

ProposalQuickStart.com



# Smart RFP Software for Analyzing Solicitations, Contracts, and Compliance

# Key Benefits



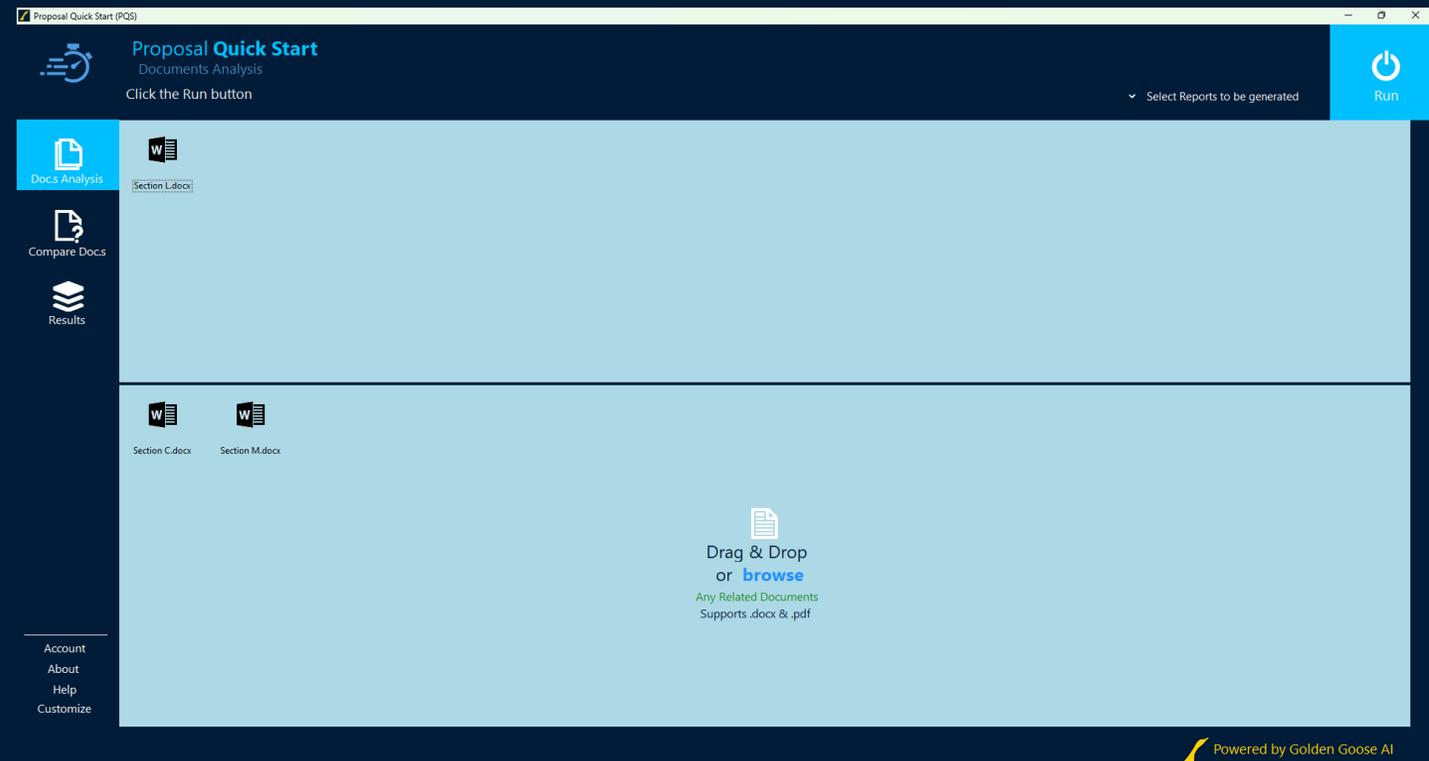
- Shred RFP – Compliance Matrix – Quickly identify critical requirements.
- Alignment / Requirements Gap Analysis – Flag all missing requirement and weak responses.
- Data-Driven Proposal Kick-Off Meeting - Eliminate ambiguity and instantly provide every department manager with a precise, paragraph-by-paragraph assignment list before the meeting even begins.
- Past Performance - Quickly locate and map relevant proposal paragraphs, align prior performance to current RFP requirements, and reduce manual effort and risk.
- Document Readability Analysis – Easily identify which paragraphs need work with instant, color-coded readability categories, from Very Easy to Very Confusing.
- Amendment Handling - Compare draft vs final version of proposals and RFP revisions.
- Check for Acronyms - Automatically extract all acronyms and validate.





