

A Statement of Work (SOW) is typically used when the task is well-known and can be described in specific terms. Statement of Objective (SOO) and Performance Work Statement (PWS) emphasize performance-based concepts such as desired service outcomes and performance standards. Whereas PWS/SOO's establish high-level outcomes and objectives for performance and PWS's emphasize outcomes, desired results and objectives at a more detailed and measurable level, SOW's provide explicit statements of work direction for the contractor to follow. However, SOW's can also be found to contain references to desired performance outcomes, performance standards, and metrics, which is a preferred approach.

The Table of Content below is informational only and is provided to you for purposes of outlining the PWS/SOO/SOW. This sample is not all inclusive, therefore the reader is cautioned to use professional judgment and include agency specific references to their own PWS/SOO/SOW.

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# STATEMENT OF WORK

Project Name & ID: \_\_\_\_\_

May 1, 2011

## SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

NOTE: The Section B of the contractor’s Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### B.1 SUPPLIES OR SERVICES AND PRICES/COSTS GENERAL DESCRIPTION

The work shall be performed in accordance with all sections of this task order and the offeror’s Basic Contract, under which the resulting task order will be placed. An acronym listing to support this TOR is included in Section J, Attachment A.

### B.2 ORDER TYPE

The contractor shall perform the effort required by this task order on a Cost Plus Fixed Fee (CPFF) Term basis for CLINs 0001 and a Not to Exceed (NTE) basis for CLINs 0002, 0003, and 0004.

### B.3 SERVICES AND PRICES/COSTS

The following abbreviations are used in this price schedule:

- NTE: Not To Exceed
- CLIN: Contract Line Item Number
- ODC: Other Direct Cost
- CPFF: Cost Plus Fixed Fee

### B.4 BASE PERIOD

Labor Category	Hours	Hourly Rate
Applications Developer (Master)		
Applications Systems Analyst (Senior)		
Applications Systems Analyst (Journeyman)		
Applications Systems Analyst (Entry Level)		
Help Desk Specialist (Senior)		
Help Desk Specialist (Journeyman)		
Help Desk Specialist (Entry Level)		
Information Assurance/Security Specialist (Master)		
Information Assurance/Security Specialist (Journeyman)		
Information Assurance/Security Specialist (Entry Level)		
Network Specialist (Master)		
Network Specialist (Senior)		
Network Specialist (Journeyman)		
Network Specialist (Entry Level)		
Program Manager		
Quality Assurance Specialist (Journeyman)		

TOTAL HOURS		
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CLIN	Description	Estimated Cost	Fixed Fee	Total Estimated Cost Plus Fixed Fee
0001	Labor			
0001AA	Labor (Task 1 – 10)			
0001AB	Labor (Task 11) (Optional)			\$NTE)_____

TRAVEL, TOOLS and ODCs CLINs

CLIN	Description		Total Ceiling Price
0002	Travel Including Indirect Handling Rate ____%	NTE	
0003	Tools Including Indirect Handling Rate _____%	NTE	
0004	ODCs Including Indirect Handling Rate & Fee	NTE	

GRAND TOTAL BASE PERIOD CLINs: \$ \_\_\_\_\_

B.5 INDIRECT/MATERIAL HANDLING RATE

Travel, Tools, and ODC costs incurred may be burdened with the contractor’s indirect/material handling rate if one is entered in the contractor’s basic contract (contractor to enter amount, but not to exceed the ceiling rate of the basic contract) and such indirect/material handling rate is not included in the fully burdened labor rate.

B.6 INCREMENTAL FUNDING

B.6.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT’S OBLIGATION

Incremental funding for CLINs 0001 through 0005 is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award. The task order will be modified to add funds incrementally up to the maximum of \$xxx over the performance period of this TO. These allotments constitute the estimated cost for the purpose of FAR Clause 52.232-22, Limitation of Funds, which applies to this task order on a CLIN-by-CLIN basis.

SECTION C – DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

NOTE: The Section C of the contractor’s Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

C.1 DESCRIPTION/ SPECIFICATIONS / STATEMENT OF WORK

C.1.1 PURPOSE

The purpose of this effort is to provide the Government information Technology (IT) support for Continental United States (CONUS) and Outside Continental United States (OCONUS) systems.

## C.1.2 BACKGROUND

The agency is focused on providing customers with quality, timely and cost efficient maintenance, modernization, and technical and logistics support. The Government has sites in Bremerton, Bangor, Everett, San Diego, and Japan. Additional OCONUS sites may be implemented in the future. The agency employs more than 10,000 engineering and industrial personnel (7,500 computer users) and serves as a major maintenance depot.

The Government proactively maintains an IT architecture that supports users on a real time basis to include access to needed corporate information from workstations for CONUS and Government owned workstations for CONUS and OCONUS.

## C.1.3 CURRENT IT/NETWORK ENVIRONMENT

The Government is responsible for the design, implementation, maintenance and management of all networks and communications on the complex and remote sites that is not covered by the XXX contract. The Government is a general support sensitive unclassified network that operates in the UNIX and Windows environments. The network provides office automation tools to administrative, investigative, analytical, technical, and production personnel in carrying out their mission-related functions. Administrative support is facilitated through the use of commercial off-the-shelf (COTS) products and government off-the-shelf (GOTS) applications (locally developed applications and corporate applications). The Government provides access to information resources via commercially obtainable equipment (COE) including communication equipment, servers, workstations, and peripherals. This environment supports OCONUS infrastructure providing network connectivity to approximately 300 OCONUS workstations.

## C.2 SCOPE

The agency services a broad and constantly changing client base (CONUS and OCONUS) with diverse IT requirements. Just as the client's base is fluid, so are the client's requirements and the IT products available to answer those requirements. The scope of this effort includes all facets of computer, network, and communications hardware and software technology, products and systems. The contractor is not be responsible for the development and maintenance of IT processes and procedures.

## C.3 OBJECTIVE

The primary objectives of this task order are to provide continuing IT integration and technical support to the agency including remote sites and detachments to meet mission requirements.

## C.4 TASKS

- Task 1 - Transition
- Task 2 – Program Management
- Task 3 – Network Support
- Task 4 – Applications Management
- Task 5 – Applications Operations Support
- Task 6 – Systems Administration
- Task 7 – Information Assurance & Security Engineering
- Task 8 – Customer Support Services
- Task 9 – Comptroller Support
- Task 10 – Other Agency Support
- Task 11 – Surge Support -Optional

### C.4.1 TASK 1 - TRANSITION

#### C.4.1.1 SUBTASK 1 – TRANSITION IN

A transition shall ensure minimum disruption to vital Government business. The contractor shall ensure there will be no service degradation during and after transition. The contractor shall propose a draft Transition Plan and present a finalized Transition Plan for the migration of current systems and operations within five (5) working days after award.

