agency PTAP.
11. [ENTER NAME OF PROGRAM MANAGER] is the Montana PTAP Program Manager and the primary designated liaison with the Subrecipient for the [ENTER CITY] PTAC. [ENTER NAME OF PTAC ADVISOR} OR HIS/HER SUCCESSOR is the secondary designated liaison between the same.
12. INDEMNIFICATION AND LIMITATION ON LIABILITY
Neither party to this agreement will be held liable for claims and damages to persons or property stemming from the other party's own negligence or omission or from acts or omissions on the part of its employees or its officers. Neither party assumes any responsibility to the other party for the consequences of any act or omission of any person, firm or corporation not a

party to this agreement. Neither party to this agreement shall be considered the agent of the other party.

13. COMPLIANCE WITH LAWS

Subrecipient shall comply fully with all applicable federal, state and local laws, regulations, and ordinances. Subrecipient shall be responsible for payment of all taxes, assessments, and contributions, whether local, state, or federal in nature, in connection with the performance of the Services.

14. SURVIVAL

In the event of the expiration or earlier termination of this Subrecipient Cooperative Agreement, any provisions that by their very nature need to survive in order to be given their full intended effect shall so survive.

15. WAIVER

A waiver by BIG SKY EDA/MONTANA PTAP of any default or breach by the Subrecipient of any terms or conditions of this Subrecipient Cooperative Agreement shall not limit BIG SKY EDA/MONTANA PTAP's right to enforce such covenants, terms or conditions or to pursue BIG SKY EDA/MONTANA PTAP's rights in the event of any subsequent default or breach.

16. SCOPE OF SERVICES

The Subrecipient's government contracting advisor will develop and implement a strategy to promote Montana PTAP services within the service area of [ENTER COUNTIES INCLUDED IN SERVICE AREA] counties. This strategy should target businesses interested in government contracting and have the potential to become successful contractors. In addition to providing individual assistance to businesses, the [ENTER CITY] PTAC government contracting advisor is expected to conduct periodic outreach /training sessions on various government procurement subjects in the designated service area. It is understood and expected that the [ENTER CITY] government contracting advisor provide service in other counties as needed or assigned by the Montana PTAP program manager. Additionally, it is expected that the government contracting advisor make extra effort to inform businesses of PTAC services in the outlying distressed counties of [ENTER DISTRESSED COUNTIES ASSIGNED TO SUBRECIPIENT IF APPLICABLE]. It is understood that all services and promotion efforts by the [ENTER CITY] PTAC/government contracting advisor comply with the requirements outlined in the current PTAP GENERAL TERMS and CONDITIONS and the Montana PTAP Standard Operating Procedures (SOP).

17. PROFESSIONAL DEVELOPMENT

It is understood and expected that the [ENTER CITY] PTAC government contracting advisor continually strive to develop expertise on contracting subject matter in order to provide the best possible assistance to business clients. The advisor is required to submit an annual professional development plan to the program manager by [MONTH, DAY, XXXX]. (UPDATE THIS DEADLINE)

18. AUTHORIZED FEDERAL FUNDS

The DLA approved budget for the statewide Montana PTAP is \$[ENTER STATEWIDE BUDGET]. Of this amount, federal funds of [ENTER FEDERAL FUND DOLLAR AMOUNT] are obligated. Additionally, [ENTER NON FEDERAL MATCH FOR ENTIRE STATE] of non-federal matching funds are required and will be provided by Big Sky EDA and its Montana PTAP subrecipients.

The [ENTER CITY]PTAC's portion of the total statewide budget is [ENTER SUBRECIPIENT TOTAL PTAC BUDGET]. Please refer to paragraph 21 for more detailed information on the federal portion of the budget for the Subrecipient/[ENTER CITY] PTAC.

All funds provided under a resultant Subrecipient Cooperative Agreement are to be used for the sole purpose of providing procurement technical assistance to business entities. The Subrecipient/ [ENTER CITY] PTAC is required to expend funds in accordance with the budget approved at the time of award.

19. ACCOUNTING REQUIREMENTS

As defined in the PTAP General Terms and Conditions, the Subrecipient must maintain separate accounting/financial systems and records to ensure a clear, independent audit trail for DLA funds provided and expended under this agreement. Per CFR 200.331, paragraph (5), the subrecipient is required to grant access to its records and financial statements as necessary for Big Sky EDA and its auditors to meet the requirements of this part. The Subrecipient is required to submit its annual financial audit to Big Sky EDA.

20. BUDGET/TRANSFER OF FUNDS

Transfer of funds among direct cost categories (i.e., personnel, fringe, travel, etc.) does not require prior approval from Big Sky EDA unless the cumulative amount of such transfers exceeds or is expected to exceed 10% of the total budget. Financial/accounting records must be retained for three years and available to Big Sky EDA/Montana PTAP upon request.

21. TOTAL PROGRAM COST (TPC)/REIMBURSEMENT PERCENTAGE

Total Program Cost (TPC) for the [ENTER CITY]PTAC is \$XXX,XXX.00 for the performance period [MONTH, DAY, XXXX THRU MONTH, DAY, XXXX]. The Subrecipient will be reimbursed [ENTER APPLICABLE PERCENTAGE BASED ON FULL OR PART TIME STATUS] of TPC (up to \$_____) for PTAC expenses from Big Sky EDA. Reimbursement will not exceed \$_____ in PTAP federal funds for the performance period.

The Subrecipient is required to provide matching, nonfederal funds up to \$_____ for the [ENTER CITY] PTAC. This is [ENTER APPLICABLE PERCENTAGE] of Total Program Cost (TPC).

All payments made by Big Sky EDA/Montana PTAP, for all services and related expenses, will be subject to the limitations on spending set forth in the PTAP General Terms and Conditions, Department of Defense Grant and

Agreement Regulations (DoDGARS) (incorporated by reference in PTAP General Terms and Conditions) and DLA-approved Montana PTAP  budget.

22. INVOICE PROCEDURES

The Subrecipient will be reimbursed by Big Sky EDA on a monthly basis for PTAC expenses. Invoices shall be submitted to Big Sky EDA by the 25th of the following month according to the procedures in the Montana PTAP Standard Operating Procedures (SOP). Good faith efforts will be made by Big Sky EDA to issue payment within 30 days of receipt of [ENTER LEGAL NAME OF SUBRECIPIENT] invoice.

23. CLIENT ACTIVITY RECORDS

The Subrecipient/[ENTER CITY] PTAC shall maintain client records in a database designated by the Montana PTAP lead center and in a manner consistent with the procedures required by the SCAA and the Montana PTAP SOP. The [ENTER CITY] PTAC government contracting advisor is expected to maintain accurate, thorough client data and take care to enter detailed counseling notes. Counseling sessions need to be entered into the database in a timely manner. Ideally, this should be shortly after the session on the same day, but no later than the end of the week. The Subrecipient/[ENTER CITY] PTAC agrees to maintain accurate records of PTAP activities in compliance with the requirements outlined in the most current Montana PTAP SOP.

