



MISSION-CRITICAL SUPPLY SOLUTIONS

# CUSTOMER GUIDELINES

**Fire & Emergency Services Equipment  
Tailored Logistics Support Program**



The content in this Customer Guidelines document was adapted from:

**Defense Logistics Agency – Troop Support  
Construction and Equipment Directorate  
Equipment Division**

**Fire and Emergency Services Equipment  
Tailored Logistic Support Program**

**Customer Guidelines Document**

April 2019  
Version 9.0

# TABLE OF CONTENTS\*

---

1. INTRODUCTION.....	3
2. BACKGROUND.....	3
3. WHO IS AN AUTHORIZED CUSTOMER?.....	3
4. PROGRAM OVERVIEW & SCOPE.....	4
5. GETTING STARTED WITH THE PROGRAM.....	6
A MINIMUM CUSTOMER SYSTEM REQUIREMENTS.....	6
B CUSTOMER REGISTRATION & FOPOC DESIGNATION.....	6
C UPDATING CUSTOMER AND FOPOC INFORMATION.....	6
D OBTAINING THE CUSTOMER ORDERING TEMPLATE.....	6
6. FILLING OUT THE CUSTOMER ORDER REQUEST TEMPLATE.....	7
7. SUBMITTING A CUSTOMER ORDER REQUEST .....	9
A REJECTION OF ORDER LINES BY DLA TROOP SUPPORT.....	9
B CANCELING OR CHANGING AN ORDER.....	9
8. PRICE ACKNOWLEDGEMENT SPREADSHEET.....	10
9. RECEIPT PROCEDURES — SUBMITTING AN MRA.....	12
10. RETURNS, REPLACEMENTS, & DISCREPANCIES.....	13
11. EMAIL NOTIFICATIONS PROCESS.....	13
12. EMAIL ADDRESSES & WEBSITES.....	13
13. ABOUT NOBLE.....	14

\*The text for sections 1 - 12 was adapted from DLA Troop Support's *Customer Guidelines Document*, Version 9.0.

## 1. INTRODUCTION

Welcome to the Fire & Emergency Services Equipment (FESE) Tailored Logistic Support Program (TLSP). This program has been designed by the Construction and Equipment Directorate of DLA Troop Support to provide responsive, high-quality products at fair and reasonable prices. This is accomplished by promoting competition between qualified vendors for commercial items.

This document serves as a guide to walk you through the registering and the ordering process.

DLA Troop Support's dedication to America's warfighter and readiness stands as a mark of honor — second to none.

## 2. BACKGROUND

DLA Troop Support is part of the Defense Logistics Agency (DLA). The primary goal of DLA Troop Support is to support our country's warfighters. DLA Troop Support's mission is as follows:

"In support of the Defense Logistics Agency's mission, we provide effective and efficient support to our warfighters and other customers with food, clothing, construction, medical, and hardware solutions to achieve their global mission."

The success of DLA Troop Support has been its uncompromising commitment to readiness, customer satisfaction, quality, and innovation. This commitment has also fueled the continued innovative integration of commercial practices as DLA Troop Support transitions from managing items to managing the supply chain.

## 3. WHO IS AN AUTHORIZED CUSTOMER?

Many types of activities may wish to use the DLA TROOP SUPPORT FIRE & EMERGENCY SERVICES EQUIPMENT TLSP. These activities include but are not limited to:

- Military bases
- Camps, posts, stations
- Other federal activities (i.e., FEMA).

Authorized customers will place their orders with DLA Troop Support, and DLA Troop Support will then place the order with a contractor.



*Noble facilitates DLA Troop Support's mission by providing supply chain management for in-scope items and tailored logistics services to deliver them globally.*

## 4. PROGRAM OVERVIEW AND SCOPE

---

### A. Scope:

This TLS program will have multiple vendors compete on price and delivery to fulfill each customer order.

The program provides many types of fire and emergency services equipment including but not limited to:

- Fire fighting
- Safety
- Rescue
- Environmental
- HAZMAT
- Domestic preparedness
- First responder
- Search and rescue
- Other emergency response equipment
- Related incidental services and training, listed under the general categories of fire fighting equipment
- Decontaminating and impregnating equipment
- Safety and rescue equipment
- Incidental services associated with fire and rescue operations, and further defined under Items Covered (right), to DLA Troop Support's military installations, other federal agencies and departments, and approved federally funded customers located throughout the world.