#### C.4.1.2 SUBTASK 2 –TRANSITION OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor /government personnel at the expiration of the Task Order. The contractor shall provide a Transition-Out Plan NLT ninety (90) days prior to expiration of the Task Order. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate contractor to contractor coordination to ensure a seamless transition
- Transition of key personnel
- Identify schedules and milestones
- Identify actions required of the Government,
- Establish and maintain effective communication with the incoming contractor/ Government personnel for the period of the transition via weekly status meetings

#### C.4.2 TASK 2 –PROGRAM MANAGEMENT

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name, who shall provide management, direction, administration, quality assurance, and leadership of the execution of this Task Order.

##### C.4.2.1 SUBTASK 1 – COORDINATE PROJECT KICKOFF MEETING

The contractor shall schedule, coordinate and provide an agenda for the Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the Task Order. The meeting will provide the opportunity to discuss technical, management, security issues, travel authorization, and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the Contracting Officer's Representative (COR). The contractor shall provide the following at the kickoff meeting:

- Transition Plan,
- Final Quality Control Plan
- PMP

#### C.4.2.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor Program Manager shall develop and provide an MSR, using MS Office Suite applications, by the 10th of each month via electronic mail to the COR. The MSR shall include the following:

- Activities during reporting period, by task (Include: On-going activities, new activities, completed activities, progress to date on all above mentioned activities). Start each section with a brief description of the task
- Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them,
- Personnel gains, losses and status (security clearance, etc.)
- Government actions required
- Schedule (Shows major tasks, milestones, and deliverables, planned and actual start and completion dates for each)
- Summary of trips taken, conferences attended, etc. (Attach trip reports to the MSR for reporting period),
- EVM statistics
- Accumulated invoiced cost for each CLIN up to the previous month
- Projected cost of each CLIN for the current month,
- Comparison data / monthly performance reports
- Contractor performance metrics

#### C.4.2.3 SUBTASK 3 - PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall describe the proposed management approach. The PMP shall include milestones, tasks, and subtasks required in this Task Order. The PMP shall provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships with Government organizations. The PMP shall include the contractor's Quality Control Plan (QCP).

The PMP is an evolutionary document. It shall be updated yearly. The contractor shall work from a Government approved PMP. The contractor shall work from a new version of the PMP once approved by the Government.

#### C.4.2.4 SUBTASK 4 – PREPARE TRIP REPORTS

The Contractor shall provide the Government with a Trip Report five (5) days after the travel is completed. The contractor shall identify the travel, to include: the name of the employee, location of travel, duration of trip, POC at travel location, task that the travel supports, benefit to the Government, accomplishments/lessons learned, and itemized listing of expenses, both planned and actual.

#### C.4.2.5 SUBTASK 5 – UPDATE QUALITY CONTROL PLAN (QCP)

The contractor shall update the QCP submitted with their proposal and provide a final QCP. The contractor shall periodically update the QCP as changes in program processes are identified.

#### C.4.2.6 SUBTASK 6 – SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all EIT (Electronic Information Technology) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29



U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

#### C.4.2.7 SUBTASK 7 – In-Progress Reviews (IPR)

The contractor shall conduct Monthly In-Progress Review Meetings to discuss program, project and service status, existing or potential problems, and projected tasks and milestones. In addition, the contractor shall provide updates to the PMP at the IPR. The contractor shall provide the Contracting Officer Representative (COR) an e-mail three (3) business days before the meeting containing the agenda for the meeting and any materials that will be discussed during the meeting. The contractor shall publish the minutes for each IPR by the close of business the following day.

#### C.4.3 TASK 3 — NETWORK SUPPORT

This includes support for workstations, servers, peripherals, and other telecommunications devices. The contractor shall support the following functions necessary to ensure that the IT systems are operational and available to the users.

Add, change, remove station cables from concentrators and patch panels, and maintain correct labeling of station cables,

Provide Local Area Network (LAN)/system hardware and software support, and

Implement and monitor agency security policies.

##### C.4.3.1 SUBTASK 1 - NETWORK MAINTENANCE

Following existing network design and procedures, the contractor shall install, operate, maintain, and configure all network infrastructure systems to include fiber optics, switches, hubs, routers, and other required equipment to provide data connectivity to and from all activities operated or supported by the agency with minimal interruption of services.

##### C.4.3.2 SUBTASK 2 - CABLE PLANT SUPPORT

The contractor shall perform site surveys of the processes and procedures (provided at time of award), for the infrastructure. Recommendations for placement and installation of the cable plant, type of cabling, and maintenance support requirements of cabling (located both indoors and outdoors) will be required. The contractor shall deliver a final Site Survey Report.

The contractor shall install, test, evaluate, certify to industry standards, maintain, and repair all cable plant facilities to operational requirements. Documentation such as Cable Plant Upgrade Design Documentation, Cable Plant Upgrade Design Drawings, Cable Plant As Built LAN Upgrade Design Drawings, Maintenance and Repair Status Reports, Configuration Management Documentation, Operational Manuals, and Engineering Data, will be delivered as required. Cable plant support is required eight (8) hours per day, five (5) days per week for contractor personnel. Hours may need to be adjusted or extended based on fluctuating workload and project needs. Additionally, the contractor shall transport equipment to required PSNS & IMF locations.

#### C.4.4 TASK 4 – APPLICATION MANAGEMENT

There are two major categories of application management personnel. The first category is personnel that provide support to shipyard enterprise applications. Also known as corporate applications, they are developed by a central

design agent for all shipyards to locally manage and operate. Of the current 30 corporate applications, approximately 7% are currently managed by contract support. The second category is personnel that provide support to locally developed and maintained applications. Of the current 90 locally developed applications, approximately 30% are managed by contract personnel. Technology for locally developed applications include, but are not limited to, Microsoft .NET (dot net) Framework , ColdFusion, SharePoint (WSS/MOSS), Visual Studio, C++, CSS, Oracle and SQLServer RDBMS, etc.

The contractor shall:

- Plan, schedule, and manage the implementation of Commercial Off-The-Shelf (COTS) software and Government Off-The-Shelf software (GOTS),
- Manage and install routine and regularly scheduled COTS/GOTS updates
- Prepare test and implementation plans for COTS/GOTS updates
- Execute and validate COTS/GOTS requirements and specifications including batch and interface processes during application release testing
- Continuously examine and evaluate the COTS/GOTS data interface and batch processes, proposing technically feasible improvements to automation that will benefit the shipyard
- Troubleshoot COTS/GOTS application anomalies
- Work with internal departments as well as outside activities and agencies diagnosing and resolving problems in response to user reported incidents, customer functional issues, technical problems, questions, or concerns
- Provide user account management consisting of: Creation, Password resets, and Modifications
- Assist user community creating and maintaining reports
- Assist PSNS & IMF departments and external commands in answering data calls
- Develop and maintain data processing schedules following the requirements of PSNS & IMF applications, Oracle Database Administrators (DBA), Solaris System Administrator (SAs), departments and external commands
- Provide analysis, design, evaluation, and programming support for IT systems deployed locally
- Provide analysis, design, evaluation, programming, and support for Web-based systems deployed,
- The contractor shall provide complete documentation on all developed or modified systems, including but not limited to user and maintenance documentation, and insertion of imbedded program comments,
- Maintain working knowledge of agency standard software
- Troubleshoot, resolve, and document inquiries and report possible discrepancies in corporate data and associated output
- Issue passwords and maintain password database(s)
- Provide data administration and ad-hoc reporting functions
- Manage CAD/CAM Software.