These records include but are not limited to:

- a) The numbers and types of counseling sessions, training and outreach events
- b) The dollar amount of awards received
- c) Examples of client success stories
- d) Annual client satisfaction surveys

Double counting of counseling hours and activities between programs is specifically prohibited

23. OVERSIGHT

The program manager will conduct an annual performance review of the Subrecipient/[ENTER CITY] PTAC. This review will typically be done on site, but may be accomplished remotely if deemed necessary by the program manager. The program manager will hold planning meetings and individual sessions with the [ENTER CITY]PTAC government contracting advisor to assist with operations, provide advice/training or to work with local businesses as warranted. The program manager will also perform quarterly program performance audits.

24. CLOSEOUT OF SUBAWARD

Subrecipient will submit its final invoice (for MONTH, DAY, YEAR) for [BASE OR OPTION YEAR 1 OR 2] by the {ENTER DEADLINE, MONTH, DAY YEAR}.

IN WITNESS WHEREOF, the parties hereto have executed this Big Sky EDA/Montana Procurement Technical Assistance Subrecipient Agreement effective on the X day of MONTH, XXXX.

**Administered by:
address**

Montana PTAP, Big Sky EDA
222 N. 32nd Street, Suite 200
Billings, MT 59101

Subrecipient's name and

[ENTER LEGAL NAME OF SUB]
[ENTER DBA IF APPLICABLE]
[ENTER ADDRESS]
[ENTER CITY] MT [ENTER ZIP]

[ENTER NAME]
Executive Director
Big Sky EDA

[ENTER NAME]
[ENTER TITLE]
[ENTER LEGAL NAME OF SUB]
[ENTER DBA OF SUB]

_____ Date _____

_____ Date _____

[ENTER PROGRAM MANAGER NAME]

State Program Manager
Montana PTAP at Big Sky EDA

_____ Date _____
_____ Date _____

[ENTER NAME OF PTAC ADVISOR}
OR HIS/HER SUCCESS

Government Contracting Advisor
[ENTER CITY] PTAC

[ENTER NAME OF ADDITIONAL AUTHORIZED SIGNERS FOR SUB]

[ENTER LEGAL NAME OF SUBRECIPIENT]

_____ Date _____
_____ Date _____

Please review and return signed document to:

Big Sky EDA/Montana PTAP

[ENTER NAME OF PM], State Program Manager
222 North 32nd Street, Suite 200
Billings, MT 59101

SECTION 2. ORGANIZATIONAL POLICIES

A Few Words About Policies

The policies included in this manual are centered around some basic guidelines contained in the PTAP GENERAL TERMS AND CONDITIONS and best practices derived from experienced professionals. They are central to a PTAC's successful operation and help ensure consistent standards and accountability throughout Montana PTAP.

As noted earlier, the PTAP GENERAL TERMS AND CONDITIONS requires PTAC *“personnel to adhere to a code of generally accepted standards of professional conduct established by the recipient or its host organization.”* The Defense Logistics Agency uses the phrase **Stewardship Excellence is Essential** to remind program recipients to maintain high standards and to **“remember this while requesting and expending program funds and conducting day-to-day business.”**

Expanding on the above ethical standards, Montana PTAC encourages staff to follow the core values below in all work-related interactions.

Ethics Policy

HONESTY: Share appropriate information openly and candidly; never intentionally mislead others.

COMMITMENT: Strive to meet commitments made to others and avoid making assertions unlikely to be met.

RESPECT: Be aware of the needs and abilities of others; value their opinions and contributions.

INTEGRITY: Behave professionally and ethically regardless of stresses – such as personal or economic – arising from outside the workplace.

ACCOUNTABILITY: Take your professional and job responsibilities seriously, being mindful of taxpayers' contributions to the program. Avoid engaging unnecessarily in personal activities during work hours and in using PTAC equipment for personal correspondence or activities.

In addition to the ethics guidelines outlined in the PTAP GENERAL TERMS AND CONDITIONS and Montana PTAP's Ethics Policy, PTAP staff must adhere to the **APTAC Code of Ethics** printed on the following page

APTAC Code of Ethics

Each member of APTAC shall:

- Maintain professional integrity in all actions and conduct oneself in such a manner as to bring credit upon the association.
- Promote trust and confidence in the integrity of the acquisition process.
- Strive to attain the highest professional standards of job performance, to exercise diligence in carrying out the duties of one's employer, and to serve the employer to the best of one's ability.
- Respect the confidence and trust reposed in the member by the employer, client or customer.
- Protect the privacy and the confidentiality of all information entrusted to the member, both during and after employment as a procurement assistance specialist, or similar employment as described in membership categories and use such information only in that work.
- Avoid engagement in any transaction that might conflict with the proper discharge of one's employment duties or duty to one's clients or customers by reason of a financial interest, family relationship, or other circumstance causing a breach of confidence in the acquisition process or the consulting relationship.
- Abstain from entering into any agreement, contract or partnership for personal gain, either directly or indirectly, with any PTAC client or customer. However, this does not preclude a PTAC from charging for its procurement counseling services as part of its consulting relationship with the client.
- Refrain from knowingly influencing others to commit an act that would constitute a violation of law, of procurement regulations and guidelines, or this code.
- Reports clients' or customers' successes fairly and objectively, and only with their specific authorization, taking credit only where it is significantly attributable to the assistance rendered.
- Keep personal knowledge and expertise up-to-date

SECTION 2. ORGANIZATIONAL POLICIES

Montana PTAC Brand Policy

Branding is important to businesses, large and small, for profit or not-for-profit. A brand identifies an organization and tells others what services to expect. Consistent usage of the Montana PTAC brand is central to the program's identity and ongoing development. Montana PTAC staff members are required to properly use PTAC's logo, colors, tag line and any other items that are part of the brand, on all PTAC correspondence, marketing and training materials. Details regarding consistent use of the brand are included in the Montana PTAC Style Guide.

Co-branding of subrecipient brand/materials with MT PTAC is expected and encouraged.

PTACs are not authorized to use the DoD or DLA logo

Note: According to the PTAP GENERAL TERMS AND CONDITIONS, "The PTAC is ENCOURAGED to use the designation "Procurement Technical Assistance Center" as part of its name. Doing so will help promote the PTAC brand and build awareness that each center operates as part of the larger program. Materials produced for the public (e.g., press releases, brochures, advertisements, training booklets, websites, etc) should acknowledge DLA support using the following statement: "**This procurement technical assistance center is funded in part through a cooperative agreement with the Defense Logistics Agency.**" You may not alter the statement or use other language.

Client Inquiry and Confidentiality Policy

Included in Montana PTAC's tag line are words descriptive of the program's client policy. The staff should strive to provide "personal, timely advice." Whether a client is new to PTAC or an existing, established business, staff members should make every effort to respond to an inquiry within 24-48 hours.

All clients and potential clients must be treated with patience, courtesy and respect in all communications with PTAC, whether interacting with staff on the telephone, in person or via email.

Client confidentiality is mandatory. Information regarding a client must not be shared with anyone outside of Montana PTAC without the client's permission. The confidentiality policy applies to any and all interactions a client has with PTAC staff.

The PTAC government contracting advisor is entrusted with accountability for, and the safekeeping of, confidential client files.