### Items Covered

The contract scope involves the total logistics support required to supply customers and missions. It is related to, but not limited to:

- Hoses, hose fittings, nozzles, tools
- Fire extinguishers, extinguishing agents
- Poles, ladders, rescue devices
- SCBA (self-contained breathing apparatus) and other respiratory protection
- Shovels
- Regulators
- Hazmat suits, uniforms
- Station and training wear and equipment
- Structural, AARF, shipboard, and forestry turnout gear
- Other protective products
- Gloves, boots, helmets, hoods, goggles
- Environmental, industrial, HAZMAT, WMD, terrorism, and first response personal protection
- First response and search and rescue equipment and supplies
- Decontamination, detection, communication equipment, and tools
- Suppression, surveillance and alarm systems and system parts
- Propane and other fire and first responder training systems
- Other first responder equipment
- Emergency station vehicle exhaust and ventilation systems
- Breathing air compressors
- Emergency egress and protective systems
- Pumps
- Generators

All items are commercial products or modified commercial products which are identified by manufacturer's part numbers, or commercial item descriptions.

### Incidental Services and Training

This program also covers related incidental services and training, listed under the general category of incidental services associated with fire and rescue operations, which shall include but is not limited to:

- Extinguisher and SCBA refills conversion
- Hose testing calibration
- Ladder testing overhaul
- Protective clothing laundering & repair
- Pressurized bottle hydraulic testing installation
- Equipment functional testing and applicable training
- Inspection and maintenance of fire training, suppression, alarm and surveillance systems (fixed & mobile)
- Training concerning items provided under the contract

## 4. PROGRAM OVERVIEW AND SCOPE

### Orders Requiring Additional Technical Information:

DLA Troop Support's Fire & Emergency Service Equipment Programs and Special Operational Equipment Programs have recently been focusing on better defining the scope of the programs to better support customer needs. In light of this clarification, DLA Troop Support may need assistance to help ensure the effort operates smoothly and efficiently.

Effective immediately, they are requesting the following when submitting your orders.

### Orders for storage systems should include:

- (1) Manufacturer specification sheet or link to manufacturer's website for specification in the additional comments column of the ordering form.
- (2) Statement of intended use (i.e., how/where system will be used, what items will be stored).
- (3) If incidental services (i.e., assembly, installation) are required, a detailed Statement of Work should be provided, and the order form should include Incidental Services as an additional line item on the order form to include a brief description regarding type of service.

All orders should provide specification sheets or a link to the manufacturer's website for specification in the additional information comments column of the ordering form when possible.

*NOTE: Please remember to always provide a clear, concise item description and additional info in the appropriate columns on the order form. The more detailed and accurate your order form, the quicker your order can be approved for scope and processed for award.*

### B. Alternate Items

Vendors may propose alternative items as a means of decreasing overall costs. Alternate items will be presented to the customer with specification information that will allow for a comparison between the originally requested item and the alternate. If, after reviewing this information, the customer would like to proceed with the originally requested item, justification must be provided, indicating why only

that item will satisfy the customer's requirement.

### C. Delivery Requirements

Delivery is based on the manufacturer's availability of the items covered.

### D. Buy American / Trade Agreements / Berry Amendment Procurement Restrictions / Compliance

The products/components provided under this contract are in accordance with applicable Buy American Act and Berry Amendment. For this Program (acquisition), products provided are end items that are manufactured or substantially transformed in the United States or a Qualifying or Designated country, as set forth in [FAR 25.003](#).



## 5. GETTING STARTED WITH THE PROGRAM

This section of the document will walk you through the process of getting set up to place orders within FESE TLSP. You need to register with DLA Troop Support and set up your Customer and FOPOC profiles before your initial order is processed.

### A. Minimum Customer System Requirements

To utilize the order template and interface with DLA Troop Support, you must have a personal computer that meets the following requirements:

- Windows operating system
- Email software
- Authorized business email Account that you and only you have access to
- Access to the internet
- Microsoft Excel 2003 or later

If you do not meet all of the above requirements, contact DLA Troop Support for assistance in getting set up for the program.

### B. Customer Registration and Finance Office Point of Contact (FOPOC) Designation

New customers need to register for the program and designate a FOPOC at the time of registration. The “[Customer Registration/FOPOC Designation](#)” form can be used by new customers to accomplish this.

#### Customer:

DLA Troop Support requires a one-time registration for each individual using the program. Every person from your activity who will be placing orders is required to register. After registration, you will be sent

a welcome package, including your 9-digit FESE TLSP Account Number and your Excel order template.