#### C.4.5 TASK 5 – APPLICATIONS OPERATIONS SUPPORT

Applications Operations support includes maintaining data, processing schedules, monitoring batch processes and interfaces, and executing daily and nightly batch job runs for GOTS Systems. Computer Operations Centers are operated at both the Bremerton and Bangor sites. The Bremerton site requires a continual presence during swing and graveyard shifts, seven (7) days a week, 365 days a year. A majority of operations procedures require a second set of eyes to ensure parameters are correctly entered prior to job execution. The Bangor site requires a continual presence five (5), days a week, Monday – Friday, for a minimum of 13 hours per day. Both sites require sufficient staffing to account for operator personnel absences (e.g., vacation, sickness, etc).

The Contractor shall:

- Develop and maintain data processing schedules following the requirements of application managers, database administrators, departmental POC (point of contact), and external commands
- Execute interface and batch processes for local and corporate applications
- Monitor batch processes and interfaces to successful completion
- Capture, troubleshoot, and/or report any anomalies of application, batch, interface, or system failures,
- Analyze, code, and coordinate daily settings of process control codes and designators for Payroll/Cost and MAT (Material) applications for daily batch jobs
- Monitor server status, utilizing provided software tools, and report anomalies to the correct POC
- Operate data processing printing equipment for work documents including the scheduling and distribution of print jobs

#### C.4.6 TASK 6 – SYSTEMS ADMINISTRATION

System administration consists of the planning and coordinating installation, testing, operation, troubleshooting, and maintenance of hardware and software systems. System administration includes assisting in the following:

- Manage accounts and access to systems and equipment
- Manage systems resources including performance, capacity, availability, serviceability, and recoverability
- Implement security procedures and tools
- Develop and document systems administration standard operating procedures
- Resolve hardware/software interface and interoperability problems
- Ensure systems availability, functionality, integrity, and efficiency,
- Maintain systems configuration
- Manage the installation and integration of systems fixes, updates, and enhancements
- Ensure the rigorous application of information security and information assurance policies, principles, and practices in the delivery of systems administration services
- Maintain configuration documentation of systems and equipment
- Update disaster recovery documentation
- Maintain, monitor, and performance tuning (Balancing the load on the servers)

- Data backup and recovery
- Maintain the environment of computer data center(s) (temperature, humidity, cleanliness, etc.),
- Monitor and analyze audit logs, report any irregularities
- Monitor server disk storage (by user and by program) including temporary storage requirements (print queues, etc.)
- Archive and delete unneeded files
- Recover disk space from deleted users
- Maintain structure of rights for accounts and groups
- Perform system back-up functions on a daily, weekly and monthly basis as required

#### C.4.7 TASK 7 – INFORMATION ASSURANCE

The contractor shall review existing security policies and procedures, whether formal or informal. The contractor shall work closely with the Information Assurance Manager (IAM) and staff to develop formal policies and procedures to facilitate the protection of U.S. Government sensitive unclassified and classified information and the security of the various information systems and networks. The contractor shall review existing policies, procedures and guidelines and shall draft appropriate policy documents for implementation across the enterprise as directed by the IAM. The contractor shall assist appropriate government personnel in determining information assurance (IA) requirements, aid in the development of policies and procedures for implementation, and provide support in implementing these mechanisms and processes to ensure that the policies can be enforced. This includes Information Assurance Vulnerability Alert (IAVA) tracking, IA awareness training, System Administrator certification, and all other activities that contribute to the successful implementation of the full range of IA policies, procedures, and guidelines. The contractor shall:

- Provide on-site technical support for the Information Assurance Manager (IAM)
- Prepare weekly highlights, monthly and ad-hoc reports for management
- Upon request provide information security analysis services to the IAM
- Assist in preparing Certification & Accreditation (C&A) documentation for submission to the Designated Approving Authority (DAA)
- Utilize standard software tools to conduct vulnerability scans of all equipment on the network for vulnerabilities to ensure sound security configurations
- Assist systems administrators in implementing corrective actions required as a result of vulnerabilities uncovered during system scans
- Maintain a tracking log for all Electronic Spillage activity across the enterprise
- Support Information Assurance (IA) strategic planning activities to evaluate services provided to the Enterprise through assessment of priorities and risks
- Maintain the C&A package repository
- Develop and maintain the C&A accreditation status tracking database, used to record the present status of all accreditation packages as well as storing/archiving information on accreditations already received and systems that have since been inactivated
- Assist with the destruction of removable media generated

#### C.4.8 TASK 8 – CUSTOMER SUPPORT SERVICES

Customer support services include the IT Tier 1 Help Desk which requires 24 x 7 coverage, requiring a minimum of three employees per shift. Other customer support services require other personnel to work normal day shifts. The contractor shall assist in providing on-site IT customer support services for all CONUS and OCONUS users, including, but not limited to, the following:

- Troubleshooting
- Equipment technical evaluation
- Password resets
- Account management
- IT user training
- IT asset inventory
- Requests for IT services (moves, adds, changes (MACs), Remedy tickets, trouble tickets, etc.)
- Data input requests for services
- Administration and Management of Global Groups, Distribution Lists, Public Folders
- Account Management
- Material inventory & metrics
- Remedy Accounts,
- Manage the IT hardware lifecycle management program including: excessing hard drives, end-of-life IT equipment and maintaining chain-of-custody transaction records
- Manage the printer consumables program, including: replacing consumables, maintaining a consumables inventory, and providing printer consumable ordering information based on inventory and usage metrics
- Support the cell phone program by issuing cell phones, Blackberries, and accessories; troubleshooting cell phone problems; and maintaining inventory listings that identify equipment assignments,
- Maintain an inventory of laptops to include issuing and receiving
- Install, remove or change workstations, printers, scanners
- Issue passwords and maintain password database(s).

#### C.4.9 TASK 9 – COMPTROLLER SUPPORT

The contractor shall assist the Comptroller Department during normal business hours, with data input and data validation for Cost Database (COST), Supervisor's Desk (SUPDESK) (Timekeeping), and Travel System (DTS) applications.

#### C.4.10 TASK 10 – OTHER SUPPORT

The contractor shall provide support to other activities as described below.

##### C.4.10.1 SUBTASK 1 - SAN DIEGO AREA SUPPORT

The contractor shall provide on-site customer support services specialists for both classified and unclassified IT systems and supporting infrastructure. The contractor shall assist the Government by providing on-site support at the San Diego area locations supporting Communication Security (COMSEC). The required support shall include:





All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this Task Order, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the COR.

#### E.5 DRAFT DELIVERABLES

The Government will provide written acceptance, comments and/or change requests, if any, within 15 work days (unless specified otherwise in section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have 15 work days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

#### E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The Contracting Officer (CO)/Contracting Officer's Representative (COR) shall provide written notification of acceptance or rejection of all final deliverables within 15 work days (unless specified otherwise in section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

#### E.7 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within 15 work days of the rejection notice. If the deficiencies cannot be corrected within 15 work days, the contractor will immediately notify the COR of the reason for the delay and provide a proposed corrective action plan within 15 work days.