The PTAP GENERAL TERMS AND CONDITIONS defines and provides guidelines for various types of client interactions. These guidelines are discussed in the Procedures Section of this manual.

SECTION 2. ORGANIZATIONAL POLICIES

Client Activity – Data Entry Policy

Montana PTAC policy requires staff to record and maintain accurate, thorough and up-to-date information in the client management database. Whenever possible, detailed information regarding any client contact should be entered immediately after the interaction occurs or by the end of the work day. If work schedules preclude immediate data entry, all client activity should be entered no later than the last day of the work week.

Maintaining current data is a best practice and is vital for meeting reporting requirements and offering top-notch service to Montana PTAC clients. Prompt data entry is also a courtesy extended to PTAC coworkers. Clients often contact more than one PTAC, sometimes because they are confused about the organization's structure or they are unable to reach a particular government contracting advisor. In either case, if a client's record is not up-to-date, the staff member attempting to assist the client is unaware of all that previously transpired. This situation results in wasted time and creates frustration for both the staff member and the client.

More information on client record keeping, including requirements contained in the PTAP GENERAL TERMS AND CONDITIONS, is covered in the Procedures Section of this manual.

Client Eligibility Policy

To be eligible for services from a Montana PTAC, a business must be located in Montana. Businesses located outside of Montana should be referred to the PTAC nearest their geographic location: <http://www.aptac-us.org/contracting-assistance/>

Established businesses with a proven track record in the commercial market are generally more likely to succeed in government contracting than are new businesses. Whether a business is small or large, new or established, all Montana PTAC clients should meet the following requirements:

- Have a desire – and the potential – to sell to the government;
- “Sign up” to be a client and acknowledge/sign the MT PTAC Request for Service Agreement
- Have e-mail capability and Internet access.
- Provide the information counselors need to offer desired services;
- Report all government contract awards when requested, regardless of whether Montana PTAC was directly involved;
- Respond to client satisfaction surveys

SECTION 2. ORGANIZATIONAL POLICIES

Bid-Matching Service Policy

Bid matching is a free service provided to select Montana PTAC clients. Provided through PTAC's client management software program, bid matching is designed to alert clients, via email, to contracting opportunities that match their business' profiles. Montana PTAP is allotted 500 bid match profiles. Billings, Bozeman, Kalispell and Missoula are allotted 90 each. Great Falls, Hamilton & Ronan are allotted 30 each. Butte and Lewistown are allotted 25 each. When bid match profiles exceed 500, the program incurs additional costs. Therefore, bid matching should be reserved for clients who will make maximum use of the service both as a marketing analysis tool and as a mechanism for locating and responding to contracting opportunities.

Montana PTACs are required to offer the bid matching service judiciously and monitor the functionality and utilization by clients on a quarterly basis. This is done generating bidmatch reports from Neoserra (client management program) and analyzing whether clients have opened any matches. Clients who have not opened an opportunity in 6 months must be contacted to determine if they are receiving relevant matches. If it is determined the client is not receiving relevant matches, the PTAC advisor must work with the client to adjust the profile with more applicable key words, area, NAICS, etc. If it is determined that the client is simply not reviewing the matches, they client should be advised that the service will be suspended and that other "free" options such as FedBizOps, State of Montana vendor emails, etc., are available.

Staff Training Policy

All Montana PTAC government contracting advisors are required to complete the training recommended by the Association of Procurement Technical Assistance Centers (APTAC) and obtain designation as a Certified Procurement Professional (CPP). Information on the training program is available on the APTAC Web site.

For new staff, this training must be completed within two years of the individual's start date.

Each year after obtaining the CPP, advisors must acquire a minimum of ten (10) APTAC Training Credits (ATCs) in order to maintain the professional certification. All training - with the exception of that provided through the APTAC Conference, Defense Acquisition University (DAU) and the National Contract Management Association (NCMA) - must be approved by the APTAC. Staff members who attend training sessions at the APTAC national conference earn one (1) ATC for every one (1) hour of training. For training obtained through organizations other than APTAC, participants earn one (1) ATC for every two (2) hours of training.

Staff members who previously completed APTAC's Certified Contracting Assistance Specialist (CCAS) training are not required to obtain the CPP; however, the same annual professional development requirements apply.

In addition to obtaining and maintaining a professional certification from APTAC, all Montana PTAC staff members are required to attend and participate in PTAC's quarterly meetings. Although no training credits are offered, the quarterly meetings provide invaluable opportunities for professional development and information-sharing.

SECTION 2. ORGANIZATIONAL POLICIES

Record Keeping and Mandatory Report Submission Policy

In addition to client records, a PTAC must maintain financial records and information related to the center's performance. Reports are submitted to the Montana PTAP manager on a quarterly and year-end basis. The required forms for reporting as well as the due dates are included in the procedures section of this manual.

The receipt of timely, accurate reports from all PTACs is critical to the operation and the well being of the state program. Montana PTAP is required to submit program reports to DLA on specified dates. Failure to do so reflects poorly on the Montana PTAP's performance, not only with DLA but the state program's host agency.

Therefore, Montana PTAP policy requires all PTACs to submit reports **no later than the due date** and preferably in advance of the due date whenever possible. Centers that are unable to meet a report deadline must submit to the Montana PTAP manager a written explanation of why the delay occurred. Explanations will be kept on file and could reflect on a center's performance evaluation.

PTACs must retain confidential client, financial and operational files three (3) years. When files are purged, paper documents should be shredded to ensure confidentiality.

Transportation and Travel Policy

Individual PTACs abide by their host agencies' written travel and transportation policies.

The PTAP GENERAL TERMS AND CONDITIONS defines local travel as *“travel for 12 hours or less (regardless of distance), unless the recipient organization's written travel policy otherwise defines 'Local Travel'. However local travel is defined, expenses for per diem, lodging, meals or other subsistence expenses are not allowable for local travel.”*

Montana PTAC advises staff members to use sound, reasonable judgment in determining when an additional day's lodging may be needed the day before or day after a work-related event. If transportation schedules (airplane arrival/departure times) or the beginning and ending times of events preclude travel at a reasonable time during the day, an additional day's lodging may be justifiable. Note, however, that a lodging stay extended for non work-related activities is neither allowable nor reimbursable. Additional lodging costs for activities such as sightseeing, touring our visiting friends and family must be paid by the PTAC staff member.

SECTION 2. ORGANIZATIONAL POLICIES

Staff Supervisory Policy

Montana PTAC staff members adhere to the personnel policies of their host organizations and report indirectly to a supervisor designated by the host organization.

However, PTAC staff members report **directly** to the Montana PTAP manager on all PTAC-related issues, concerns and activities. The program manager provides guidance to all PTACs, assists with centers' operations and budgets, and advises PTAC staff on activities including, but not limited to: center performance; client counseling; outreach; and training.

PTAC staff members are required to **inform the PTAP manager of absences**, including sick days, planned vacation days and days spent at events or conferences.

Montana PTAP policy requires staff members to be aware of - and sensitive to - time spent conducting personal business, including receiving and responding to emails – during the course of a work day. Staff members will avoid using Montana PTAP/host agency resources to conduct personal business.