#### FOPOC:

Each Ordering Activity will be required to designate a Finance Office Point of Contract (FOPOC). DLA uses the FOPOC to ensure that orders are submitted by a user with proper authority and funding. The Ordering Activity will obligate the order in their system timely by providing detailed line item information, pricing, and order status.

#### To register, go to

<http://www.dla.mil/TroopSupport/ConstructionandEquipment/Fire-and-Emergency-Services-equipment/>

- Scroll down to “FESE Registration and Ordering Process Details”
- Click “BidWiser FOPOC Designation form”
- Open “FOPOC Registration Form”
- Fill out the form with the requested information

Email the form back to DLA Troop Support following the instructions to [FESECustomerRegistration@dla.mil](mailto:FESECustomerRegistration@dla.mil)

If using EXCEL 2007, please use the appropriate email method to send the registration form as an attachment to the same email address. [FESECustomerRegistration@dla.mil](mailto:FESECustomerRegistration@dla.mil)

### C. Updating Your Customer / FOPOC Account Information

If there is a change to any of your information, please contact your assigned TVLS (if known) or DLA Troop Support at [FESECustomerInfo@dla.mil](mailto:FESECustomerInfo@dla.mil)

### D. Obtaining the Customer Ordering Template

After you have signed up with DLA Troop Support as a customer of FESE TLSP, you will receive an emailed Welcome Packet with your Excel ordering template, your assigned Tailored Vendor Logistics Specialist (TVLS), and your unique Account Number. The ordering template is an Excel spreadsheet containing the necessary fields to submit a valid order.

For ease of use and organizational purposes, we recommend that you do the following:

1. Create a folder on your hard drive called FESE\_TLSP
2. Copy your template file into the FESE\_TLSP folder
3. Create a shortcut to your template file and place it on your desktop
4. Create a shortcut to the FESE\_TLSP folder and place it on your desktop
5. Save new order files that you create from the template to the FESE\_TLSP folder

Please note that the first nine characters of your Request Order Template are your FESE TLSP Account Number (i.e., 190000254).

## 6. FILLING OUT THE CUSTOMER ORDER REQUEST TEMPLATE

The Customer Order Request Template is used to obtain pricing and delivery for the requested items. Once filled out, email the spreadsheet to [FESOrders@dla.mil](mailto:FESOrders@dla.mil).

**NOTE: This program is for ordering Commercial MFG Part Numbers only. NSNs will not be accepted and must be submitted through normal MILSTRIP ordering channels.**

Please refer to the following guidelines when preparing your request. If a template submission is incorrect, we will not assume we understand the customer's intentions. You will be requested to correct your submission.

	A	B	C	D	E	F	G
1	Request Type R/M	POC Name	POC Unit	POC Phone	POC Email	Manufacturer Name	Manufacturer Part Number
2							
3							
4							

### Column A: Request Type

Please enter "R" or "M" for the order in Column A. Although DLA will provide pricing on all requests before accepting funding, they need the method of funding to be identified upfront. If funding will be provided in the form of a requisition number/ document number, enter R. If funding will be provided in the form of a DD Form 448 MIPR, enter M.

### Columns B through E: POC Information

Entering ordering and/or receiving POC contact information. These are mandatory fields.

### Columns F & G: Manufacturer Name and Manufacturer Part Number

Enter the manufacturer name and part number of the item(s) you are requesting. These are mandatory fields.

	H	I	J	K	L	M	N	O
1	Item Description	Additional Information	Requested Delivery Date	Quantity	UOI	Ordering DODAAC	Ship To DODAAC	Supp Add
2								
3								

### Column H: Item Description

Please enter a description of the item you are requesting. This field has a character limit of 120 characters. This is a mandatory field.

### Column I: Additional Information

Enter any additional information regarding the intended use and further description of the item. This cell allows DLA to further understand the requirement that is submitted and how it falls within the scope of the contract. Also describe any item customization that is needed.

## 6. FILLING OUT THE CUSTOMER ORDER REQUEST TEMPLATE

### Column J: Requested Delivery Date

Enter the date you want to receive the item.

NOTE: Delivery is based on the manufacturer's production capability. While vendors ensure the best delivery is made possible, there is no guarantee that your order will be delivered by the date requested. All proposed lead times are sent for review with the pricing spreadsheet.

### Column K: Quantity

Enter the number of units requested. This is a mandatory field.

### Column L: Unit of Issue

Enter the two (2)-letter unit of issue abbreviation. This is a mandatory field. Refer to the "Unit of Issue Codes" tab of the order spreadsheet if assistance is needed to identify a unit of issue abbreviation.