### SECTION F – DELIVERABLES OR PERFORMANCE

NOTE: Section F of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

#### F.1 FAR CLAUSES INCORPORATED BY REFERENCE

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

<http://acqnet.gov/far/index.html>

CLAUSE #	CLAUSE TITLE	DATE
52.242-15	Stop-work order	Aug 1989
52.242-15	Alternate I	Apr 1984

#### F.2 PERIOD OF PERFORMANCE

The period of performance for this Task Order is one (1) year base period and four (4), one (1) year options for a total Period of Performance of five (5) years (if all optional periods are exercised)

#### F.3 PLACE OF PERFORMANCE

Place of Performance is the XXX.



#### F.4 DELIVERABLES

The following schedule of milestones will be used by the COR to monitor timely progress under this Task Order.

The following abbreviations are used in this schedule:

- NLT: No Later Than
- TOA: Task Order Award
- All references to Days: Government Workdays

NO.	DELIVERABLE	SOW REF	DELIVERY TIME
00	Project Start Date	-	TOA
	TASK 1		
01	Final Transition-In Plan	C.4.1.1	5 Days after TOA
02	Transition-Out Plan	C.4.1.2	60 Days Prior to TO expiration
	TASK 2		
03	Kick Off Meeting Agenda	C.4.2.1	3 days after TOA
04	Monthly Status Reports	C.4.2.2	10 <sup>th</sup> Day of Month
05	Project Management Plan	C.4.2.3	5 days after TOA and Revised Yearly
06	Trip Reports	C.4.2.4	5 Days After end of Travel
07	QCP Update	C.4.2.5	5 Days after TOA
08	508 Compliance Listing	C.4.2.6	30 Days after TOA
09	IPR Briefings	C.4.2.7	1 Day after IPR

#### F.5 PLACE(S) OF DELIVERY

Unclassified deliverables and correspondence shall be delivered to the Contracting Officer (CO) and Contracting Officer's Representative (COR) at the address below: XXX

#### F.6 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT

The contractor shall notify the COR via a Problem Notification Report (PNR) Section J, Attachment H as soon as it becomes apparent to the contractor, that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including but not limited to termination.

#### SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The Section G of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

##### G.1 CONTRACTING OFFICER'S REPRESENTATIVE

The Contracting Officer will appoint a Contracting Officer's Representative (COR) in writing for each TO. The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

## G.2 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in GSAM 552.232-70, INVOICE REQUIREMENTS (SEPT 1999), to be considered proper for payment. In addition, the data elements indicated below shall be included on each invoice:

- Task Order number
- Paying Number
- Project No
- Project Title

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize electronic Tracking and Ordering System (TOS) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

Select *Vendor Support*, log in using your assigned I.D. and password, then click on *Create Invoice*. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free). By utilizing this method, no paper copy of the invoice shall be submitted to Finance Center. However, the COR may require the contractor to submit a written “hardcopy” invoice with the client’s certification prior to invoice payment.

## G.3 INVOICE REQUIREMENTS

The contractor may invoice the fixed fee on a monthly basis. The monthly fixed fee invoiced shall be proportionate to the amount of labor expended for the month invoiced. The contractor shall submit simultaneous copies of the invoice to POC. If the Task Order has different contract types, each should be addressed separately in the invoice submission. The final invoice is desired to be submitted within 6 months of project completion.

## G.4 COST PLUS FIXED FEE (CPFF) CLINS (FOR LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPFF CLINS. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B) and contractor employee and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date:

- Employee name (current and past employees)
- Employee company labor category
- Employee Alliant labor category
- Monthly and total cumulative hours worked
- Billing rate (as proposed in the cost proposal)
- Corresponding Alliant ceiling rate

- Fixed fee
- Cost incurred not billed

All cost presentations provided by the contractor shall also include Overhead Charges, and General and Administrative Charges.

#### G.5 OTHER DIRECT COSTS (ODCS)

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and IA number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required:

- ODCs purchased
- Consent to Purchase number or identifier
- Date accepted by the Government
- Associated CLIN
- Project to date totals by CLIN
- Cost incurred not billed
- Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead Charges, General and Administrative Charges and Fee.

#### G.6 TRAVEL

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR/FTR. Long distance travel is defined as travel over 75 miles. The invoice shall include the period of performance covered by the invoice, the CLIN number and title, and the IA Account number. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel detail shall include separate columns and totals and include the following:

- Travel Authorization Request number or identifier
- Current invoice period
- Names of persons traveling
- Number of travel days
- Dates of travel
- Number of days per diem charged
- Per diem rate used
- Total per diem charged
- Transportation costs
- Total charges

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

## G.7 CONTRACT ADMINISTRATION

Contracting Officer:

Contracting Officer's Representative:

## SECTION H – SPECIAL ORDER REQUIREMENTS

NOTE: The Section H of the contractor's Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### H.1 FAR CLAUSES INCORPORATED BY REFERENCE

The following clauses apply to this task order. Upon request the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

<http://acqnet.gov/far/index.html>

CLAUSE #	CLAUSE TITLE	DATE
52.227-15*	Representation of Limited Rights Data and Restricted Computer Software	Dec 2007

(Note: Clause numbers followed by an asterisk (\*) require fill-ins by the CO)

#### H.1.1 52.227-15 - REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE (DEC 2007)

(a) This solicitation sets forth the Government's known delivery requirements for data (as defined in the clause at [52.227-14](#), Rights in Data—General). Any resulting contract may also provide the Government the option to order additional data under the Additional Data Requirements clause at [52.227-16](#), if included in the contract. Any data delivered under the resulting contract will be subject to the Rights in Data—General clause at [52.227-14](#) included in this contract. Under the latter clause, a Contractor may withhold from delivery data that qualify as limited rights data or restricted computer software, and deliver form, fit, and function data instead. The latter clause also may be used with its Alternates II and/or III to obtain delivery of limited rights data or restricted computer software, marked with limited rights or restricted rights notices, as appropriate. In addition, use of Alternate V with this latter clause provides the Government the right to inspect such data at the Contractor's facility.

(b) By completing the remainder of this paragraph, the offeror represents that it has reviewed the requirements for the delivery of technical data or computer software and states [*offeror check appropriate block*]—

(1) None of the data proposed for fulfilling the data delivery requirements qualifies as limited rights data or restricted computer software; or

(2) Data proposed for fulfilling the data delivery requirements qualify as limited rights data or restricted computer software and are identified as follows:

(c) Any identification of limited rights data or restricted computer software in the offeror's response is not determinative of the status of the data should a contract be awarded to the offeror.

### H.2 KEY PERSONNEL

The following are designated key personnel for this Task Order. The offeror shall propose appropriate labor categories for these positions.

The Government desires that key personnel be assigned for the duration of the Task Order.

#### H.2.1 PROGRAM MANAGER

The contractor shall identify a Program Manager to serve as the Government's point of contact and to provide technical supervision and guidance for all contractor personnel assigned to the Task Order.