The Montana PTAP manager audits a PTAC's performance on a quarterly basis and conducts an annual on-site performance review.

Performance Review Policy

The Montana PTAP manager conducts an onsite annual review of all Montana PTACs. The purpose of the review is to evaluate a center's performance in areas including, but not limited to, the following:

- Compliance with requirements of the PTAP GENERAL TERMS AND CONDITIONS and subrecipient agreements;
- Adequacy of management control systems, operational and financial;
- Success in achieving stated program goals;
- Level of client service offered;
- **Compliance with program manager's directives, including, but not limited to, timely report submission.**
- Compliance with Montana PTAP and host agency policies.
- Progress in professional development endeavors and participation in meetings and training opportunities conducted by APTAC, Montana PTAC and resource partners.

PTAC reviews are kept on file by the program manager and are included in an overall review of the state program conducted by the Defense Contract Management Agency (DCMA). Reviews are also available to the PTAP grants officer, assistant grants officer or their designated representatives

A Few Words About Procedures

The procedures included in this manual were developed to guide Montana PTAP staff in performing the various functions related to operating a center and in providing professional assistance to clients.

Following the same basic procedures for program activities enhances Montana PTAP's efficiency and effectiveness and ensures continuity in service delivery. The procedures outlined in this section are general and based on best practices. The PTAP GENERAL TERMS AND CONDITIONS provides specific guidance on program procedures, and all PTACs must comply with the terms of the same.

Client Counseling – Initial Meeting

During a PTAC advisor's first meeting with a client, the advisor should gain a basic understanding of the client's business and government contracting goals. This knowledge is essential for assessing a client's potential to contract or subcontract with federal, state or local agencies. The advisor should also explain the scope and limitations of PTAC services. Clients with contracting potential who have stated or documented their intent to become PTAC clients can be maintained as **active** if they meet the PTAP GENERAL TERMS AND CONDITIONS's definition of **Active Client**.

Refer to the applicable PTAP GENERAL TERMS AND CONDITIONS for client counseling definitions:

PTAC advisors are encouraged to ask the questions on the following page during initial meetings with clients. The questions were developed and are recommended by APTAC.

SECTION 3. PROGRAM PROCEDURES

Recommended Questions to Ask Montana PTAC Clients

1. How did the firm learn of PTAC?
2. Did the firm review the PTAC Web site that describes PTAC's offered services?
3. Did the firm submit a PTAC Request for Service Agreement?
4. Does the firm have a physical presence or is their primary place of business in the PTAC's assigned geographical area?
5. Does the firm have a business plan that includes the government market?
6. How long has the firm been in business? (Two years or more?)
7. Is the firm eligible under the law to do business with the government? For example, was the firm debarred from doing business with the government for any reason?
8. Does the firm have the financial stability to pursue government contracts?
9. Does the firm have e-commerce capability (computers, on-line banking etc.)?
10. Does the firm have an Employer Identification Number (EIN) with the IRS?
11. Does the firm have positive past performance in commercial and/or government work?
12. Does the company have a preference for the federal, state, or local market or is the focus on all government entities?
13. Has the firm obtained a Dun and Bradstreet (DUNS) number?
14. Has the firm registered with the System for Award Management (SAM) and SBA's Dynamic Small Business Search (DSBS), and are all sections complete?
15. Has the firm registered with the Secretary of State, if required?
16. Does the firm have a Capability Statement for marketing its products/services?
17. Has the firm correctly identified its small business and eligible socio-economic status, if applicable.
18. What formal government contracts training has the firm had?
19. What are the firm's immediate government contract goals?
20. Does the firm appear to have the resources, the willingness and capability to dedicate the time and effort it will take to be successful in the government marketplace?
21. Does the client agree to respond to surveys regarding PTAC services and government contract awards when requested?

SECTION 3. PROGRAM PROCEDURES

Client Counseling Procedures

The following steps are among those that PTAC advisors should take when counseling clients. The order in which the steps are completed and the amount of information covered in each counseling session will vary depending upon the clients' individual goals, needs and ongoing relationship with PTAC.

- Explain the services that PTACs can and cannot offer according to the PTAP GENERAL TERMS AND CONDITIONS guidelines.
- Briefly review the Montana PTAC Web site and provide PTAC handouts as reminders.
- Review the required registration, certification, and verification requirements for that particular client. (For example: Montana SoS; Dun & Bradstreet; SAM/ DSBS; other federal and state or local Web sites; pertinent small business socio-economic programs).
- Review the various methods a client can use to research government purchases and to target specific agencies or government prime contractors. *Refer to the list below for some suggested sites.*
- Advise/assist client in developing appropriate marketing materials, such as business cards and Capability Statements, for networking events and targeted marketing efforts.
- Explain the differences between the commercial and government marketplaces and introduce the client to the Federal Acquisition Regulations and agency supplements, for example, the Defense Federal Acquisition Regulations (DFARS). Discuss any applicable state and local regulations.
- Provide technical assistance that can include, but is not limited to, helping the client understand solicitations and reviewing draft bids or proposals.
- Assist clients who have won contracts with developing an understanding of post award requirements and contract administration.

Some Client Counseling Topics and Resources

EZ search tool in Federal Procurement Data System: https://www.fpds.gov/fpdsng_cms/index.php/en/

Contract Opportunities: <https://beta.sam.gov/>

US Government Spending: www.usaspending.gov

Federal Acquisition Regulations: <https://www.acquisition.gov/far>

Minority Owned Small Businesses: <http://www.sba.gov/content/minority-owned-businesses>

For Veteran Owned Small Businesses: <http://www.vetbiz.gov>

For Women Owned Small Businesses: <https://www.sba.gov/content/women-owned-small-business-program>

Subcontracting Directory: <http://www.sba.gov/category/navigation-structure/contracting/contracting-opportunities/sub-contracting>

SECTION 3. PROGRAM PROCEDURES

Client Recordkeeping Procedures

According to the PTAP GENERAL TERMS AND CONDITIONS, all PTACs and host agencies must maintain databases to collect and record client activities and to segregate PTAC costs. The database must be separate from other host agencies databases and contain only information related to the PTAC. Entering and maintaining timely, accurate data is critical to Montana PTAP's success and stability since the data is reported to DLA and impacts program funding.

In addition to general contact and business information, PTACs currently are required to collect other information related to clients including, but not limited to: the number DLA of active clients; number of new clients; type and nature of counseling sessions; counseling time; socio-demographic indicators; outreach events; and awards/subawards received. PTACs are also required to file and report client success stories to conduct client satisfaction surveys.

The above information is currently recorded in a customer relationship management system (CRM) called Neoserra. Based on the data entered, Neoserra generates a report known as the DLA 1806. The 1806 report must be submitted to the program manager on a quarterly basis and at year end.

The program manager provides user access to the Neoserra database which is accessed via the following link: <https://mtptac.neoserra.com/login>

For instructions on entering client data in Neoserra refer to the **Frequently Asked Questions** at this link: <http://support.outreachsystems.com/resources/help/neoserra/questions/>

PTACs assist a wide variety of clients whose contracting expertise and computer skills differ greatly. It is expected that MT PTAC advisors provide hands on assistance with navigating electronic systems with the ultimate goal of teaching the client to use the system themselves.