### Column M: Ordering DoDAAC

Enter the six-character DoDAAC for the activity for which you are ordering. This is usually the DoDAAC you registered under. This is a mandatory field.

### Column N: Ship To DoDAAC

Enter the six-character DoDAAC where the material must be delivered. This is a mandatory field.

### Column O: Supp Add

If applicable, enter the Supplemental Address for each line of your order.

	K	L	M	N	O	P	Q	R
1	Quantity	UOI	Ordering DODAAC	Ship To DODAAC	Supp Add	Delivery Destination	Special Project Code	Special Instructions
2								
3								

### Column P: Delivery Destination

Enter any additional information about delivery that is not covered by the Ship To DoDAAC.

### Column Q: Special Project Code

Enter your three-character project code associated with the requested item or leave blank if not applicable or unknown.

### Column R: Special Instructions

Enter any special instructions concerning your request. You must also use this field to convey why an item has emergency status, or if you require that all of the materials requested in the order be delivered together, and the rationale for why the order request should be treated as a single Bill of Materials and not individual line items. In addition to having this information in Column R, copy the information and put it into Column I: "Additional Information" below what information may already be in this column.

## 7. SUBMITTING A CUSTOMER ORDER REQUEST

### Submitting the Excel Customer Order Request

Email the Excel Customer Order Request to [FESOrders@dla.mil](mailto:FESOrders@dla.mil). Fill in the mandatory fields on the template. Once received, your Order Request will be reviewed to ensure that all necessary fields are completed before it will be loaded into the system. You will receive your **1st email notification** confirming that your request has been received and loaded.

***NOTE** – A Load Batch Number will be assigned to your order and will be listed in the subject line and will serve as the common reference indicator on all emails moving forward for the order. Please do not remove or alter the subject name in the email when corresponding with DLA Troop Support regarding your order.*

### A. Rejection of Order Lines by DLA Troop Support

Should the order be rejected by DLA Troop Support at any point in the process, the customer will be notified by a **2nd email notification** (if applicable).

Potential reasons for rejection are:

- The item is not within the scope of the Fire & Emergency Services Equipment TLSP
- The item is not Berry Compliant
- The item is not in compliance with the Buy American Act, or not manufactured or substantially transformed in the United States or a Qualifying or Designated country, as set forth in [FAR 25.003](#). Requested items cannot be obtained.
- Incomplete or erroneous information on the order request form

### B. Canceling or Changing an Order

Should you need to cancel an order at any point in the process, immediately contact your assigned TVLS, or if unknown contact [FESECustomerInfo@dla.mil](mailto:FESECustomerInfo@dla.mil)

Once the order is loaded and the scope check performed by the contracting officer, the request for quote (RFQ) is sent to all six vendors for price and delivery.

***NOTE*** – Timeframe to obtain pricing: from the time of receiving the Customer Order Request to DLA providing a quote is approximately 21 business days. During the fourth quarter of the fiscal year, volume increases could cause delays.

*DLA's FES Program provides a fast way to fulfill requirements with guaranteed cost-savings for DoD. Noble Customer Solutions Managers are available to guide you through the steps you need to take to submit an order request.*



## 8. PRICE ACKNOWLEDGEMENT SPREADSHEET

### The Price Acknowledgement Spreadsheet Process

Once the vendors respond to the RFQ, the Contracting Officer reviews the quotes, makes a best-value decision for selecting the winning offer for each line, and then sends a Price Acknowledgement Spreadsheet via a **3rd email notification** to the registered customer and registered FOPOC for the order. The spreadsheet will show each line, requested quantity, pricing, and delivery lead time information.

All lines on the spreadsheet will be locked to prevent modification except for the following editable fields, which will need to be completed by the FOPOC:

- MILS-Like funded document/requisition number (if applicable)
- Signal code (if applicable)
- Fund code (if applicable)
- MIPR number (if applicable)
- Approved quantity

There will be three categories of funding authorized:

- Customer-provided, MILS-like document number, fund code, and signal code
- DD Form 448 Military Interdepartmental Purchase Request (MIPR)
- DLA-generated MILS-like document numbers using a pre-selected serial range designated by the customer

### Acknowledgement Examples

The screenshots below identify each field and how the spreadsheet will appear to the registered customer and registered FOPOC for the order.

	A	B	C	D	E	F	G	H
1	FOPOC OUT ID	FOPOC Id	FOPOC Out Batch Number	Lead Batch Number	Order Item Id	Order Name	Request Type	POC Name
2	164908	3726	20190422120685	20190411131540	845708	187251XX8-SOE-Order St Mary - Controp 4.10.19.xlsx	M	Brian St.
3	164909	3726	20190422120685	20190411131540	845709	187251XX8-SOE-Order St Mary - Controp 4.10.19.xlsx	M	
4	164910	3726	20190422120685	20190411131540	845710	187251XX8-SOE-Order St Mary - Controp 4.10.19.xlsx	M	
5	164911	3726	20190422120685	20190411131540	845711	187251XX8-SOE-Order St Mary - Controp 4.10.19.xlsx	M	
6								

#### COLUMNS A through H

Columns A through H are locked fields and cannot be changed. These columns revalidate the details pertaining to the order.

NOTE: The Load Batch Number (located in Column D) is the number to be referenced throughout the entire procurement process when requesting any information about an order. See Page 9, Section 7, Submitting a Customer Order Request.

	I	J	K	L	M	N	O	P	Q	
1	POC Email	POC Unit	DoDAAC_Ordering	DoDAAC_Ship TO	Special Project Code	DoDAAC_Sup Add	Manuf Name	Manuf Part Num	Item Description	Addi
2	brian.stmary@navy.mil	PMA-263	NCO382	NCO382			AeroVironment	GLDT-21	Puma II USG GLTP-aircraft to payload power upgrade	Orde
3	brian.stmary@navy.mil	PMA-263	NCO382	NCO382			AeroVironment	GLDT-WT-22	Puma II USG GLTP-aircraft flight avionics data collection firmware	Orde
4	brian.stmary@navy.mil	PMA-263	NCO382	NCO382			AeroVironment	GLDT-TRAINING-24	Puma II USG GLTP-integration	Orde
5	brian.stmary@navy.mil	PMA-263	NCO382	NCO382			AeroVironment	GLDT-TD-25	Puma II USG ground laser target designator technical data & train	Orde
6										

#### COLUMNS I through R

Columns I through R are locked fields and cannot be changed. These columns revalidate the details pertaining to the order.

	S	T	U	V	W	X	Y
1	Lead Time	Trade Amendment Compliant	Berry Amendment Compliant	Country of Origin	Is Item an Alternate?	Alternate Manuf Name	Alternate Manuf Part Num
2	330	Yes	Not Applicable	United States	0		
3	330	Yes	Not Applicable	United States	0		
4	330	Yes	Not Applicable	United States	0		
5	330	Yes	Not Applicable	United States	0		
6							

#### COLUMNS S through Y

Columns S through Y are locked fields and cannot be changed. These columns revalidate the details pertaining to the order.

## 8. PRICE ACKNOWLEDGEMENT SPREADSHEET

### The Price Acknowledgement Spreadsheet Process

After the FOPOC enters the confirmed quantities and applicable funding information into the Price Acknowledgement Spreadsheet, it must be emailed back to DLA Troop Support to

[FESEPriceAcknowledgements@dla.mil](mailto:FESEPriceAcknowledgements@dla.mil).

If the order is funded by a MIPR, the MIPR needs to be attached to the same email as the Price Acknowledgement Spreadsheet. Please follow the specific "Reply All" directions provided in the email that sent the pricing spreadsheet. If the completed FOPOC spreadsheet and related funding are not sent to

[FESEPriceAcknowledgements@dla.mil](mailto:FESEPriceAcknowledgements@dla.mil),

it could cause further delays.

After the Price Acknowledgement Spreadsheet and funding is received, the contracting officer will process the order for award. The customer and FOPOC will receive a **4th email notification** of the award to include vendor information, pricing, and delivery information (similar to the MILS AE process).

Once DLA obligates the funds and authorizes the vendor to perform, the customer and FOPOC will receive a **5th email notification** that funds are obligated (similar to the MILS BV process).

When the vendor ships the material, a **6th email notification** will be sent to the customer and the FOPOC to let them know the material is on the way. Once material is received, the customer will submit the MRA by posting the goods receipt (page 12).

### Acknowledgement Examples

The screenshots below identify each field and how the spreadsheet will appear to the registered customer and registered FOPOC for the order.

	Z	AA	AB	AC	AD	AE	AF
1	Alternate Item Description	Quantity	UOI	Unit Price	Ext Price	Confirmed Qty	Confirmed Ext Price
2		1	EA	\$176,181.25	\$176,181.25		
3		1	EA	\$29,832.05	\$29,832.05		
4		1	EA	\$49,372.16	\$49,372.16		
5		1	EA	\$14,501.01	\$14,501.01		
6					\$269,886.47		

#### COLUMNS Z through AD

Columns Z through AD are locked fields and cannot be changed. These columns revalidate the details of the order. Please note that Column AD indicates the total price of your order after it is competed among the six (6) TLS Vendors.

NOTE: At this time, an award has not yet been made.

#### COLUMN AE

Column AE is a mandatory field (highlighted in yellow) and requires the FOPOC to confirm the quantity for each line of the subject order. The quantity for a given line can remain the same as the original quantity requested at the time of the order submission. The quantity can also be increased or decreased if needed.

	AF	AG	AH	AI	AJ	AK	AL
1	Confirmed Ext Price	Req Number	MIPR Number	Signal Code	Fund Code	Supp Add	
2							
3							
4							
5							

#### COLUMN AG

**For orders funded via a MILS-like document (i.e., MILSTRIP Requisitions):**

Column AG is a mandatory field (highlighted in yellow) and requires the FOPOC to input the applicable MILS-like Document Numbers (one unique requisition number per line item). NOTE: For those orders funded via a MILS-like Document Number, the FOPOC will not have the option to populate Column AH ("MIPR Number"), as this Column will be locked. For this funding method, Columns AI through AK are also mandatory fields and will require the FOPOC to input the applicable Signal Code, Fund Code, and Supplemental Address information.

#### COLUMN AH

**For orders funded via a MIPR:**

Column AH is a mandatory field (although not in the above screenshot, actual orders will show this Column as highlighted in yellow), and requires the FOPOC to input the applicable MIPR Number information. NOTE: For those orders funded via a MIPR, the FOPOC will not have the option to populate Column AG ("Req Number"), as this Column will be locked (and will not be highlighted in yellow). When using a MIPR, please input the following: Signal Code (Column AI)-B; Fund Code (Column AJ)-XP; and Supp Add (Column AK)-SC0503.

## 9. RECEIPT PROCEDURES – SUBMITTING A MATERIAL RELEASE ACKNOWLEDGEMENT (MRA)

### Submitting the MRA

It is imperative that once the customer receives an order, an MRA is posted into DoD FedMall. Failure to submit timely and accurate MRAs could result in payment/billing issues and could delay the delivery of needed items.

DoD FedMall is an internet-based electronic mall that allows military customers and other authorized government customers to search for and order items from government and commercial sources. However, in this case FedMall is used only for submitting an MRA.

DoD FedMall is a Department of Defense program operated by DLIS. All users are required to register, be authenticated, and authorized by a DLIS Access Administrator. FedMall users follow the Department of Defense rules for login and passwords. FedMall is available 24 hours a day, seven days a week.

### Register for FedMall

To register for FedMall, you must have a valid authentication certificate (CAC card, PIV card, or a soft certificate for your web browser). For more information on FedMall registration, visit <https://www.dla.mil/Info/FedMall/FedMallBuyers/>.

### For More MRA Information

Please see the MRA tutorial and the MRA Job Aid for FedMall, available from DLA Troop Support, for step-by-step instructions on registering for DoD FedMall and posting MRAs.



## 10. RETURNS & REPLACEMENTS

In the event of any type of material discrepancy, the customer must notify their assigned TVLS or send a request for assistance immediately to [FESECustomerInfo@dla.mil](mailto:FESECustomerInfo@dla.mil).

The TVLS will coordinate with the Contracting Officer, vendor, and customer to develop a resolution to the issue.

## 11. ORDER PROCESS NOTIFICATIONS

Six email Notifications may be expected during the order process from order placement through order shipment:

1. We received your order.
2. Items were denied for contract scope (If applicable).
3. Price Acknowledgement Spreadsheet sent to the customer and FOPOC.
4. DLA processed the order, and it is pending award.
5. DLA has obligated funds and authorized the vendor to perform.
6. Vendor has shipped the material.

## 12. EMAIL ADDRESSES AND WEBSITES

Obtain a Registration Form

<http://www.dla.mil/TroopSupport/ConstructionandEquipment/Fire-and-Emergency-Services-equipment/>

Submit a Registration Form

[FESECustomerRegistration@dla.mil](mailto:FESECustomerRegistration@dla.mil)

Submit an Order Request

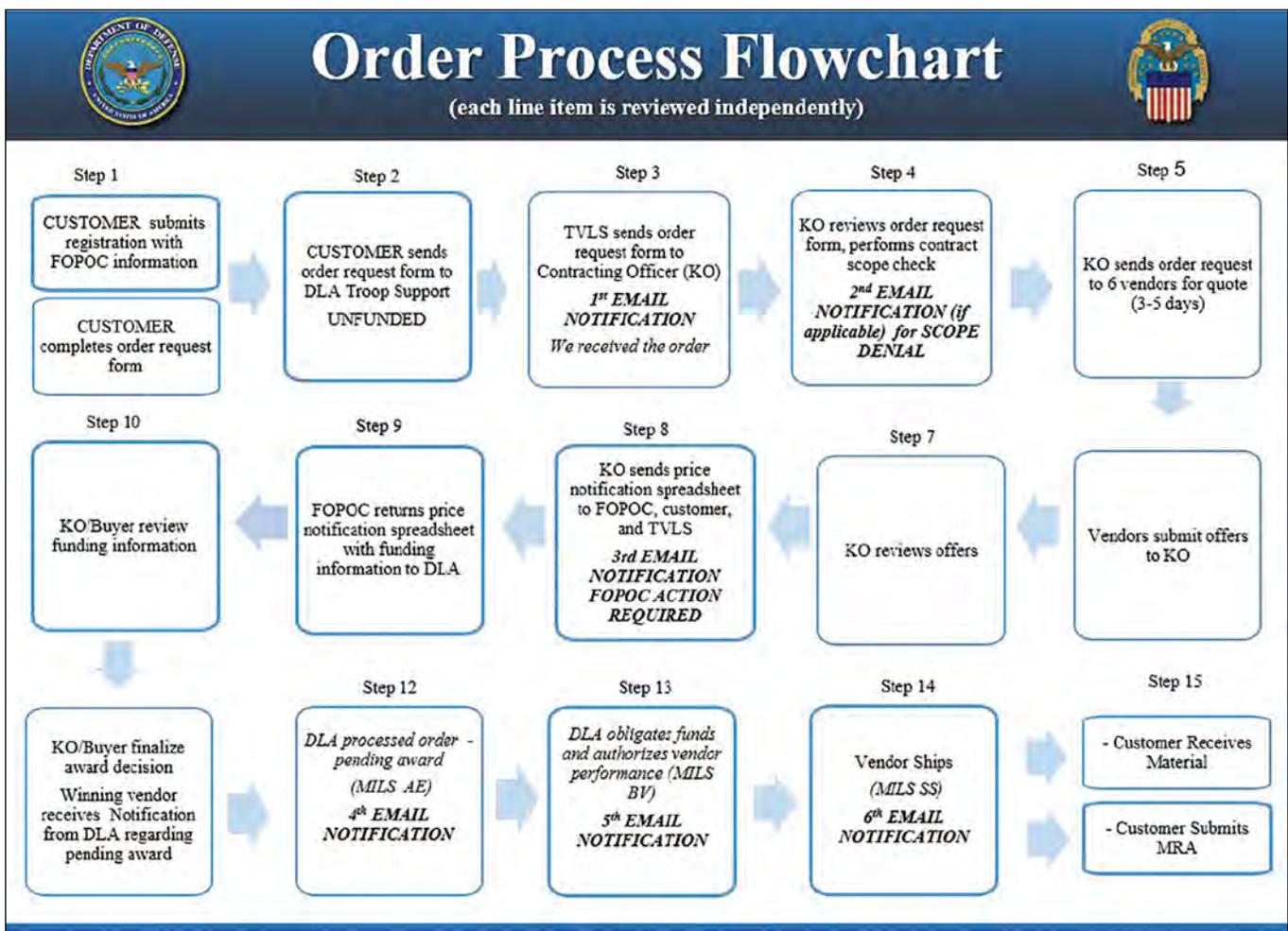
[FESOrders@dla.mil](mailto:FESOrders@dla.mil)

Submit a Price Acknowledgement Spreadsheet with Applicable Funding

[FESEPriceAcknowledgements@dla.mil](mailto:FESEPriceAcknowledgements@dla.mil)

Submit Requests for Information

[FESECustomerInfo@dla.mil](mailto:FESECustomerInfo@dla.mil)



# ABOUT NOBLE

## NOBLE PROVIDES SUPPLIES AND SERVICES THROUGH THE FIRE & EMERGENCY SERVICES EQUIPMENT TLS PROGRAM

### DLA FES TLS CONTRACT NO: SPE8EH-19-D-0017

Noble is one of six awardees for the multiple-award IDIQ contract for Fire and Emergency Services Equipment (FES, FESE) Tailored Logistics Support Program. The program supports the Defense Logistics Agency's mission to provide warfighters and other authorized customers with food, clothing, construction, medical, and hardware solutions to achieve their global mission.

Under this program, Noble provides supply and logistics support for structural firefighting, aircraft crash and rescue, hazardous material response, emergency medical response, homeland security, and domestic preparedness operations.

### VALUE-ADDED SERVICES

Noble is more than just a storefront on your base. We're more than an e-commerce company with millions of brand name products. Also, we are more than a supply and logistics partner. Noble provides customized procurement solutions to meet your unique needs. You can turn to us knowing you can rely on product expertise, compliance with all the materials requirements and processes of government, fast shipping, order tracking, and complete visibility.

### WHEN DISASTER STRIKES, SO DO WE.

Disaster relief is one of Noble's strongest core competencies; we are prepared 24 hours per day to provide critical support in this area. Noble is recognized as a U.S. Government go-to supplier for emergency supplies and building materials. We provide swift and sustained access to the equipment, supplies, and materials necessary for emergency planning, response, and recovery.

### KITTING AND OUTFITTING

From tools for airplane maintenance to emergency supplies for FEMA, Noble is available to build customized kits, making your repetitive tasks more efficient.

### INVENTORY MANAGEMENT

With a global network of storefronts and warehouses, Noble manages complex inventories to meet your requirements. We can provide swift access to the materials necessary for immediate responses to natural disasters, as well as the ability to expedite regular shipments of tools and operational supplies. Our automated processes include barcoding and scanning, end-to-end inventory planning and replenishment, and total asset visibility from order to delivery.

With a proven global network of operations, a team of experienced logistics specialists, and mission-tested support, Noble is your complete supply and logistics solution. [Contact us](#) or visit [www.noble.com](http://www.noble.com) for more information on our supply chain solutions for the U.S. Government.

## A GLOBAL SUPPLY CHAIN

Noble offers a wide array of supplies, equipment, and materials to support the purchasing requirements of the United States Government. Our supply chain is designed to meet any need, from replacement parts to end-to-end sustainment.

- Industrial & MRO Supplies
- Tools, Hardware & Building Supplies
- Foodservice Equipment
- Janitorial Supplies
- Safety & Personal Protection Equipment
- Material Handling & Storage
- Tactical & Law Enforcement Gear
- Marine Supplies
- Office Supplies, Furniture, and IT Products
- Heavy Machinery
- Construction Equipment
- Emergency Preparation, Response and Recovery Supplies
- AbilityOne® Products
- Green Products

There are multiple ways to shop for supplies using Noble's U.S. Federal Government and State and Local Contracts.

Call our toll-free customer service number (877) 999-1911 with any questions about placing an order or for information about signing up for our government e-commerce shop.

1. Direct from Noble  
Phone: 1 877-999-1911  
Fax: 1 781-871-7449  
Email: [support@noble.com](mailto:support@noble.com)
2. Sign into your account on Noble.com to purchase from our e-commerce catalogs.
3. U.S. Department of Defense FedMall
4. GSA Advantage!®





## MISSION-ESSENTIAL PRODUCTS

- Industrial and MRO supplies
- Construction materials
- Personal protective equipment
- Office supplies and furniture
- Military & law enforcement gear
- Emergency preparedness supplies

## CUSTOMIZED LOGISTICS SERVICES

- Expeditious logistics support
- Supply chain management
- Combat logistics support
- Storefront operations
- Disaster relief support
- Hazmat logistics

## LET US BE YOUR SINGLE SOURCE SOLUTION!

Noble is the global supply chain solution for military and government. Our mission is to deliver technology-based solutions to the world's most difficult logistical challenges – no matter how tough the challenge, how long the mission, or how far from home. We are shaping the future of commerce through innovation, talent, and unwavering sense of duty to our Nation.

**Noble delivers what you need, when you need it.**

- Noble's footprint includes operation centers, storefronts on military bases, distribution centers, and consolidation points located around the world.
- We stock over one million items from our supply chain of over 11,000 manufacturers, including many of the most trusted brands in the MRO and construction industry.

Noble reduces the cost of readiness while rapidly responding to today's challenges.

### FIRE & EMERGENCY SERVICES EQUIPMENT TLS PROGRAM

CONTRACT NO: SPE8EH-19-D-0017



## READY TO GET STARTED?



### WORLDWIDE HEADQUARTERS

One Seaport Square  
77 Sleeper Street, 2nd Floor  
Boston, MA 02210

### U.S. OPERATIONS CENTER

302 Weymouth Street  
Rockland, MA 02370

T: (877) 999-1911

E: support@noble.com

W: www.noble.com