The Government desires that the Program Manager has experience in managing personnel knowledgeable with network operations, software development, IA processes and procedures, system administration, and customer support. The Government desires the Program Manager have demonstrated experience in the management of Information Resource Management (IRM) projects with approximately 50 staff members, to include assignment of personnel, implementing cost controls, and developing project timelines.

#### H.2.2 GENERAL PERSONNEL REQUIREMENTS

See Section J, Attachment K for certification requirements.

##### H.2.2.1 APPLICATIONS SUPPORT SPECIALISTS

The Applications Support Specialists' desired qualifications include:

- Working knowledge and experience with the management and implementation of software applications
- Working knowledge and experience with scheduling, management and installation of COTS/GOTS software updates
- Working knowledge and experience with test and implementation plans for COTS / GOTS software updates
- Working knowledge and experience with batch and interface processes during application release testing
- Working knowledge and experience with troubleshooting COTS / GOTS application anomalies
- Working knowledge and experience with Software Application Administration, Routine Maintenance and Data Management
- Working knowledge and experience with Information Assurance policies and procedures with respect to software development
- Working knowledge and experience with Web-Based Applications and Systems including analysis, design, evaluation, programming, and support
- Working knowledge and experience with developing system application documentation
- Working knowledge and experience with providing software maintenance and troubleshooting services in support of Software Engineering Projects
- Excellent written and oral communications skills

##### H.2.2.2 APPLICATIONS OPERATORS

The Applications Operators' desired qualifications include:

- Working knowledge and experience with developing and maintaining data processing schedules
- Working knowledge and experience with executing and monitoring application interface and batch processes
- Working knowledge and experience with capturing, troubleshooting, and reporting anomalies of application, batch, interface, or system failures
- Working knowledge and experience with respect to analyzing, coding, and coordinating daily settings of process control codes for payroll and cost applications
- Working knowledge and experience with monitoring server status and utilizing software tools
- Working knowledge and experience with operating data processing printing equipment including scheduling and distribution of print jobs
- Excellent written and oral communications skills

#### H.2.2.3 System Administrators

The Systems Administrators' desired qualifications include:

- Maintaining the functionality of Microsoft Windows and SUN Solaris / IBM AIX UNIX servers,
- Implementing updates in server hardware and software,
- Managing server configuration,
- Monitoring and managing use of disk space, memory, and connections,
- Managing accounts and permissions Windows and UNIX servers,
- Performing server backup and restore,
- Diagnosing system problems,
- Monitoring server performance and performing tuning enhancements,
- Troubleshooting and fixing hardware or software problems, and
- Managing server event logs.

#### H.2.2.4 CUSTOMER SUPPORT SPECIALISTS

The Customer Support Specialists' desired qualifications include working knowledge and experience with:

- Troubleshooting hardware and software,
- Equipment technical evaluation,
- User account management,
- IT user training,
- IT asset inventory,
- Providing IT services (e.g., moves, adds, changes (MACs), remedy tickets, NMCI trouble tickets, etc),
- Administration and management of global groups, distribution lists, public folders, account management, and remedy accounts,

- Managing IT hardware lifecycle management program,
- Replacing IT consumables,
- Maintaining IT equipment and consumable inventories,
- Distribution management of cell phones, blackberries, and accessories, and
- Excellent written and oral communication skills.

#### H.2.2.5 IA SUPPORT SPECIALISTS

The IA Support Specialists' desired qualifications include:

- Computer Information System Security Professional (CISSP)
- Experience with Security Management policy guidance and directives
- Knowledge and experience of current and emerging information assurance enterprise security practices
- Experience with DIACAPs, vulnerability assessments, IAVA reporting, and IA problem resolution
- Ability to convey complex information assurance data to a wide variety of government audiences
- Demonstrated oral and written communication skills

#### H.2.3 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as key personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than 10 calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination (Cost Reimbursement) or FAR 52.249-8, Default (Fixed-Price Supply and Service).

#### H.3 RESERVED

#### H.4 RESERVED

#### H.5 GOVERNMENT FURNISHED PROPERTY (GFP)

##### H.5.1 GOVERNMENT-FURNISHED SPACE AND EQUIPMENT

The Government will provide on-site office facilities (computer, printer, desk, chair, telephone service) for up to fifty (50) contractor personnel at the appropriate sites (including one in Japan, two in San Diego) to complete requirements identified in this Task Order.

##### H.5.2 CONTRACTOR-FURNISHED VEHICLES

The contractor shall provide vehicles for tasks that require transportation of personnel or materials. The contractor personnel shall have insurance coverage that will allow them to operate the vehicles.

Throughout the life of this Task Order, the contractor may also be required to operate Government-owned vehicles to carry out duties described in the TO. The contractor shall maintain insurance in accordance with above paragraph.

## H.6 SECURITY REQUIREMENTS

Security Clearance: Contractor personnel will be assigned to positions designated as IT-1 Critical Sensitive or IT-2 Non-Critical Sensitive as defined in SECNAV M-5510.30 Paragraph 5-3, subparagraph b(6), and Exhibit 5A.

Personnel requiring privileged access to the Government systems (e.g., System Administrators) are required to meet Information Assurance performance and IA certification requirements in accordance with DoD Manual 8570-1M, Chapter 3. Performance requirements will be set based on operating environment at the Information Assurance Technical level (IAT) I, II or III.

All Contractor personnel working on this Task Order must be U.S. citizens, and will be required to a minimum clearance equal to CONFIDENTIAL for Special Handling and Not For Release to Foreign Nationals (NOFORN) information will be required by all contractor personnel working on-site. Additionally, the OCONUS support functions may require higher-level clearance. These requirements will be identified by specific task and sub-task. This Task Order will also deal with sensitive data. Any password or user identification requirements will be coordinated through a designated Representative. A DD Form 254, Department of Defense Contract Security Classification Specification, will be provided at the time of award. The Contractor and COR will coordinate all security requirements and forward a completed DD Form 254 to the Contracting Officer for incorporation into the Task Order.

Information Assurance: Contractor personnel supporting this Task Order who require access to Government Information Systems are required to receive and complete; initial IA orientation awareness and Unclassified-Naval Nuclear Propulsion Information (U-NNPI) training before being granted access to the system(s) and annual IA awareness training to retain access, as required IAW DoD 8570.01-M and DODI 8500.2 E3.3.7. Access requests to IT systems will utilize OPNAV 5239/14 (July 2008) SAAR-N form.

## H.7 INFORMATION ASSURANCE CERTIFICATION

Contractor personnel must agree as a “condition of employment” to obtain and maintain currency for appropriate certification(s) required for the position IAW DoD 8570.01M. All training and certification specifications are required to be met within six (6) months for any currently contracted employee, and must be met within six (6) months of any newly reporting personnel being assigned. The Contractor shall meet the applicable IA certification requirements, including:

- Agency-approved IA workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M
- Appropriate operating environment certification for IA technical positions as required by the Government 8570.01-M
- Upon request by the Government, the Contractor shall provide documentation supporting the IA certification status of personnel performing IA functions

Contractor personnel who do not have proper and current certifications shall be denied access to Government information systems for the purpose of performing IA functions. See Section J, Attachment K for certification guidance.