NOTE: PTAC staff should refer to the current applicable PTAP GENERAL TERMS AND CONDITIONS for specific definitions of the client data that needs to be collected and reported.

A Copy of the current 1806 report is included in the Appendices. Detailed instructions for completing the report are included in the PTAP GENERAL TERMS AND CONDITIONS.

SECTION 3. PROGRAM PROCEDURES

Client File Procedures

Each PTAC must maintain an electronic file for every client, whether the client was assisted one-time or on an on-going basis. At a minimum, each file must contain the following:

- client contact information, including name, address, telephone number and email;
- date services were provided;
- primary issues/topics discussed during the session;
- results of the session and any actions/steps taken by the PTAC advisor;
- copies of any correspondence, reports or other materials provided by the client;
- issues that need to be addressed or steps taken previous to next meeting, if applicable;
- the date of next meeting.

Clients with whom a PTAC has had no contact for one year are considered inactive and must be marked accordingly in the client management data base. An automated task has been set up in Neoserra to deactivate clients WITHOUT bidmatch who have not been in for counseling in the last 365 days. The records of clients who have been inactive for three years may be purged from the data base. Hard copy records must be shredded to ensure client confidentiality.

SECTION 3. PROGRAM PROCEDURES

Funding and Reporting Procedures

As stated earlier, all PTACs must adhere to the program guidelines and policies specified in the PTAP GENERAL TERMS AND CONDITIONS, the DoDGARS and the applicable OMB Circular. A separate and distinct client management record system and financial management system is required.

All Montana PTACs must comply with the following reporting requirements:

- ✓ DLA Form **1806 “PTAC Cooperative Agreement Performance Report,”** must be signed and submitted quarterly to the program manager no later than 20 days after the end of each quarter. The Montana PTAP program manager will assign the 1806 due dates for the entire year in advance. (See Appendix).
- ✓ **Written report**, submitted with the signed 1806, numbered one (1) through three (3) that addresses the following items:

1. **Discuss progress made towards the achievement of performance goals including successes and/or difficulties experienced. If applicable, discuss action you have taken, or contemplate taking, to resolve the problems.**
2. **Discuss any development that has a significant impact, positive or negative, on the PTAC including problems, delays, or adverse conditions which will impair your ability to meet any of the cooperative agreement (subrecipient agreement) requirements.**
3. **Discuss any noteworthy client success stories facilitated by the PTAC’s assistance and/or other significant programmatic accomplishments. Share any notable lessons learned and discuss promising practices that have improved program outcomes.****

Fourth quarter reports must include: a quarterly narrative; a **signed 1806 for the fourth quarter** that depicts matching award and client detail; and three (3) success stories. An **annual, signed 1806** with matching client and award detail must be included as well.

SECTION 3. PROGRAM PROCEDURES

Funding and Reporting Procedures (*continued*)

In addition to the monthly/annual reporting requirements listed on the previous page, all Montana PTACs must comply with specified budget and invoice submittal requirements.

PTACs operate under the umbrella of the Montana PTAP located at Big Sky Economic Development Authority (Big Sky EDA) in Billings, MT via subrecipient agreements. Subrecipient agreements are cost-sharing/ cost-reimbursement agreements. Budgets and reimbursement rates are negotiated annually between the state program manager and PTAC personnel and select staff at entities hosting local PTACs.

Proposed budgets outlining a PTAC's anticipated expenditures must be submitted, negotiated and approved before an award can be made to a subrecipient. (See Attachment B – Budget Information Form.)

PTAC budgets are comprised of three types of funding: DoD funds, recipients' cost-matching funds and third-party, in-kind contributions. **MT PTAC does not use third-party in-kind as match.** All are considered PTAC funds and must be used only to provide procurement technical assistance services to eligible businesses. Refer to the current PTAP GENERAL TERMS AND CONDITIONS for a detailed explanation of costs including: allowable, allocable and reasonable costs; direct vs. indirect costs.

In order to receive reimbursement for their program costs, PTACs must submit a **monthly invoice and** the following supporting documentation:

- A **cover letter** requesting reimbursement for the government's share of the sub recipient total cost for that month. The letter must include the invoice number, period of performance and the period of performance year and number.
- a **12-month budget spreadsheet** completed to the current month being invoiced. (See Attachment C)
- a **Profit and Loss Statement** and any related documentation that supports the funds being requested by the PTAC. Any irregularities or unusual entries must be explained and documented.
- **the SF 270 and SF425** .These forms are automatically updated with the spreadsheet data entry.; hard copy submittal is required with the quarterly and final reports and invoices (SF 270 & SF 425 forms are available at www.whitehouse.gov)
- **the DLA form 1806** for the month being invoiced, signed by the center manager.
- a time sheet or similar documentation for PTAC personnel working under the subrecipient agreement.

Appendix A

Glossary of Commonly Used Program Acronyms

ADR -Alternative Dispute Resolution

AGO -Administrative Grants Officer, either from DCMA

BIA- Bureau of Indian Affairs

CAGE-Commercial and Government Entity

CFR -Code of Federal Regulations

DCMA -Defense Contract Management Agency

DFAS -Defense Finance and Accounting Service

DLA -Defense Logistics Agency

DoD -Department of Defense

DoDGARs- Department of Defense Grant and Agreement Regulations

EFT -Electronic Funds Transfer

FSRS -Federal Funding Accountability and Transparency Act Subaward Reporting System

FY -Fiscal Year

GO -(DLA) Grants Officer

GSA -General Services Administration

HUBZone -Historically Underutilized Business Zone

NPC -Net Program Cost

OMB -Office of Management and Budget

OTSB Other Than Small Business

PI- Program Income

PL- Public Law

PTAC -Procurement Technical Assistance Center

PTAP-Procurement Technical Assistance Program

SAM System for Award Management

SB-Small Business

SBA-Small Business Administration

PTAP GENERAL TERMS AND CONDITIONS-Solicitation for Cooperative Agreement Applications

SDB Small Disadvantaged Business

SDVOSB -Service-Disabled Veteran-Owned Small Business

SF-Standard Form

TPC -Total Program Cost

WAWF -Wide area workflow

WOSB-Woman-Owned Small Business

Appendix B---Sample Budget Worksheet

Appendix C---12 Month Budget Worksheet

Appendix D----Sample Invoice Packet

Appendix E----Insert 1806 currently used

(Pilot Program to Assess Performance Reporting, Appendix C of PTAP GENERAL TERMS AND CONDITIONS, Dec. 2014)

A. THE DLA FORM 1806-T "PTAC Cooperative Agreement Performance Report"

PART I

1. Cooperative Agreement Number SP4800	2. Recipient Name and Address Name Division (if applicable) Street City, State Zip code	3. Recipient CAGE Code	5. Period of Performance From: To: (MM/DD/YYYY) (MM/DD/YYYY)	6. Reporting Period From: To: (MM/DD/YYYY) (MM/DD/YYYY)
		4. Report Type (interim or final)		

PART II

Always complete Part II (due with interim and final reports). Follow report instructions.