We designed Proposal Quick Start (PQS) to be exceptionally user-friendly by tailoring its streamlined features and intuitive interface specifically for the proposal development process.

As easy as  
Drag, Drop,  
and Click





# Starter Compliance Matrix

Proposal Quick Start - Starter Compliance Matrix

	Section L	Section C	Section M
accordances			
advise	1		1
advise	3		2
advise		3	
analyze		4	2
are to	4	2	2
attest			
attest			
be able to			
be expected to			
be necessary to			
be obligated to			
be required to		8	
certified	7		
certifies		1	
certify		1	
compliance	8	3	1
complies		1	
comply	1	14	
complying			
describe	3	2	
develop		4	23
ensure	4	32	
ensure			
ensures			
ensuring	1	4	1
essential			
evaluation	22	2	18
expect			
expected		1	1
expects			
have to			
law			

Starter Compliance Matrix for Section C

Page (Para Ref. No.)	Caption	Paragraphs	Prop. Vol.	Prop. Sec.	Compliance	Author	SME	Page Limit	your Comments
120		include holidays.							
10 (118)		The contractor shall keep the plan up-to-date and provide such updates to CMS at least monthly or upon request.							
121									
122	10 (119)	3.1.2 3.1.2 New Content Development							
10 (120)	3.1.2-1	3.1.2-1 In accordance with the content-management plan, the contractor shall develop CSR scripts and other materials to effectively respond to customer inquiries across all contact channels. This includes proposing new formats and approaches to improve content effectiveness.							
123									
10 (121)	3.1.2-2	3.1.2-2 For new content, the contractor shall conduct research to develop CSR scripts that provide a thorough response to beneficiaries' and customers' issues. The CTC contractor shall ensure that CMS content is:							
124									
10 (122)	3.1.2-3	3.1.2-3 Reliable and consistent across all contact center channels and with other CMS communications (e.g., Healthcare.gov, Medicare.gov website); Accurate in accordance with CMS policy and procedures;							
125									
126	10 (123)	Written to CMS plain language standards;							
10 (124)		Integrated into Content Viewer and presented in a format that supports maximum CSR performance effectiveness and efficiency; Updated in a timely manner to ensure responsiveness to caller inquiries; Available in English and Spanish language versions; and, Written to meet the Americans with Disabilities Act (ADA) Section 508 requirements.							

Advanced AI Shredder/ Parser, leveraging **Natural Language Processing (NLP)** and **Vector Analysis**.

Automates the identification of critical requirement terms (such as "**SHALL**," "**MUST**," "**WILL**") and rapidly generates structured compliance matrices.

# Requirements Gap Analysis



Orphan Requirements between RFP and Proposal				
Number	RFX Text	Status	Your Comments	
10 (92)	Any defect not considered an MHE defect as listed and defined below will be diverted to the closest problem solve chute and be counted as a successful divert.	Red		
11 (122)	The IAH system described in this proposal is designed to handle cartons and totes. The table below outlines the dimensions of the MTBH that are to be used in the proposed system and defines the minimum and maximum sizes of the product that will be conveyed.	Yellow	5	
13 (173)	Note 2: Flats per Sortable FC's will not be conveyed, but rather placed in totes prior to being conveyed on the proposed system.	Red		
13 (175) 2.5.1-1	2.5.1-1 Zona will provide the test deck of packages that have dimensions and weights consistent with the MTBH table above such that the weighted average package length and width is 24 in. The test material distribution shall include 20% of the lower limit MTBH, 60% of the average size and weight, and 20% of the upper limit of the MTBH.	Green	1	
13 (177)	Cartons will be cuboid in shape and made from corrugated containerboard and/or polymer. Cartons will include single- and double-walled corrugated boxes. The cartons can be made from various corrugated material configured including, but not limited to, E-FLUIT and BC FLUTE.	Red		
14 (185)	The inbound area consists of ten DeStuff-it and cascading belt conveyors (CBC), provided by Zona, and a single pallet	Yellow	2	