## H.8 ORGANIZATIONAL CONFLICT OF INTEREST



If the contractor is currently providing support or anticipates providing support to the Government that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any Subcontractors, consultants or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

#### H.9 NON DISCLOSURE REQUIREMENTS

If this TO requires the contractor to act on behalf of, or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include Subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- Execute and submit an “Employee/Contractor Non-Disclosure Agreement” Form (Section J, Attachment F) prior to the commencement of any work on the Task Order
- Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information
- All proposed replacement contractor personnel also must submit a Non-Disclosure agreement and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

#### H.10 CONTRACTOR’S PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a Task Order the Contracting Officer shall verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the Contracting Officer no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the Contracting Officer within 2 weeks from the date the results are known to the contractor.

#### H.11 PRIVACY ACT

Work on this project may require that personnel have access to Privacy Information. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

#### H.12 TASK ORDER CLOSEOUT

The contractor shall submit a final invoice within forty-five (45) calendar days after the end of the Performance Period. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

#### H.13 PAST PERFORMANCE INFORMATION

In accordance with FAR 42.15 Contractor Performance Information, past performance evaluations shall be prepared for each task order that exceeds the simplified acquisition threshold placed against a Government-wide Acquisition Contract. For severable task orders, interim evaluations will be required prior to exercising any option periods. For non-severable task orders, evaluations must be collected, coordinated and reported upon completion of the task order.

The Government will provide and record Past Performance Information for acquisitions over \$100,000 utilizing the Contractor Performance Assessment Reporting System (CPARS). The CPARS allows contractors to view and comment on the Government's evaluation of the contractor's performance before it is finalized. Once the contractor's past performance evaluation is finalized in CPARS it will be transmitted into the Past Performance Information Retrieval System (PPIRS).

Contractors are required to register in CPARS, so contractors may review and comment on past performance reports submitted.

Contractors must register at the following websites:

CPARS: <http://www.cpars.csd.disa.mil/>

PPIRS: <http://www.ppirs.gov/>

#### H.14 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- (1) Federal Travel Regulations (FTR) - prescribed by the General Services Administration, for travel in the contiguous United States.
- (2) Joint Travel Regulations (JTR), Volume 2, prescribed by the Government, for travel in Alaska, Hawaii, and outlying areas of the United States.
- (3) Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas", prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

#### H.15 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Joint Travel Regulations (JTR). If overseas travel is contemplated on the Task Order, the contractor shall also refer to the DSSR.

Requests for travel approval shall:

- Be prepared in a legible manner
- Include a description of the travel proposed including a statement as to purpose
- Be summarized by traveler
- Identify the Task Order number
- Identify the CLIN and Interagency Agreement account associated with the travel
- Be submitted in advance of the travel with sufficient time to permit review and approval

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

#### H.16 TRIP REPORTS

See paragraph C.4.2.6.

##### H.16.1 PASSPORT

Contractors going on OCONUS travel are required to obtain and maintain a United States passport.

#### H.17 ODCS

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO, by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO. ODCS include overseas allowances.

#### H.18 TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS

If the Contractor acquires hardware/software maintenance support, all licenses and/or contractual rights to receive title shall be turned over to the Government upon completion of the Task Order.

The Government's liability to reimburse the contractor for costs incurred from the acquisition of hardware/software maintenance support SHALL BE LIMITED to costs incurred during the period of the order for which the Government received the hardware/software maintenance support acquired by the contractor on a cost reimbursable, fee basis.

#### H.19 ADMINISTRATIVE CONSIDERATIONS

##### H.19.1 REGULATIONS

The contractor and its employees shall become familiar with and obey all station regulations, including fire, traffic, cell phones, and security regulations. All contractor-employed personnel on the station shall keep within limits of the work (and avenues of ingress and egress) and shall not enter any restricted areas unless required to do so and are cleared for such entry. The contractor's equipment shall be conspicuously marked for identification.

##### H.19.2 PUBLIC RELEASE OF INFORMATION

The contractor shall not publicly disclose any information concerning any aspect of the materials or services related to this TO without the prior written approval of the COR.

##### H.19.3 RADIO TRANSMITTER RESTRICTIONS

The contractor shall not operate citizens band or amateur radio equipment (receive or transmit) within the geographic limits of the Station without permission of the Radio Frequency Officer. The contractor shall turn off all radio-transmitting equipment installed in privately owned motor vehicles upon entering the Station premises.

#### H.19.4 EXTRAORDINARY RESTRICTIONS REGARDING ACCESS OF VEHICLES AND PARKING

All contractor vehicle traffic shall enter Controlled Industrial Area at the Gate. The contractor shall ensure no equipment delivery traffic will occur between the hours of 0700 through 0800 and 1600 through 1700, Monday through Friday.

#### H.19.5 PRIVATE VEHICLE RESTRICTIONS

No contractor employees or representatives shall park private vehicles in the controlled areas of the Government. The contractor shall clearly mark any and all vehicles and equipment needed to perform work with proper insignia (company name) on the outside of the vehicle.

#### H.19.6 PHOTOGRAPHY AND RECORDING EQUIPMENT

The contractor shall not bring any photographic equipment, camera cell phones, camera black berries, video tape recorders, or recording devices at all the Government locations.

#### H.19.7 RESTRICTED USE OF COLORS

The contractor shall not use the colors Yellow, Blue, Magenta, and Red, as these are colors the agency uses to identify specially controlled materials. Garbage bags, plastic tape, bags, covers, or wrapping materials in these colors shall not be used by the contractor at the Station. The contractor shall recognize that Blue is used for Asbestos identification only and clearly identified as Asbestos; Red is used for Mercury-bearing material and clearly identified as Mercury.

#### H.20 OCONUS REQUIREMENTS

Contractor support shall include having contractor personnel in the Pacific Operations. Currently contractor support is being provided in Japan. The contractor shall be familiar with and be able to adhere to regulations (i.e. SOFA) governing contractor employment in Japan. The contractor shall be capable and able to provide staffing in countries other than Japan in the Pacific Operations.