7. New Clients		
7.a. New clients goal		
7.b. New clients (added this reporting period)		
7.c. New clients previously reported		
7.d. Total new clients (sum of blocks 7.b. & 7.c.)		
7.d.i. Number of small business concerns in block 7.d.		
7.d.ii. Number of distressed area concerns in block 7.d.		
7.e. Remaining new clients needed (block 7.a. minus 7.d.)		
8. Active Clients		
8.a. Number of small business concerns in block 8		
8.b. Number of distressed area concerns in block 8		
9. Counseling Time		
9.a. Counseling time goal	HOURS	MINUTES
9.b. Counseling time (this reporting period)		
9.c. Counseling time previously reported		
9.d. Total counseling time (sum of blocks 9.b. & 9.c.)		
9.d.i. Counseling time with small business concerns in block 9.d.		
9.d.ii. Counseling time with distressed area concerns in block 9.d.		
9.e. Remaining counseling time needed (block 9.a. minus 9.d.)		
10. Participated events		
10.a. Participated events goal		
10.b. Participated events (this reporting period)		
10.c. Participated events previously reported		
10.d. Total participated events (sum of blocks 10.b. & 10.c.)		
10.e. Remaining participated events needed (block 10.a. minus 10.d.)		

PART III

Always complete Part III (due with interim and final reports). Follow report instructions. Use a continuation sheet if necessary.

11. Discussion (follow report instructions)

12. Discussion (follow report instructions)

13 Discussion (follow report instructions)

14. Discussion (follow report instructions)

15. Discussion (follow report instructions)

16. Discussion (follow report instructions)

17. Discussion (follow report instructions)

18. Discussion (follow report instructions)

PART IV		
Complete Part IV with the report for the period ending on 9/30 (due annually). Report for the period 10/1 - 9/30. Follow report instructions.		
18. Contract Awards by DoD		
18.a. Number of prime contract awards received by all active clients that were awarded by DoD		
18.b. Dollar value of awards in block 18.a.		
18.c. Number of awards received by active clients that are small business concerns in block 18.a.		
18.d. Dollar value of awards in block 18.c.		
19. Contract Awards by Federal Agencies other than DoD		
19.a. Number of prime contract awards received by all active clients that were awarded by Federal agencies other than DoD		
19.b. Dollar value of awards in block 19.a.		
19.c. Number of awards received by active clients that are small business concerns in block 19.a.		
19.d. Dollar value of awards in block 19.c.		
20. Contract Awards by State and Local Governments		
20.a. Number of prime contract awards received by all active clients that were awarded by State and local governments		
20.b. Dollar value of awards in block 20.a.		
20.c. Number of awards received by active clients that are small business concerns in block 20.a.		
20.d. Dollar value of awards in block 20.c.		
21. Subcontract Awards Resulting from Prime Contract Awards by DoD		
21.a. Number of subcontract awards received by all active clients resulting from prime contract awards by DoD		
21.b. Dollar value of awards in block 21.a.		
21.c. Number of awards received by active clients that are small business concerns in block 21.a.		
21.d. Dollar value of awards in block 21.c.		
22. Subcontract Awards Resulting from Prime Contract Awards by Federal Agencies other than DoD		
22.a. Number of subcontract awards received by all active clients resulting from prime contract awards by Federal agencies other than DoD		
22.b. Dollar value of awards in block 22.a.		
22.c. Number of awards received by active clients that are small business concerns in block 22.a.		
22.d. Dollar value of awards in block 22.c.		
23. Subcontract Awards Resulting from Prime Contract Awards by State and Local Governments		
23.a. Number of subcontract awards received by all active clients resulting from prime contract awards by State and local governments		
23.b. Dollar value of awards in block 23.a.		
23.c. Number of awards received by active clients that are small business concerns in block 23.a.		
23.d. Dollar value of awards in block 23.c.		
PART V		
Complete Part V with the report for the period ending on 9/30 (due annually). Report survey results received during the period 10/1 - 9/30. Follow report instructions.		
24. Number of surveys distributed		
25. Number of surveys returned		
26. Results: survey question #1 (follow report instructions)		
27. Results: survey question #2 (follow report instructions)		
28. Results: survey question #3 (follow report instructions)		
29. Certification: By submitting this report, I certify that it is true, complete, and accurate to the best of my knowledge.	29.a. Name and Title of Authorized Certifying Official Name Title	29.b. Telephone (Area code, number and extension)
		29.c. Email address
		29.d. Date Certified (MM/DD/YYYY)

B. PERFORMANCE REPORTING

You must collect and maintain current, complete and accurate information in order to complete and submit the DLA Form 1806-T, DEC 2014.

C. REPORT SUBMISSION AND DUE DATES

You must submit interim reports for the periods ending on March 31, June 30, September 30 and December 31. The exception is if your cooperative agreement ends on one of these dates, in which case the report you submit for the period ending on that date will be your final report, as opposed to an interim report.

Interim reports are due no later than 30 days after the end of each reporting period. You must also submit a final report, which is due 90 days after the end of your cooperative agreement's period of performance. If a due date falls on a Saturday, Sunday, or holiday when Government offices are closed, the due date is extended until the following business day.

The Grants Officer will provide you with instructions as to how to submit your reports.

D. DEFINITIONS AND DOCUMENTATION REQUIREMENTS

1. Active client means a contractor with which the PTAC has recorded at least 30 minutes of counseling time and/or has attended at least one participated event during the previous 12 month period. You can determine whether a client is active or not by counting back 12 months from any particular day; for reporting purposes, you must calculate your number of active clients as of the end of each reporting period. All contractors that you count as active clients must have provided information sufficient to satisfy the documentation standards below, including having explicitly stated intent to become a PTAC client. For example, having completed a PTAC enrollment form or similar document.

For the purpose of the active client standard, counseling time is counted cumulatively, which means that the 30 minute standard can be satisfied using the collective amount of counseling time amassed during a number of shorter periods. Apply the 12-month standard when designating active clients even if part or all of the counseling time occurred during a previous cooperative agreement. You must carry forward active clients from one cooperative agreement to another if the client continues to meet the 12-month standard regardless of when one cooperative agreement ends and another begins. If for any reason or at any time you do not expect to have subsequent contact with a contractor you must not continue to count that contractor as an active client, regardless of the time of its last contact with the PTAC.

DOCUMENTATION STANDARDS: You must maintain documentation to substantiate the active clients you report, which must include **1)** the contractor's name, **2)** the physical address of the contractor's primary location (you may rely on a client's representation as to what address it considers its primary location.), **3)** a point of contact with contact information (e.g., phone number or email address), **4)** if applicable, designation in any category of small business provided in the Federal Acquisition Regulation (FAR) for which the contractor qualifies (i.e., small disadvantaged businesses, women-owned small business, etc.), **5)** evidence that the contractor has explicitly stated intent to become a PTAC client and **6)** information that substantiates the contractor's status as an active client, such as a record of counseling time with the client and/or the name and date of participated event(s) the client has attended.

