Crane: a certified support-service pursuit

Dated source snapshot

W519TC-27-Q-SEC1; Crane Army Ammunition Activity, Indiana ZIP 47522; total small-business set-aside, reported NAICS 561621. Notice and all four bound documents read on 10 Oct 2026: wage determination, site forms, pricing matrix and 24-page PWS. https://sam.gov/opp/e3849a58e9d04497bbb92c3c41f1283f/view

Why this case

The case connects manufacturer authorization, individual credentials, government-project evidence, continuous response and pricing/payment. Conflicting language calls for written clarification. The historical Indiana awards are separate; no incumbent or recompete linkage is asserted.

Milestones and periods

Site visit is mandatory: 19 Oct 2026, 09:00–11:00 EST as written; confirm Eastern local time. Questions by 27 Oct; quote by 6 Nov 2026, noon Central, with pricing matrix by email. Quote validity: 60 days.

Base: 365 days after award. Four option periods are stated as days 366–731, 732–1,097, 1,098–1,463 and 1,464–1,829. Actual dates are set at award; confirm priced periods rather than silently changing the ranges.

Match qualifications to real proof

Company and staff

PWS pp2–5: minimum four DAQ SMS-certified technicians. Site manager needs current DAQ SMS administrator certification, two years specified DAQ/ICIDS server/workstation experience and five years broader systems experience. Company needs two years SMS front-end experience and three years ICIDS IV/SMS; ICIDS III StarWatch SCIF experience does not qualify for the stated front-end requirement.

Prime and/or subcontractors must be DAQ-listed Value Added Retailers as the PWS calls them. Valid DAQ certificates accompany proposals and remain current through options. Role-specific StarWatch/CompTIA requirements depend on access to the named systems.

Government-project evidence

Notice Basis for Award: three completed government projects of $0.10M–$1.00M. Keep contract number/value, detailed scope, technical quality, cost control, schedule, customer relations and subcontracting evidence. Do not assume generic experience or a partner name satisfies the requirement.

Resolve timing and status

PWS pp2–3 allow certain role-specific certifications within six months after award; p19 states IA/IT certifications at award. Confirm applicable personnel and timing. PWS p23 mixes CMMC Level 2 certification and self-assessment language, including conditional self-assessment at award and a 10 Nov 2026 condition. Confirm status, clause and timing; do not invent readiness.

Clarify evaluation and price the workload

Award-method conflict

The notice summary says lowest price technically acceptable; its Basis for Award says non-price factors combined are significantly more important than price. Obtain controlling written instructions.

Response and maintenance

PWS p7: normal-duty initial service within one hour; off-hours certified staff on-site within two hours. Under most conditions, restore within six hours after arrival; notify the liaison if repair exceeds six hours or needs communication support. IDS failures must be repaired within 24 hours after arrival.

PWS p8: two semiannual alarm-zone preventive visits and six bimonthly core-equipment checks. PWS p23: zones phase in, with installing-contractor warranty work and secondary support affecting effort. Read actual system scope and quantities before calculating price.

Price-basis questions

Confirm staffing, phased-in coverage, spare parts, option-day pricing and fixed-price versus referenced time-and-material provisions. The notice retains a legacy DUNS request; ask which current identifier is required. Do not teach DUNS as the current SAM standard.

Keep approvals, reports and cash visible

Parts and warranty

PWS p8: replacement-part quotes above $350 need prior COR approval. Emergency/communication-failure phone approval must be followed by written email approval; attach approval to the WAWF invoice. The exact dollar threshold matters.

Parts must be new unless refurbished/reconditioned items receive COR approval. Purchased items become government property at acceptance. The one-year parts warranty requires failed installed parts to be replaced at no cost to the government during that period.

Reporting and invoicing

PWS p7: keep work-order reports for one year, deliver work records at monthly meetings and submit the monthly status report by close of business on the 10th workday. PWS p23: invoice through WAWF by the 15th for prior-month services/parts.

Notice: DFAS payment via WAWF; invoicing instructions at award. Invoice cutoff is not payment timing. Verify routing, acceptance, part reimbursement and cash needs; do not assume Net 30.

Own a dated decision

Record actual staff, certifications, government references, written clarifications, price inputs and cash requirements. Separate source facts, any recorded Qualified Bid recommendation and your own pursue/team/watch/pass decision. A partner lead is not a commitment.