Page (Para)	Number	RFX Text	Proposal Text	Proposal Text
13 (174)	2.5.1	2.5.1 Testing Carton Size		
13 (175)	2.5.1-1	2.5.1-1 Zona will provide the test deck of packages that have dimensions and weights consistent with the MTBH table above such that the weighted average package length and width is 24 in. The test material distribution shall include 20% of the lower limit MTBH, 60% of the average size and weight, and 20% of the upper limit of the MTBH.	Bidder shall provide option pricing for the addition of the MHE to install a non-sortable processing area. The area shall be supplied by one or two shoe sorter diverts and have the capability of processing up to 1,166 packages per hour. Material to be handled (MTBH) is provided in section 5.6. Each work station in the non-sortable area will require 1 quad power outlet.	Match Level: VerySimilar [60] Page No. 71 Paragraph No. 1645
13 (176)		Product Definitions Cartons		
13 (177)		Cartons will be cuboid in shape and made from corrugated containerboard and/or polymer. Cartons will include single- and double-walled corrugated boxes. The cartons can be made from various corrugated material configured including, but not limited to, E-FLUIT and BC FLUTE.		
13 (178)		Totes are the standard Zona yellow and network totes.		

**Requirements Gap Analysis (RGA)** feature ensures your proposal is fully compliant by comparing an RFX against your draft response. It instantly identifies critical gaps and requirements that have not been adequately addressed, generating a powerful, easy-to-navigate Excel report.

## The Orphan Report (Your Compliance Dashboard)

- **Missing Requirements:** Any RFX requirement with no corresponding content in your proposal.
- **Weak Matches:** Requirements where the proposal response has a low similarity score. Each item links directly to the Detail Report for in-depth review.

## The Detail Report (The Deep Dive)

- **Side-by-Side Comparison:** The original RFX requirement is shown directly next to the corresponding paragraphs from your proposal.
- **Color-Coded Similarity Ranking:** Each match is color-coded to show its similarity level, allowing for instant visual analysis of your response's strength. Plus, comment tags show the page number and the precise level of similarity, allowing for rapid and accurate review.

# Responsibility Matrix



RolesWithReqs	Section L	Section C	Section M
Requirements			
shall	106	243	1
must	33	26	
will	54	34	50
should	14	9	1
required	15	24	
Management			
Government	78	43	10
management	8	38	6
costs	21		3
Product	2	5	3
Products	1	10	2
Engineering			
construction			
design		5	
ship			
systems	2	25	
specification			
system	28	39	
Legal			
accordance	13	24	5
contract	49	65	6
provide	46	47	2

Page (Para) Number	Document Text	Terms Found	Requirements	Management	Engineering	Legal	your Comments
8 (76)	Continuous Improvement. Continually assess and prioritize opportunities for improvements, including the effectiveness of content and training.						
8 (77)	Program Management . Maintain optimal staffing, coordination, and efficiency of the CTC program in support of a 24x7 contact center operation, including maintaining twoway communication with CMS and CMS-designated contractors.	Category: Management (1) management		1			
8 (78)	In addition to providing support for Medicare and Federally Facilitated Marketplace (Marketplace) inquiries, the CTC contractor shall provide support for the rollout of new inquiry types related to new initiatives or program changes. The CTC contractor must understand CCO's technology, regulatory, and knowledge management .	Category: Requirements (2) shall must Category: Management (1) management Category: Legal (1) provide	2	1		1	
8 (79)	3.1 3.1 Content						
8 (80)	3.1-1 3.1-1 The CTC contractor shall be responsible for developing, updating, and managing all content used by CSRs across all contact channels, in English and Spanish. All deliverables must be accurate, in plain language, and consistent across all channels. The contractor shall coordinate with other CMS contractors in identifying content needs and to format and load content into the relevant system (see Section 8). All content must be approved by CMS prior to deployment to CSRs.	Category: Requirements (4) shall shall must must Category: Engineering (1) system		4		1	
8 (81)	3.1-2 Typical items requiring development, updates and/or review may include:						
8 (82)	Description						
8 (83)	Scripts						
8 (84)	Collection of call scripts used by CSRs to resolve inquiries						

Designed to streamline how teams assign, manage, and track responsibilities for complex, document-centric projects like proposals and RFPs.