2. Contract has the meaning provided in Part 2 of the FAR. The buyer may be a Federal agency, a State or a local government. Subcontract means a contract entered into by a subcontractor for performance of a prime contract or a higher-tier subcontract. The contract or subcontract is reportable if the contractor or subcontractor that received it was an active client on the date of the award. You must only report obligated dollars. You must not report a maximum contract value or an estimated value of orders that may be placed under a contract at a future date.

You must have a process in place to collect and report information on contracts and subcontracts received by your active clients. Your process must be ongoing so that it allows you to collect information continually and to report up-to-date figures in each of your performance reports (i.e., interim and final). Report contracts and subcontracts as promptly as you can.

DOCUMENTATION STANDARDS: You must maintain documentation to substantiate the contracts and subcontracts you report, which must include **1)** the client's name **2)** the date of the award **3)** designation as a contract or subcontract, **4)** designation as an award (or subcontract as a result of an award) by a Federal agency, a State or a local government **5)** the obligated dollar value of the award **6)** a description of where you obtained information about the award **7)** evidence of the award such as a copy of the contract, correspondence from the client or a copy of information you obtained from another source, and **8)** in the case of a contract or subcontract received by a client that is not a small business concern, a statement from the client that the award was obtained as a result of assistance rendered by the PTAC.

3. Counseling time is PTAC staff time spent one-on-one interacting with a client, to include any preparation time that is attributable to the specific interaction. Counseling time is time that is attributable to an individual client during which professional guidance specific to the needs of the client is provided. The interaction with the client may be in person or via electronic media (e.g., telephone or computer).

You must track counseling time as the actual number of qualifying minutes and hours. Multiple PTAC staff members or individuals representing the client may participate simultaneously; however, you must not count any particular period of time more than once. For example, if two PTAC staff members hold a one hour meeting with a client that is represented by several individuals, this counts as one hour of counseling time.

With regard to email, PTAC staff time spent reading and/or responding to a specific inquiry received from a client is counseling time. You must not count any other type of email correspondence as counseling time. For example, you must not count sending a newsletter or a system-generated bid match as counseling time.

You must only report counseling time with active clients. This means that the client must have been active when the counseling time occurred; it does not mean that the client has to still be active when you report the counseling time. The only exception to this rule is that you may report counseling time spent with a new client before the client met the active client standard. For example, although a client is not active until you meet the 30 minute counseling time standard, you may report the full 30 minutes once the standard is met. This is the only scenario in which a portion of the counseling time you report might have actually occurred during a cooperative agreement other than the one you are reporting for.

The only exception to the requirement that counseling time is spent one-on-one with a client is counseling with regard to a specific teaming relationship between two (2) clients, such as a partnership under the DoD Mentor-Protégé Program or an opportunity for a subcontract. In this case, you must divide the total amount of counseling time by two and attribute it equally to each of the two clients participating.

You must not count travel time or time spent on administrative matters such as referrals to other sources of information or between numerous members of the PTAC staff as counseling time.

DOCUMENTATION STANDARDS: You must maintain documentation to substantiate the counseling time you report, which must include **1)** the amount of counseling time **2)** the client's name **3)** the date of the counseling time **4)** the name of the PTAC staff member(s) that logged the counseling time and **5)** a brief description of the assistance provided to the client.

4. Covered small business has the meaning provided in Section 1611 of the National Defense Authorization Act for Fiscal Year 2014 (Public Law 113-66), as implemented in the Defense Federal Acquisition Regulation Supplement (DFARS).

5. Distressed area concern means a client located in a distressed area, which is based on the physical address of the client's primary location. Distressed areas are identified in the cooperative agreement. The PTAC may rely on the client's representation as to what address it considers its primary location. If the cooperative agreement does not specify distressed areas you are not required to track, segregate or report data concerning distressed area concerns.

6. New client means a contractor that meets the standard for "active client," which did not meet the standard for the previous reporting period and was not reported as an active client for that period. The previous reporting period might have been under a different cooperative agreement. Your new clients are usually a subset of your active clients. For example, if your report for the previous period indicated that you had 100 active clients and this report indicates that you have 105, then at least 5 of your clients are new.

DOCUMENTATION STANDARDS: You must maintain documentation to substantiate the new clients you report. Documentation standards for new clients are the same as those for active clients.

7. Participated event means a conference, workshop, seminar or other event in which PTAC staff participated to conduct PTAC business. To be reportable, the PTAC's participation in the event must have been recognized by its organizers (the event organizers might be the PTAC itself), for example, the PTAC hosted the event, was allotted time on the agenda or was provided exhibit space. Without other involvement, your sponsorship of an event, attendance at an event or referral of clients to an event does not constitute reportable participation.

Participated events encompass various types of events including, but not limited to, training, matchmaking, outreach and promotional events; however, only events attended by contractors that are clients or prospective clients are reportable. A participated event may be conducted in person or via electronic media; however, PTAC staff must have been present at the event. You must only report live events conducted in real-time as participated events. You may report an event that you co-host if it meets the standards for a participated event. You must not report a single event comprised of multiple breakout sessions as more than one event.

DOCUMENTATION STANDARDS: You must maintain documentation to substantiate the participated events you report, which must include **1)** the name of the event **2)** the date of the event **3)** the event's agenda, program or similar document **4)** the location of the event and **5)** a brief description of the PTAC's participation in the event.

8. PTAC staff means individuals employed by the recipient or a subrecipient including individuals obtained under contract and third party volunteers acting on behalf of the PTAC. For the purposes of reporting counseling time or participated events conducted by third party volunteers, you may only report the contributions if the time spent either counseling clients or participating in an event, as applicable, represents a contribution that has been approved as a cost sharing contribution pursuant to the terms of your cooperative agreement. PTAC staff members who share time between the PTAC and other programs or that do other work are only considered PTAC staff when working on behalf of the PTAC.

9. Small business concern has the meaning provided in Part 2 of the FAR. Size standards are established on an industry-by-industry basis and the products or services offered by a particular client might be classified in two or more industries with different size standards; however, for the purpose of performance reporting you must designate clients only once as either a small business or not a small business. A client may qualify as a small business by meeting the size standard for any of its products or services. You must use this single designation in all areas of the performance report calling for information that pertains to clients that are small business concerns. For the purpose of the performance report, you may rely on an adequately informed client's representation that it meets the size standard, which is not meant to represent your small business status advisory opinion.

E. CLIENT SATISFACTION SURVEY (RESPONSIBILITY OF LEAD CENTER/BIG SKY EDA)

You must have a process in place to survey your clients and prospective clients' satisfaction with your PTAC. Your process must be ongoing so that it allows you to receive surveys continually and to report up-to-date figures in each of your performance reports (i.e., interim and final).

Your survey must include the questions below and solicit feedback from respondents using the scale **(5) Strongly agree (4) Agree (3) Neither agree nor disagree (2) Disagree; (1) Strongly disagree**. Survey respondents must also be provided the opportunity to opt out of answering a particular question by responding that the question is not applicable (N/A).

You must calculate and report the average rating provided by survey respondents. In calculating the average, only count respondents that answered the particular question, which may be less than total survey respondents. Do not count respondents that answer "N/A" when you make this calculation. You must count a particular survey respondent's feedback more than once if the respondent returned more than one survey and you must count all surveys returned regardless of the whether the respondent is an active client or not. Report survey results as promptly as you can.

Mandatory survey questions follow -

Question #1 -

Montana PTAC provided me with information about contracting related processes and procedures used by Federal, State and/or local governments and/or assisted me by hosting an event where I was able to network with other businesses or government personnel to learn about government contracting or subcontracting opportunities or procedures.

Question #2 -

Montana PTAC staff is knowledgeable with regard to the terms, conditions, procedures, rules and regulations relating to contracts with Federal agencies, State and/or local governments.

Question #3 -

If requested, I was offered a one-on-one (in-person, via phone or online) counseling session within 30 days of my request.

DOCUMENTATION STANDARDS: You must maintain documentation to substantiate the survey results you report, which must include copies of all returned surveys.

F. GOALS

Performance goals coincide with the cooperative agreement's period of performance. Goals are established for **1. Number of new clients 2. Amount of counseling time and 3. Number of participated events.**

You must report cumulative progress towards your goals with each of your reports (i.e., interim and final). This means that each of your reports must include a collective total number for new clients, counseling time and participated events since the beginning of the cooperative agreement.

PTAC Cooperative Agreement Performance Report

-G. DETAILED REPORT INSTRUCTIONS

Block	Reporting Item	Instructions
1	Cooperative Agreement Number	self explanatory
2	Recipient's name and address	self explanatory
3	Unique Entity Identifier	Enter the recipient's Data Universal Number System (DUNS) number.
4	Report Type	Enter "Interim" or "Final"
5	Period of Performance	Enter the start and end dates of the period of performance specified in the cooperative agreement
6	Reporting Period End Date	Enter the ending date of the reporting period.*
7	New clients- cumulative	Enter your number of new clients since the start of this cooperative agreement, as of the date in block 6
7 a.	Number of small business concerns in block 7	Of the total in block 7, enter the number of clients that are small business concerns.
7b.	Number of distressed area concerns in block 7	Of the total in block 7, enter the number of clients that are distressed area concerns. Leave this block blank if the cooperative agreement does not specify distressed areas.
7c	Number of covered small businesses in block 7	Of the total in block 7, enter the number of clients that are covered small businesses
8	Number of active clients	Enter your number of active clients as of the date in block 6
8a	Number of small business concerns in block 8	Of the total in block 8, enter the number of clients that are small business concerns.
8b	Number of distressed area concerns in block 8	Of the total in block 8, enter the number of clients that are distressed area concerns. Leave this block blank if the cooperative agreement does not specify distressed areas.
8c	Number of covered small businesses in block 8	Of the total in block 8, enter the number of clients that are covered small businesses.

Block	Reporting Item	Instructions
9	Counseling time -cumulative	Enter the total amount of counseling time you have recorded since the start of this cooperative agreement, as of the date in block 6. Sum the actual number of qualifying minutes and hours and report the total rounded to the nearest whole hour.
9a	Counseling time with small business concerns in block 9	Of the total in block 9, enter the amount of counseling time recorded with clients that are small business concerns. Round the reported amount to the nearest whole hour.
9b	Counseling time with distressed area concerns in block 9	Of the total in block 9, enter the amount of counseling time recorded with clients that are distressed area concerns. Round the reported amount to the nearest whole hour. Leave this block blank if the cooperative agreement does not specify distressed areas
9c	Counseling time with covered small businesses in block 9	Of the total in block 9, enter the amount of counseling time recorded with clients that are covered small businesses. Round the reported amount to the nearest whole hour.
10	Participated events - cumulative	Enter the total number of participated events you conducted since the start of this cooperative agreement, as of the date in block 6
11	Discussion (use a continuation sheet if necessary)	self explanatory
12	Discussion (use a continuation sheet if necessary)	self explanatory
13	Discussion (use a continuation sheet if necessary)	self explanatory
14	Contract Awards by federal agencies - cumulative	Enter the number of prime contract awards by federal agencies that were received by active clients since the start of this cooperative agreement, as of the date in block 6.
14a	Number of prime contract awards received by active clients that were awarded by federal agencies	Enter the number of prime contract awards by federal agencies that were received by active clients since the start of this cooperative agreement, as of the date in block 6.
14b	Dollar value of awards in block 14.a.	Enter the dollar value of the awards in block 14.a.
14c	Number of awards received by small business concerns in block 14 a.	Of the total in block 14.a, enter the number of awards received by active clients that are small business concerns.
14d	Dollar value of awards in block 14 c.	Enter the dollar value of the awards in block 14.c.
14e	Number of awards received by covered small businesses in block 14 a.	Of the total in block 14.a, enter the number of awards received by active clients that are covered small businesses.
14f	Dollar value of awards in block 14 e.	Enter the dollar value of the awards in block 14 e.

Block	Reporting Item	Instructions
15	Contract awards by state and local governments - cumulative	
15a	Number of prime contract awards received by active clients that were awarded by state and local governments	Enter the number of prime contract awards by state and local governments that were received by active clients since the start of this cooperative agreement, as of the date in block 6.
15b	Dollar value of awards in block 15 a.	Enter the dollar value of the awards in block 15 a.
15c	Number of awards received by small business concerns in block 15 a	Of the total in block 15 a., enter the number of awards received by active clients that are small business concerns.
15d	Dollar value of awards in block 15 c	Enter the dollar value of the awards in block 15.c.
16	Subcontract awards - cumulative	
16a	Number of subcontract awards received by active clients	Enter the number of subcontract awards resulting from prime contracts with federal agencies, state and local governments received by active clients since the start of this cooperative agreement, as of the date in block 6.
16b	Dollar value of awards in block 16 a.	Enter the dollar value of the awards in block 16 a.
16c	Number of awards received by small business concerns in block 16 a.	Of the total in block 16 a, enter the number of awards received by active clients that are small business concerns.
16d	Dollar value of awards in block 16 c.	Enter the dollar value of the awards in block 16 c.
Blocks 17, 18, 19 and 20 are cumulative - report surveys returned since the start of this cooperative agreement, as of the date in block 6.		
17	Number of survey respondents	Enter the total number of surveys counted in making the calculations for blocks 18, 19 and 20. Although a single returned survey might be used to make more than one of the calculations, do not count a survey more than once in showing this total.
18	Results: survey question #1	Enter the average rating provided for the first mandatory question, rounded to two decimal places (i.e., N.NN). Only count respondents that answered the question.
19	Results: survey question #2	Enter the average rating provided for the second mandatory question, Calculate as in box 18 above.
20.	Results: survey question #3	Enter the average rating provided for the third mandatory question, Calculate as in box 18 above.
21.	Certification	Self explanatory

***#6 For all PTACs, interim reports are due for the following reporting period end dates: March 31, June 30, September 30, and December 31. The exception is if your cooperative agreement ends on one of these dates, in which case you must submit your final report, as opposed to an interim report. In any case, you must also submit a final report for the reporting period that ends on the cooperative agreement's end date.**

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