

# Did you know? National Guard Bureau has a Task Order and Delivery Order Ombudsman

## What is the NGB Ombudsman Program?

The National Guard Bureau (NGB) created the Task Order and Delivery Order Ombudsman Program to ensure there is an impartial resource to review a contractor complaint, conflict or dispute under multiple award task order contracts and ensure vendors receive fair opportunity to compete. The Ombudsman has the authority to review vendor complaints under \$25M.

## What does an Ombudsman do?

The Ombudsman's role is that of an independent, neutral mediator between industry and the government. Under multiple award contracts, the Ombudsman works to resolve a compliant that cannot be resolved at the Contracting Officer level, without having to resort to formal protest or disputes processes. Since its inception, the program has had great success. The Ombudsman has helped industry and NGB Procurement Officials resolve issues quickly and improve the overall acquisition process. Gaining trust and credibility is vital to the success of our acquisition program. While we encourage vendors to seek resolution with the Contracting Officer who has the authority, we recognize that sometimes an informal independent/objective view is needed.

## Who is the Ombudsman?

The Ombudsman is a Senior Civilian, appointed by the Head of the Contracting Activity that has a desire to work with the parties to resolve issues effectively and efficiently without resorting to lengthy and formal protests or dispute processes.

### NGB Task Order Ombudsman works to:

- Establish open lines of communication / exchanges between NGB and Industry
- Foster informal expeditious and effective resolution of acquisition issues
- Strengthen vendor confidence in our management of the acquisition process
- Ensure regulatory compliance while enhancing transparency

## Where are they located?

The Ombudsman is located at the NGB, Directorate of Acquisitions, 111 S. George Mason Dr, Arlington VA 22204.

## Who do they work for?

Although the Ombudsman works for the Head of the Contracting Activity, they are independent of them and the Contracting Officers. They have a collaborative relationship with the parties and assist with the resolution of contractor complaints informally.

## How can you contact the Ombudsman?

Phone: 520-725-6148

Email: [ng.ncr.ngb-arng.mbx.ngb-task-order-ombudsman@army.mil](mailto:ng.ncr.ngb-arng.mbx.ngb-task-order-ombudsman@army.mil)

## Related Information:

Army Federal Acquisition Regulation Supplement 5116.505(b)(8)

[https://acquisition-staging.gsa.gov/afars/part-5116-types-contracts#\\_Toc39052422](https://acquisition-staging.gsa.gov/afars/part-5116-types-contracts#_Toc39052422)