- **Fully Customizable:** Easily configure the matrix using your own custom dictionaries to track any term, name, or concept relevant to your project.
- **Visual Density Mapping:** Instead of a simple 'X', the matrix uses color-coding to show the frequency of mentions, so you can instantly see where key responsibilities are concentrated.
- **Detailed Context:** Drill down from the matrix to see the full paragraph where term associations are found.
- **Multi-Document Reporting:** Consolidate analysis from multiple documents into a single Excel workbook with a unified summary.

Page (Para) Number	Primary Text	Section C	Section C	Section C	Section C	Section C
3 (207) B)-7	B)-7 The Offeror shall provide résumés indicating all relevant, specific experience, education and training for the following Key Personnel roles identified in the SOW:	7.3-1 The Training Manager is responsible for identifying and assessing the training needs of the CSRs and for evaluating training effectiveness. The Training Manager shall have experience in and be responsible for assessing the training needs of CCO CSRs, then recommending the most appropriate training method taking into consideration different styles of training, including but not limited to self-paced and classroom training. The Training Manager shall :	3.2.1-1 The CTC contractor shall develop a training-management plan, addressing its training program for CCO staff, including CSRs and supervisors, and Offline Research & Casework staff. Training shall also be	3.2.1-1 The CTC contractor shall develop a training-management plan, addressing its training program for CCO staff, including CSRs and supervisors, and Offline Research & Casework staff. Training shall also be	3.2.3-2 The contractor shall develop and maintain a process to track updates to training materials and provide a method for archiving materials. The contractor shall have access to the internal systems, including Next Generation Desktop (NGD) production and Training environments.	3.2.1-3 The training plan shall regular updates to training materials and be flexible to evolving program, infrastructure, and technological change. Training comprises instructor-led courses delivered by the CCO contractor's instructors in both in-person and virtual settings, train-the-trainer, and computer-based training. Training will cover the following three (3) broad topics:
3 (208)	Senior Program Manager (PM)					
3 (209)	Content Manager					
3 (210)	Training Manager					
3 (211)	Continuous Improvement Manager					
3 (212)	Resumes for Key Personnel shall be provided as an attachment to the technical volume and shall not be more than three (3) pages each. Resumes shall describe functions and duties, with respect to the SOW, specific relevant experience, education, training, awards and membership in professional organizations as applicable.	3.4.4-1 All CTC contractor personnel shall maintain program knowledge and shall be required to participate in the training that is developed and presented to the CCO CSRs. The CTC contractor shall present a training plan to CMS for its personnel to participate in.	Any staff identified as key personnel must have a backup who is properly trained and qualified to act as a fully functioning replacement in the absence of the key person. The Contracting Officer Representative (COR) must be notified if key personnel are out of the office for more than 2 business days.			

# Requirements Cross-Reference

The **Requirements Cross Reference** feature automatically identifies and links related requirement paragraphs, ensuring consistency across your documents.

Key capabilities include:

- **Cross-Document Analysis:** Map connections within a single document or across multiple files. Example: Map sections of a Federal RFP, e.g., C, L, & M.
- **Past Performance:** Quickly find and map relevant, validated paragraphs, ensuring your historical performance aligns perfectly with the new RFP requirements and dramatically reducing human error and compliance risk.
- **Custom Term Tracking:** Track both standard requirement terms (like "shall") and your own user-defined keywords.

**Technology Upgrade - New BDVS Algorithm:** This new level of analysis is powered by our proprietary BDVS algorithm, which determines the similarity between texts with incredible accuracy and speed.

As a result, it now produces more accurate results automatically, eliminating the need for manual subjective similarity adjustments.



# Document Readability

The readability feature evaluates how easily your text can be understood by readers.

It helps you quickly improve the quality of your business writing, enhancing your brand experience and ensuring customers engage more effectively with your content.

Readability assesses factors such as long sentences, complex words, passive voice, and the Flesch-Kincaid Grade Level.

For tailored results, customize key settings: standard reading level, sentence length, passive voice thresholds, and ignored words.