### SECTION I – CONTRACT CLAUSES

NOTE: The Section I of the contractor’s Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

#### I.1 FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES ([HTTP://WWW.ARNET.GOV/FAR/](http://www.arnet.gov/far/))

CLAUSE NO	CLAUSE TITLE	DATE
52.217-8OPTON	TO EXTEND SERVICES Fill-In Date: 30 days prior to expiration of Task Order.	(NOV 1999)
52.217-9	OPTION TO EXTEND THE TERM OF THE CONTRACT: 30 days prior to expiration of Task Order.	(SEP 2006)

I.2 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM)

CLAUSES

CLAUSE NO	CLAUSE TITLE	DATE
552.232-1	Payments	(APR1984)

I.3 DEFENSE FEDERAL ACQUISITION REGULATION SUPPLEMENTS (DFARS) CLAUSES  
INCORPORATED BY REFERENCE

CLAUSE NO	CLAUSE TITLE	DATE
252.204-7004	Required Central Contractor Registration	(Nov 2001)
252.227-7013	Rights in Technical Data - Noncommercial Items	(Nov 1995)
252.227-7014	Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation	(Jun 1995)
252.227-7016	Rights in Bid or Proposal Information	(Jun 1995)
252.227-7019	Validation of Asserted Restrictions - Computer Software	(Jun 1995)
252.227-7028	Technical Data or Computer Software Previously Delivered to the Government	(Jun 1995)
252.239-7001	Information Assurance Contractor Training and Certification	(Jan 2008)
252.246-7001	Warranty of Data	(Mar 2003)

## SECTION J – LIST OF ATTACHMENTS

NOTE: The section numbers in this Task Order correspond to the section numbers in the Alliant Contract. Section J of the contractor’s Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

### J.1 LIST OF ATTACHMENTS

Attachment A	Acronym List
Attachment B	Quality Assurance Surveillance Plan (QASP)
Attachment C	Problem Notification Report

## SECTION J –ATTACHMENT A

### ACRONYMS

ANSI	American National Standards Institute
ATO	Authority to Operate
CAC	Common Access Card
CAF	Contract Access Fee
CIF	Controlled Industrial Facility
CIO	Chief Information Officer
CLIN	Contract Line Item Number
CM	Configuration Management
CO	Contracting Officer
COE	Commercially Obtainable Equipment
CONUS	Continental United States
COMSEC	Communication Security
COR	Contracting Officer Representative
COTS	Commercial-Off-The-Shelf
COST	Cost Database
CPFF	Cost Plus Fixed Fee
CPI	Cost Performance Index
CR	Client Representative
CT&E	Certification Test & Evaluation
CTP	Consent To Purchase
CV	Cost Variance
DAA	Designated Approving Authority

DAC	Discretionary Access Controls
DADMS	Database Management Systems
DBA	Database Administrators
DBMS	Database Management Systems
DFAR	Defense Federal Acquisition Regulation
DFARS	Defense Federal Acquisition Regulation Supplement
DIACAP	Defense Information Assurance Certification and Accreditation Process
DITSCAP	DoD Information Technology Security Certification and Accreditation Process
DMZ	Demilitarized Zone
DoD	Department of Defense
DTS	Defense Travel System
EAC	Estimated cost At Completion
EIA	Electronic Industries Alliance
EAC	Estimate at Completion
EIT	Electronic Information Technology
ETC	Estimate to Completion
FAR	Federal Acquisition Regulation
FTR	Federal Travel Regulations
FY	Fiscal Year
GFP	Government Furnished Property
GOTS	Government Off-The-Shelf Software
GSA	General Services Administration
IA	Information Assurance
IAM	Information Assurance Manager
IAT	Information Assurance Technical level
IAVA	Information Assurance Vulnerability Alert
IAW	In accordance with
IDS	Intrusion Detection Systems
IPR	In Progress Review
ISO	International Organization for Standardization
IT	Information Technology
JTR	Joint Travel Regulation
LAN	Local Area Network
LOE	Level Of Effort
NLT	No Later Than
MAC	Moves, Adds, Changes

MSR	Monthly Status Report\
NAC	National Agency Check
EMAIS	Enterprise Maintenance Automated Information Systems
NGEN	Next Generation Enterprise network
CN	Corporate Network
NTE	Not to Exceed
OCI	Organizational Conflict of Interest
OCONUS	Outside the Continental United States
ODC	Other Direct Cost
OEM	Original Equipment Manufacturer
PM	Program Manager
PMP	Project Management Plan
PNR	Problem Notification Report
POA&M	Plan of Action and Milestones
POC	Point Of Contact
POP	Period of Performance
PV	Planned Value
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
Q&A	Questions and Answers
RIP	Request to Initiate Purchase
RMAIS	Regional Maintenance Automated Information Systems
SA	System Administrator
SME	Subject Matter Expert
SOP	Standard Operating Procedure
SOW	Statement of Work
SPI	Schedule Performance Index
RF	Repair Facility
SSAA	System Security Authorization Agreements
SSBI	Single Scope Background Investigation
STARS	Standard Accounting and Reporting System
SV	Schedule Variance
TA	Travel Authorization
TCP/IP	Transmission Control Protocol / Internet Protocol
TEB	Technical Evaluation Board



TO	Task Order
TOS	Tracking and Ordering System
TOA	Task Order Award
TOR	Task Order Request
TPOC	Technical Point of Contact
TWA	Travel Web Application
VAC	Variance at Completion
VPN	Virtual Private Network
WAN	Wide Area Network
WBS	Work Breakdown Structure

## SECTION J –ATTACHMENT B

### QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

#### Quality Assurance Surveillance Plan (QASP)

#### J.2 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) is pursuant to the requirements listed in the Task Order (TO) entitled “Network and Software Engineering Support”. This plan sets forth the procedures and guidelines that the Government will use in evaluating the technical performance of the service contractor.

##### J.2.1 PURPOSE

The purpose of the QASP is to describe the systematic methods used to measure performance and to identify the reports required and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards identified in the TO.

This QASP is designed to define roles and responsibilities, identify the performance objectives, define the methodologies used to monitor and evaluate the contractor’s performance, describe quality assurance reporting, and describe the analysis of quality assurance monitoring results.

##### J.2.2 PERFORMANCE MANAGEMENT APPROACH

This QASP will define the performance management approach taken by the Government to monitor, manage, and take appropriate action on the contractor’s performance against expected outcomes communicated in the TO. Performance management rests upon developing a capability to review and analyze information generated through performance metrics. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management. The data generated in a performance management approach provides information that indicates whether or not expected outcomes for required services are being achieved adequately by the contractor.

Performance management also represents a significant shift from the more traditional Quality Assurance (QA) concepts in several ways. Performance management focuses on assessing whether or not outcomes are being achieved and migrates away from scrutiny on compliance with the processes and practices used to achieve the outcome. The only exceptions to process reviews are those required by law (Federal, State, and local) and compelling business situations such as safety and health. An outcome focus provides the contractor flexibility to continuously improve and innovate over the course of the contract as long as the critical outcomes expected are being achieved at the desired levels of performance.

### J.2.3 PERFORMANCE MANAGEMENT STRATEGY

The contractor's Quality Control Plan (QCP) will set forth the staffing and procedures for self inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the TO. The contractor will develop and implement a performance management system with processes to assess and report their performance to the designated Government representative.

The Government representative will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance objectives. The Government will make decisions based on performance measurement metric data and notify the contractor of those decisions. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

### J.2.4 ROLES AND RESPONSIBILITIES

The Contracting Officer (CO) is responsible for monitoring contract compliance, contract administration and cost control; and resolving any differences between the observations documented by the Contracting Officer Representative (COR) and the contractor's performance.

The CO will designate one full-time COR as the Government authority for performance management. The number of additional representatives serving as Technical Inspectors depends upon the complexity of the services measured as well as the contractor's performance.