## Competitor

Location	Category	Document Content	Readability (Flesch)	Grade Level	Suggestions
Executive Summary	Very Long Sentence	TX2 Network Technologies, LLC (TX2), the leader in global network data fusion, analysis, and visualization, is offering its off-the-shelf suite of global network analysis tools to the Department of Homeland Security (DHS), National Communications System (NCS) in response to Solicitation P50F-03-Q-0023. TX2 is offering the following web accessible products for a period of one year (base) with two option years, which meet or exceed all requirements outlined by NCS in the solicitation.	4/100	Grade 21.1	Try to split these very long sentences. They are 31 and 41 words long. Consider bullet points or lists.
Executive Summary	Hidden Verb Long Sentence	TX2net - A real-time global internet modeling tool, which performs aggregation and fusion of very large and complex data sets. Blends sophisticated, distributed computing with simple, declarative configuration to combine an arbitrary number of proprietary and open source data elements into a single, cohesive internet model.	4/100	Grade 17.7	Try to make 'aggregation' into a verb. Try to split this long sentence. It is 26 words long. Consider bullet points or lists.
Executive Summary	Very Long Sentence	TX2thinkTM - An intuitive network analyst interface which provides reliable internet navigation system, allowing an analyst to characterize and analyze internet and intranet routing and architecture, IP to country information, and other critical architectural and security related information.	4/100	Grade 17.8	Try to split this very long sentence. It is 38 words long. Consider bullet points or lists.
Executive Summary	Hidden Verb	TX2out will wrap up these applications through a Section 508 compliant web browser-based interface. TX2 Network Technologies is compliant with all DHS policies, procedures, and standards.	34/100	Grade 11.7	Try to make 'applications' into a verb.
Executive Summary	Long Sentence	TX2 leads the industry in automated network analysis tools due to their operational experience as network analysts and their focus on providing a scalable and effective	3/100	Grade 18.5	Try to split this long sentence. It is 28 words long. Consider bullet points or lists.

Page(Para)	Readability	Paragraphs	Grade Level	Details	your Comments
3 (29)	Difficult	Simultaneously developing and updating training products in English (e.g., e-learning modules, instructor guides, participant guides, process manuals, assessments, job aids) and CSR phone scripts in Spanish and English for a contact center with annual volumes consistent with the CCO Medicare and Marketplace training and scripting volumes contained in Attachment J-8 Proposal Assumptions.	12.8	1 Long Sentence: Words 63 - Simultaneously developing and updating training products in... 3 Complex Words: simultaneously developing participant	
3 (30)	Criterion D: Training and Content Challenges				
3 (31)	Very Confusing	The Government will evaluate the extent to which the offeror's approach is comprehensive, specific, and clearly demonstrates that the offeror possesses the knowledge and expertise within the key contract components of training and content.	18	1 Long Sentence: Words 40 - The Government will evaluate the extent to... 1 Complex Word: demonstrates	
3 (32)	Very Easy	Scripting and Training for Medicare's coverage of hospice benefits:	3	1 Complex Word: medicare's	
3 (33)	Very Easy	The Government will also evaluate the extent to which the offeror's:	3		
3 (34)	Difficult	training methodology and delivery would be easily understood by a CSR and impart the knowledge needed for the CSR to address a caller's inquiries.	12.1	2 Complex Words: methodology delivery	
3 (35)	Standard	content is accurate, complete, in plain language and is relevant to the inquiries received in the CCO environment appropriate for people with Medicare.	8.9	1 Complex Word: environment	
3 (36)	Alert for Marketplace Policy Change:				
3 (37)	Very Easy	The Government will also evaluate the extent to which the offeror's alert:	3		
3 (38)	Very Confusing	assists CSRs in addressing the associated Marketplace inquiry, provides accurate	22.6	1 Long Sentence: Words 43 - assists CSRs in addressing the	

# Documents Compare



Easily spot distinctions between different versions of a document.

Streamlines document comparison through color-coded highlights: red indicates deletions, green marks insertions, and yellow signifies modifications.

Line No.	Change Type	Old Document	New Document	Modified Details
14	Inserted		In accordance with Government requirements, all tasks must be regulated.	
15	Inserted			
16	Unchanged	1.2 Use of Non-Government Advisors	1.2 Use of Non-Government Advisors	
17	Modified	Offerors are advised that technical and cost/price data submitted to the government in response to this solicitation may be released to non-government advisors for review and analysis. The non-government advisor support will be provided by:	Offerors are advised that technical, personnel, and cost/price data submitted to the government in response to this solicitation may be released to non-government advisors for review and analysis. The non-government advisor support will be provided by:	Offerors are advised that <del>technical</del> <u>technical</u> , <u>personnel</u> , and cost/price data submitted to the government in response to this solicitation may be released to non-government advisors for review and analysis. The non-government advisor support will be provided by:
18	Unchanged	Offerors shall complete paragraph (b)(2) or provide written objection to disclosure as indicated in paragraph (b)(1) if the offeror objects to disclosure of a portion of the proposal, the consent in (b)(2) should be provided for the remainder of the proposal.	Offerors shall complete paragraph (b)(2) or provide written objection to disclosure as indicated in paragraph (b)(1) if the offeror objects to disclosure of a portion of the proposal, the consent in (b)(2) should be provided for the remainder of the proposal.	
19	Deleted	3.1.2 Page Size and Format		
20	Deleted	A page is defined as each face of a sheet of paper containing information. When both sides of a sheet display printed material, it shall be counted as two pages. Page size shall be 8.5 x 11 inches, not including foldouts. Pages shall be single spaced. Except for the reproduced sections of the solicitation document, the font shall be Times New Roman and the text size shall be no less than 12 point. Tracking, kerning, and leading values shall not be changed from the default values of the MS Word 2010 or		



Offerors are advised that ~~technical~~technical, personnel, and cost/price data submitted to the government in response to this solicitation may be released to non-government advisors for review and analysis. The non-government advisor support will be provided by:

# Acronym Finder



Click the report type to go to the selected report.

A	B	C	D	E	F	G	H	I	J	K
1 Proposal Quick Start - Acronyms Report										
2 Document - Section L										
3										
4										
5										
6										

49	0	36	4	2
Acronyms Found	Acronyms Defined Differently	Acronyms Not Defined	Acronyms with Multiple Definitions	Acronyms Used Before Definition

Validations in separate Excel sheets. Makes it easier to locate and review issues.

Displays up to 20 paragraphs where each acronym appears.

A	B	C	D	E	F	G	H
1 Acronyms Found for Section C							
2							
3							
4							
5							

Acronym	Definition	Count	Paragraph 1	Paragraph 2	Paragraph 3	Paragraph 4
ACA	Affordable Care Act	4	On March 23, 2010, the President signed into law the Patient Protection and Affordable Care Act (P.L. 111-148). On March 30, 2010, the Health Care and Education Reconciliation Act of 2010 (P.L. 111-152) was signed into law. The two laws are collectively referred to as the Affordable Care Act (ACA). The Affordable Care Act creates competitive private health insurance markets - called Marketplaces - that provide millions of Americans and small businesses access to affordable coverage.	To meet national program missions and strategies as well as legislative mandates (Balanced Budget Act of 1997 and Medicare Modernization Act of 2003), CMS operates a toll-free, nationwide, 24x7 contact center with multiple sites to provide customer service and address inquiries using contractors. The inquiries that CCO responds to generally apply to the traditional Medicare and ACA programs, as well as general questions about benefits, policies, referrals for additional assistance, and other individual healthcare needs.	CMS seeks a CCO environment that efficiently handles and responds to inquiries with a high level of service for residents across the United States and its territories. The contact centers span multiple contact channels, such as telephone, written correspondence, TDD/TTY, and web chat, across which consistently high service levels and quality must be provided. The nationwide toll-free lines (1-800-MEDICARE and 1-800-318-2596) provide beneficiaries and consumers with access to CSRs who are trained to answer questions regarding the Medicare and Marketplace programs. For Medicare, CCO responds to inquiries related to authorizations, benefit periods, claims (including denials, filing or status), election periods, deductibles, coverage, eligibility and enrollment, complaints, plan comparisons, prescription drug benefit enrollment and disenrollment, and appeal status (see below in section I for a full list of inquiry types). For the ACA, CCO responds to inquiries regarding consumer health choices, authorizations, election periods, eligibility and enrollment, 1995 tax	The CTC contractor shall maintain the currency of its knowledge of the Medicare program including Parts A, B, C and D; Durable Medical Equipment (DME), as well as trends and industry-leading practices for contact center operations. Additionally, the CTC contractor shall possess knowledge of the ACA and its Marketplace program.
ADA	Americans Disabilities Act	1	Integrated into Content Viewer and presented in a format that supports maximum CSR performance effectiveness and efficiency; Updated in a timely manner to ensure responsiveness to caller inquiries; Available in English and Spanish language versions; and, Written to meet the Americans with Disabilities Act (ADA) Section 508 requirements.			
AHT	average handle time	1	3.3.3.2 The contractor shall use the satisfaction survey results linked to data from individual calls to identify areas to increase customer satisfaction or to validate enhancements to scripting, training, or operations. The NFD provides			

## Validation Checks:

- Acronyms Found
- Acronyms Defined Differently
- Acronyms Not Defined
- Multiple Definitions
- Acronyms Used Before Definitions

# FAR & DFARS Clause Mapping



The only RFP software that links FAR & DARS Clause text directly to paragraphs containing the specific Clause notations.

Finds the entire series for a FAR & DFARS Clauses. For example, FAR 39.2 pulls the clause text for 39.201 through 39.205.

**Real-Time Connection to Official Government Sources:** This is the key step. PQS does not use a static, internal library. For every clause it finds, it connects in real-time to the official government acquisition sources where these new FAR and DFARS are posted.

**SCIF** environments do not have internet connections. However, FAR and DFARS libraries can be imported from a CD containing a FAR or DFARS DITA zip file found on the Government's website.

The screenshot shows a spreadsheet titled "FAR Clause Mapping for Section L". The spreadsheet has columns for FAR and DFARS clause numbers and their corresponding text. The text is organized into paragraphs, with some paragraphs containing sub-sections (a), (b), (c), and (d). The spreadsheet is a complex mapping tool that links specific FAR and DFARS clause numbers to their full text, which is then linked to the relevant paragraphs in an RFP document.

Page (Para)	Paragraph	FAR	FAR	FAR	FAR	FAR
26 (396)	M.2-6 In accordance with FAR 9.103, contracts shall be awarded to responsible prospective contractors only. Before awarding any contract, the Contracting Officer must make an affirmative determination of the prospective contractor's responsibility. FAR 9.104-1, General Standards, lists the areas that shall be considered. A determination of non-responsibility will preclude an offeror from receiving an award. Should the Contracting Officer determine an apparent successful small business offeror to be nonresponsible, the procedures at FAR 19.6 Certificates of Competency and Determinations of Responsibility, will be followed.	9.103 Policy. (a) Purchases shall be made from, and contracts shall be awarded to, responsible prospective contractors only. (b) No purchase or award shall be made unless the contracting officer makes an affirmative determination of responsibility. In the absence of information clearly indicating that the prospective contractor is responsible, the contracting officer shall make a determination of nonresponsibility. If the prospective contractor is a small business concern, the contracting officer shall comply with subpart 19.6, Certificates of Competency and Determinations of Responsibility. (If Section 8(a) of the Small Business Act (15 U.S.C. 637) applies, see subpart 19.8.) (c)	9.104-1 General standards. (a) Have adequate financial resources to perform the contract, or the ability to obtain them (see 9.104-3(a)); (b) Be able to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments; (c) Have a satisfactory performance record (see 9.104-3 (b) and subpart 42.15). A prospective contractor shall not be determined responsible or nonresponsible solely on the basis of a lack of relevant performance history, except as provided in 9.104-2; (d)	19.601 General. (a) A Certificate of Competency (COC) is the certificate issued by the Small Business Administration (SBA) stating that the holder is responsible (with respect to all elements of responsibility, including, but not limited to, capability, competency, capacity, credit, integrity, perseverance, tenacity, and limitations on subcontracting) for the purpose of receiving and performing a specific Government contract. (b) The COC program empowers the SBA to certify to Government contracting officers as to all elements of responsibility of any small business concern to receive and perform a specific Government contract. The COC program does not extend to questions concerning regulatory requirements imposed and enforced by other Federal agencies. (c) The COC program is applicable to all Government acquisitions except for 8(a) sole-source awards. A contracting officer	19.602-1 Referral. (a) Upon determining and documenting that an apparent successful small business offeror lacks certain elements of responsibility (including, but not limited to, capability, competency, capacity, credit, integrity, perseverance, tenacity, and limitations on subcontracting, but for sureties see 28.101-3(f) and 28.203-1(e)), the contracting officer shall--(1) Withhold contract award (see 19.602-3); and(2) Refer the matter to the cognizant SBA Government Contracting Area Office (Area Office) serving the area in which the headquarters of the offeror is located, in accordance with agency procedures, except that referral is not necessary if the small business concern--(i) is determined to be unqualified and ineligible because it does not meet the standard in 9.104-1(g), provided, that the determination is approved by the	19.602-2 Issuing or denying a Certificate of Competency (COC). (a) Inform the small business concern of the contracting officer's determination and offer it an opportunity to apply to the SBA for a COC. (A concern wishing to apply for a COC should notify the SBA Area Office serving the geographical area in which the headquarters of the offeror is located.) (b) Upon timely receipt of a complete and acceptable application, elect to visit the applicant's facility to review its responsibility.(1) The COC review process is not limited to the areas of nonresponsibility cited by the contracting officer.(2) The SBA may, at its discretion, independently evaluate the COC applicant for all elements of responsibility, but may presume responsibility exists as to elements other than those cited as deficient.

# Custom Reports



Page (Para) Number	Document Text	Terms	your Comments
10 (117)	scripts, and other materials specified by Maintain <b>compliance</b> with Section 508 accessibility <b>requirements</b> . Use reasonable efforts to respond as quickly as practicable to unplanned critical requests to <b>develop</b> content and coordinate related activities and deployment with CMS and the CCO during the CCO's hours of operation, which are 24 hours per day, 7 days per week, and <b>include</b> holidays.	Compliance, Develop, Include, requirements	
10 (118)	The contractor shall keep the plan up-to-date and <b>provide</b> such updates to CMS at least monthly or upon request.	Provide	
10 (119) 3.1.2	<b>3.1.2 New Content Development</b>		
10 (120) 3.1.2-1	3.1.2-1 <b>In accordance with</b> the content-management plan, the contractor shall <b>develop</b> CSR scripts and other materials to effectively respond to customer inquiries across all contact channels. This includes proposing new formats and approaches to improve content effectiveness.	Develop, In accordance with	
10 (121) 3.1.2-2	3.1.2-2 For new content, the contractor shall conduct research to <b>develop</b> CSR scripts that <b>provide</b> a thorough response to beneficiaries' and customers' issues. The CTC contractor shall <b>ensure</b> that CMS content is:	Develop, Ensure, Provide	
10 (122) 3.1.2-3	3.1.2-3 Reliable and consistent across all contact center channels and with other CMS communications (e.g., Healthcare.gov, Medicare.gov website); Accurate <b>in accordance with</b> CMS policy and procedures;	In accordance with	

Action Words	Section L	Section C	Section M
accordances			
according			
advise*	6		6
analyze		3	
are to	4	2	2
attest			
attests			
be able to			
be capable of			
be expected to			
be necessary to			
be obligated to			
be required to		8	
certified	3		
certifies		1	
certify		1	
compliance	8	3	1
complies		1	
comply	1	14	
complying			
demonstrate	13		2
describe	3	2	
develop		29	
ensure	4	32	
ensured			
ensures			
ensuring	1	4	1
essential			
evaluation	22	2	16
expect			
expected		1	1
expects			
law	16	16	16

Support wildcards:

? = Any single character

\* = Zero or more characters

# = any single digit (0 to 9)

Example term libraries:

Risks, Gov Security, Action Words, and more.

Generate custom reports from your own terms.

Compare multiple documents with a Qty Summary.

# Proposal Quick Start



**100% Secure** - Deploy on-premise, on your own Windows computer.

Internet connection not required.

**Price** - Proposal **Quick Start** is priced about  $\frac{1}{4}$  of our leading competitor.

**Training** - Start using straight away. Drag, Drop, and Click functionality.

**Time to Value (TTV)** - Provides immediate value, delivering benefits within 15 mins. All users are power users.

**ROI** - Quick return on investment.



ProposalQuickStart.com