The COR is responsible for monitoring, assessing, and communicating the technical performance of the contractor and assisting the contractor. The COR will have the responsibility for completing QA monitoring forms (refer to Attachments 2 and 3) used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the Inspection of Services clause for any service relating to the contract.

### J.2.5 IDENTIFICATION OF SERVICES TO BE PERFORMED

The contractor shall provide IT support in accordance with the TO. The performance standards are established in the TO.

### J.2.6 METHODOLOGIES TO MONITOR PERFORMANCE

In an effort to minimize the contract administration burden, simplified methods of surveillance techniques shall be used by the Government to evaluate contractor performance. The primary methods of surveillance are random checks, observations, inspections, complaints and review of those records and files that are required to be maintained and delivered under this statement of work. The Government will use appointed representatives, as well as reports and input from Center employees and visitors as sources of comments on the contractor's performance.

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of professional communication between employees and customers is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints. Performance management drives the contractor to be customer focused through initially addressing customer complaints and investigating the issues and/or problems.

NOTE: The customer always has the option to communicate complaints to the COR as opposed to the contractor. The COR will accept the customer complaints and will investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation identified in Attachment 3.

The acceptable quality levels (AQL) located in Attachment 1, Required Performance Metrics (RPM), for contractor performances are structured to allow the contractor to manage how the work is performed.

#### J.2.7 QUALITY ASSURANCE REPORTING

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the TO and measured by the required performance metrics in Attachment 1.

The Government's QA monitoring, accomplished by the COR, will be reported using the monitoring forms in Attachments 2 and 3. The forms, when completed, will document the COR's understanding of the contractor's performance under the contract to ensure that TO requirements are being met.

The COR will retain a copy of all completed QA monitoring forms.

#### J.2.8 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS

At the end of each month, the COR will prepare a written report for the Contracting Officer summarizing the overall results of the quality assurance monitoring of the contractor's performance. This written report which consists of the contractor's submitted monthly report and the completed Quality Assurance Monitoring Forms (Attachment 2) will become part of the QA documentation.

The CO may require the contractor's project manager, or a designated alternate, to meet with the CO, COR, and other Government personnel as deemed necessary to discuss performance evaluation. The CO will define a frequency of in-depth reviews with the contractor, however if the need arises, the contractor will meet with the CO as often as required or per the contractor's request. The agenda of the reviews may discuss:

- Monthly performance measured by the metrics and trends
- Issues and concerns of both parties
- Projected outlook for upcoming months and progress against expected trends
- Recommendations made by the COR based on contractor information
- Issues arising from independent reviews and inspections

In addition to QA monitoring, the COR will use the information contained in the contractor's monthly report to assess the contractor's level of performance for each objective measured in this QASP (detailed in Attachment 1). The COR must coordinate and communicate with the contractor to resolve issues and concerns of marginal or unacceptable performance. The contractor will discuss with the COR satisfaction ratings receiving a "less than acceptable" rating. For such cases, the contractor should highlight its perspective on factors driving customer satisfaction and present plans to adjust service levels accordingly to bring the satisfaction rating up to an acceptable level.

Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification at the convenience of the CO.

#### J.2.9 FAILURE TO PERFORM

The contractor may receive termination based on failure to perform. The following criteria apply for determining appropriate action:

**Notifications.** Consistent with FAR Part 49, the CO shall notify the service provider of failure to meet standards through QA monitoring forms, cure notices, or show cause notices and shall inform the service provider manager or designated alternate of such notices.

**Termination.** If the CO determines that the contractor has failed to perform to the extent that a termination for default is justified, the CO shall issue a notice of termination, consistent with FAR Part 49.

J.3 REQUIRED PERFORMANCE METRICS (RPM)

J.3.1 ATTACHMENT 1

Required Service	Performance Standards	Acceptable Quality Levels	Method Of Surveillance	Incentive (Negative) (Impact on Contractor Payments)
Performance Work Management Reporting (See TO Section C.4.2)	Submit a MSR report monthly	100%	Files review, periodic, random, observations, complaints	Contractual remedies
	Report with the level of detail (with accuracy and currency) required via the MSR	95%	Files review, periodic, random, observations, complaints	Contractual remedies
	Submit a PMP 5 days after TO award, and submit revised PMP yearly	95%	Files review, periodic, random, observations, complaints	Contractual remedies
		90%	Files review, periodic, random, observations, complaints	Contractual remedies
	Submit Trip Reports 5 Days after Travel			

**QUALITY ASSURANCE MONITORING FORM**

**SERVICE or STANDARD:**

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**SURVEY PERIOD:** \_\_\_\_\_

SURVEILLANCE METHOD (Check): \_\_\_\_\_ Random Sampling

\_\_\_\_\_ 100% Inspection

\_\_\_\_\_ Periodic Inspection

\_\_\_\_\_ Customer Complaint

LEVEL OF SURVEILLANCE SELECTED (Check):

\_\_\_\_\_ Monthly

\_\_\_\_\_ Quarterly

\_\_\_\_\_ As needed

PERCENTAGE OF ITEMS SAMPLED DURING SURVEY PERIOD: \_\_\_\_\_ %

ANALYSIS OF RESULTS:

OBSERVED SERVICE PROVIDER PERFORMANCE MEASUREMENT RATE = \_\_\_\_\_ %

SERVICE PROVIDER'S PERFORMANCE (Check): \_\_\_\_\_ Meets Standards

\_\_\_\_\_ Does Not Meet Standards

**NARRATIVE OF PERFORMANCE DURING SURVEY PERIOD:**

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**PREPARED BY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**QUALITY ASSURANCE MONITORING FORM –  
CUSTOMER COMPLAINT INVESTIGATION**

**SERVICE or STANDARD:**

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**SURVEY PERIOD:** \_\_\_\_\_

**DATE/TIME COMPLAINT RECEIVED:** \_\_\_\_\_ AM / PM

**SOURCE OF COMPLAINT:** \_\_\_\_\_ (NAME)

\_\_\_\_\_ (ORGANIZATION)

\_\_\_\_\_ (PHONE NUMBER)

\_\_\_\_\_ (EMAIL ADDRESS)

**NATURE OF COMPLAINT:**

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**RESULTS OF COMPLAINT INVESTIGATION:**

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**DATE/TIME SERVICE PROVIDER INFORMED OF COMPLAINT:** \_\_\_\_\_ AM / PM

**CORRECTIVE ACTION TAKEN BY SERVICE PROVIDER:**

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**RECEIVED AND VALIDATED BY:** \_\_\_\_\_

**PREPARED BY:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

J.4 PROBLEM NOTIFICATION REPORT

TASK ORDER NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_

1. Nature and sources of problem:
2. COTR was verbally notified on: (date) \_\_\_\_\_
3. Is action required by the Government? Yes\_\_\_\_\_ No\_\_\_\_\_
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes\_\_\_\_\_ No\_\_\_\_\_
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes\_\_\_\_\_ No\_\_\_\_\_
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Are increased costs anticipated? Yes\_\_\_\_\_ No\_\_\_\_\_
11. Identify amount of increased costs anticipated, their nature, and define Government responsibility for problems and costs: