NETCENTS-2 NETCENTRIC PRODUCTS

Statement of Work (SOW)

5 January 2012

(Updated 23 Mar 17)

NETCENTS-2
STATEMENT OF WORK (SOW)
Netcentric Products

1. NETCENTS-2 INTRODUCTION

1.1 Organization

AFLCMC/HIC

1.1.1 Identification

AFLCMC/HICK
Attn: Capt Brandon K. Kido
501 East Moore Drive, Bldg. 884, Room 1400H
Maxwell AFB - Gunter Annex

1.2 NETCENTS-2 Goal

The goal of the overall NETCENTS-2 program is to support missions that require voice, data, and video communications, information services, solutions, and products to deliver the right information, in the right format, to the right place, at the right time – efficient in peace, effective in war, and ensuring success across the spectrum of operations. NETCENTS-2 supports the IT lifecycle to include legacy operational and sustainment activities, re-engineering of legacy capabilities into target architectures and environments, and future service-oriented capabilities. NETCENTS-2 is an enabler to meet Air Force IT transformation goals to allow for innovation with the ability to more rapidly provision and field capabilities. NETCENTS-2 enables the ability to segregate aspects of full system lifecycles into more granular components that can be composed into integrated capabilities for the warfighter. Furthermore, NETCENTS-2 enables different solution providers to participate over the course of the program lifecycle. For example, the solution providers for development may be different from those that accomplish deployment, operation, and support.

1.3 NETCENTS-2 Scope

The NETCENTS-2 ID/IQ contracts will provide a wide range of IT Network-centric and Telephony products, services and solutions covering the full spectrum of netcentric operations and missions, including existing legacy infrastructure, networks, systems and operations as well as emerging requirements based on the AF Chief Information Officer's (CIO's) SOA construct. The contracts will provide Network-Centric Information Technology, Networking, and Security, Voice, Video and Data Communications, system solutions and services to satisfy the Combat Support (CS), Command and Control (C2), and Intelligence Reconnaissance and Surveillance (ISR) Air Force and Department of Defense (DoD) requirements worldwide. These contracts will provide users the capabilities to find, access, collaborate, fuse, display, manage, and store information on the Department of Defense (DoD) Global Information Grid (GIG). AF sites may include commercial-off-the-shelf (COTS) National Security Systems (NSS), intelligence data handling equipment, C2 equipment, Local Area Networks (LAN), Wide Area Networks (WAN), secure and non-secure video, voice and data systems, and/or mission equipment. The equipment processes information of varying security classifications and may include sites that are Sensitive Compartmented Information Facilities (SCIFs).

All effort supported under this contract shall be provided in accordance with Department of Defense, United States Air Force, or DOD Intelligence Information Systems (DoDIIS), and National Security Agency standards as applicable to the task order. Efforts under this contract will support industry best practices when not proscribed by fore mentioned standards.

1.4 NETCENTS-2 Acquisition Strategy

NETCENTS-2 consists of various related IDIQ contracts in an effort to meet the above-stated goals. There are functions where performance on one task order may limit, because of dependencies or type of activity (e.g., support to the Government), work on other task orders. Total solutions will potentially be composed of combinations of subsets of the contract. NETCENTS-2 comprises the following suite of contracts:

1. Netcentric Products – COTS products to support the network
2. Telephony Products and Solutions – COTS products and services to support legacy telephony requirements
3. NetOps and Infrastructure Solutions – Solutions to support network operations, core enterprise services, and infrastructure development and operations
4. Application Services – Services to support building, sustaining, integrating, re-engineering, and exposing Mission Applications and other content
5. Enterprise Integration and Service Management (A&AS) - Enterprise level integration/portfolio management activities
6. IT Professional Support and Engineering Services Advisory and Assistance Services (A&AS)

The NETCENTS-2 contracts enable the delivery of products, services and solutions that adhere to the AF Enterprise Architecture (AF EA) and complement each other as depicted in Figure 1.

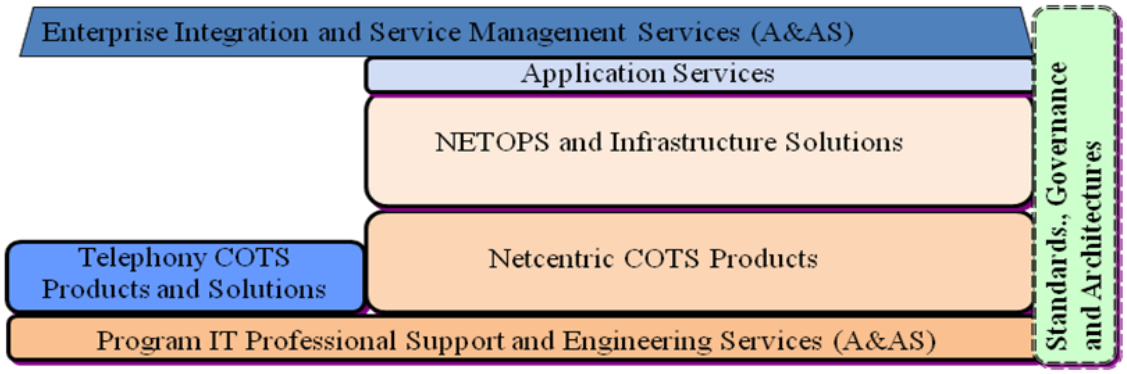

Figure 1. Relationship of Contract Areas

2

1.5 Air Force IT Challenge

Currently, the Air Force has multiple, disparate and sub-optimized collections of computing and communications resources. Each set of resources is managed independently, resulting in costly and inefficient redundancy. Different networks, multiple computing centers, and stove-pipe systems all make it difficult for end users to access consistent and relevant information in a timely manner, allocate resources to respond to demand, and consequently make timely and informed decisions.

1.6 NETCENTS-2 Solution

NETCENTS-2 is a vehicle enabling the IT lifecycle to include legacy operational and sustainment activities, migration of legacy systems, and future service-oriented capabilities. NETCENTS-2 provides a

streamlined, enterprise-supported contract vehicle that enables the consolidation of many existing base-level contracts for Operations and Maintenance (O&M) activities. In addition, NETCENTS-2 supports the re-engineering and modernization of legacy systems through the rapid, incremental delivery of solutions, enabling improved day-to-day operations and warfighting mission execution. NETCENTS-2 provides a contract vehicle for the acquisition of the components, such as infrastructure, services, resources and activities, required to implement service-oriented capabilities.

To support the re-engineering of legacy systems and future service-oriented capabilities, the AF has created a set of information sharing business rules called the Singularly-Managed Infrastructure (SMI) and Enterprise Level Security (ELS) (SMI-ELS). SMI-ELS is not a technical solution or specific product, instead it guides a business model informed by governance and architecture that affects all aspects of a Doctrine, Organization, Training, Materiel, Leadership and Education, Personnel and Facilities (DOTMLPF) solution for the effective implementation of a secure Netcentric Data Strategy (NCDS). SMI-ELS gives form to processes such as architecture and acquisition; technical solutions such as networks, vocabulary-based web services, applications, data repositories, and computing infrastructures; and force transformation, to drive Air Force systems and users into higher degrees of information and knowledge-based operations.

The NETCENTS-2 scope of work directly supports SMI-ELS objectives, as follows:

1. SMI: The Singularly Managed Infrastructure will place AF core service computing and communications resources under a single enterprise-wide management construct. This does not mean consolidating resources into a single physical location for management purposes. Many high-end computing platforms, like those used to run simulations, may have internal management constructs as their resources are not shared across the enterprise. However, any interaction between these localized collections and any other computing resources will fall under the SMI construct. Likewise, not all communications (i.e., MILSTAR satellites) may be individually managed under the SMI concept, but the overall capability delivered by these resources will adhere to SMI concepts. The SMI will operate over existing physical locations, with some adaptation of those physical locations based on business case analyses, to manage all computing resources from the enterprise perspective. Existing data centers, such as the MAJCOM Computing Centers, will be integrated into the SMI and the management of the resources within those Centers will be subject to the SMI processes and procedures.

2. ELS: The Enterprise Level Security will enable authorized users to locate, access, and utilize information from authoritative sources regardless of the location of the data as long as information security guidelines stipulated are met.

NETCENTS-2 also provides the contract vehicle to support the development of vocabulary-based web services, content delivery and presentation services, and new mission applications that operate in netcentric enterprise environments and exploit SOA infrastructures.

This contract provides the services management support required by SMI-ELS. Service Management (SM) ensures that: (1) agreed upon services are delivered when and where they are supposed to be delivered and (2) services operate as agreed upon. Using NETCENTS-2 contract vehicles, portfolio managers implement SM with a focus on risk mitigation and policies that require built-in closed-loop governance mechanisms.

1.7 Governance

The services and solutions delivered under NETCENTS-2 in support of Air Force operations will be subject to the oversight of an Air Force enterprise level governance structure and set of processes. The governance processes will employ systems engineering fundamentals, ensure adherence to the Air Force Enterprise Architecture, and be implemented along with the normal reviews in the acquisition process. The governance structure has three tiers, strategic, operational, and tactical, where policy will be set at

the strategic level, reviews for compliance and technical rigor will be done at the operational level, and contract mechanics will be handled at the tactical level. Further explanation of the governance structure is explained in the NETCENTS – 2 User's Guide.

1.8 Purpose of Products Contract

The objective of this contract is to provide enterprise-wide netcentric products at reasonable prices to Department of the Air Force, Department of Defense (DoD) agencies, and other Federal Agency customers, including but not limited to locations inside the contiguous United States (CONUS), outside the contiguous United States (OCONUS) and war zone areas for development, acquisition, integration, test, deployment, and sustainment of Air Force Command, Control, Communications, Computers (C4), and Intelligence, Surveillance, Reconnaissance (ISR) Enterprise and Information Systems in support of Research and Development (R&D) and operational/production activities. As part of the Network Operations (NetOps) implementation/transformation, voice, data, and video services will be merged on an integrated information transport network. Any new fielded systems will pave the way for this effort.

This contract supports the Global Information Grid (GIG) architecture; Defense Information Infrastructure (DII), Air Force, and Defense Communications Systems infrastructure for computer networks and telecommunications network mission areas. The products and solutions acquired on this contract may be deployed for use in the full range of security domains, Unclassified through Top Secret classifications, plus Special Category (SPECAT) and compartments (e.g., Sensitive Compartmented Information (SCI)).

1.9 Goal of Products Contract

The goal of this Network Centric Solutions-2 (NETCENTS-2) Products contract is to provide a full range of innovative, reasonably priced, world-class information technology products to support the full spectrum of netcentric operations and missions. It will help our warfighters be efficient in peace and effective in war while providing them the right information in the right format to the right place at the right time. NETCENTS-2 will support United States Air Force, Department of Defense (DoD), and other Federal Agency customers that work in transitory, static, and deployed locations throughout the world. The netcentric products provided will combine with joint and interagency assets and capabilities from land, sea, air, space, and cyberspace components, as well as coalition and allied capabilities, to create an interoperable force capability. This contract will also help the Department of Defense (DoD) achieve information superiority as called for in Joint Vision 2020 and supports adherence to the Systems Engineering Process (SEP) as specified in the DoD 5000-series.

1.10 Scope of Products Contract

The Government intends for this contract vehicle to be mandatory for the purchase or lease of netcentric products for USAF customers. The contract will provide the following categories of netcentric products and associated support worldwide: networking equipment, servers/storage/peripherals/multimedia, software, identity management/biometric hardware and software, and desktop COTS software not included on other enterprise licenses. This contract supports the Global Information Grid (GIG) architecture, Defense Information Infrastructure (DII), Intelligence Community Information Sharing environments, Air Force, and Defense Communications Systems info-structure for computer networks and telecommunications network mission areas. The products acquired on this contract may be deployed for use in the full range of security domains, e.g., Unclassified through Top Secret classifications, Special Category (SPECAT) and compartments, such as, Sensitive Compartmented Information (SCI). The scope of this contract does not include those products that are mandated as part of the Information Technology Commodity Council (ITCC), Cellular Services and Devices (CSD) BPA, and DoD Enterprise Software Initiative (ESI). Before ordering COTS Software Licenses and Services, AF Customers should check the Enterprise IT Initiatives section of the AF Portal to determine if there is an existing license or service agreement.

1.11 Netcentric Strategies, Standards, and the Use of This Contract by Other Agencies and Departments

Specific standards, guidance, and applicable documents within this contract are written with the intent of accomplishing Air Force and IC netcentric strategies. These strategies will evolve over time and, when appropriate, the AF will revise and replace standards accordingly. The contractor shall conform to Air Force strategies and visions and adhere to associated standards. If used by other agencies and departments for the same purpose, they may specify and substitute other standards, guidance, and applicable documents within their task orders that are appropriate to provide solutions tailored to meet their netcentric strategies.

Use of the Netcentric Products contract may be available to DoD and Other Federal Agencies when any of the following criteria exists:

1.11.1 is related to requirements for interoperability with Air Force capabilities;
1.11.2 supports Air Force IT infrastructure, applications, or operations;
1.11.3 supports host-tenant arrangements involving Air Force units; or
1.11.4 support of joint operations or solutions.

The Air Force reserves the right to restrict use of this contract and to disallow DoD and other Federal Agencies from using this contract.

2. Requirements

The contractor shall adhere to requirements in the following paragraphs when providing products. These paragraphs describe general product requirements, types of products that are considered to comprise each of the product categories, and guidelines for product support.

2.1 General Product Requirements

All products provided under this contract shall conform to the guidelines detailed in the following paragraphs.

2.1.1 Hardware and Associated Software and Peripherals.

All hardware delivered under this contract shall include associated software and associated peripherals required for operations (such as controllers, connectors, cables, drivers, adapters, etc.) as provided by the Original Equipment Manufacturer (OEM). This is true only if the applicable OEM provides such items with the product itself.

2.1.2 Information Assurance (IA) Technical Considerations.

The contractor shall ensure that all applicable Commercial-Off-The-Shelf (COTS) IA and IA-enabled products comply with AFI 33-200, Information Assurance. These products must be Committee on National Security Systems Policy 11 (CNSSP-11) compliant, requiring them to be validated by accredited labs under the National Information Assurance Partnership (NIAP) Common Criteria Evaluation and Validation Scheme or National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) Cryptographic Module Validation Program (CMVP).

2.1.3 Authorized Resellers.

The contractor shall be an authorized reseller, as defined by the Original Equipment Manufacturer (OEM), of new and refurbished/remanufactured equipment for OEMs proposed under this contract. If the OEM does not have authorized resellers the contractor may procure directly from the OEM or utilize other legitimate distribution channels to provide the required products. Any channel relationships with their OEM partners (gold, silver, etc) will be represented in the best pricing offered. Delivery orders may restrict the use of specific OEMs or identify required OEMs.

2.1.4 Technical Refresh

In order to ensure new design enhancements and technological updates or advances, the contractor shall offer, under this contract, hardware and software components available to the contractor's commercial customers. Furthermore, the contractor shall make available any commercially available updates to the hardware and software provided under this contract. If such updates are available to other customers without charge, then they shall also be made available to the Government without additional charge. The contractor will ship these updates to existing customers who have acquired the hardware/software being updated under this contract. Vendor commercial product offerings shall include “state of the art” technology, i.e., the most current proven level of development available in each product category.

2.1.5 Products.

The contractor shall provide all products, peripherals, and associated peripheral equipment as required by each individual delivery order. The “products” are commercial items as defined by FAR 2.101. All documentation, software, and user guides that are commercially packaged with the product shall be provided to the Government. All proposed products must be compliant with the Trade Agreements Act of 1979 (TAA). In accordance with DFARS 252.225-7021, the Trade Agreements Certificate at DFARS 252.225-7020 shall be provided as requested by the Ordering Contracting Officer for any end item offered in response to any RFQ issued under this contract. Please note that Federal Acquisition Regulation (FAR) paragraph 25.103(e) includes an exemption from the Buy American Act (BAA) for acquisition of information technology that are commercial items. If further clarification is required contact the Contracting Officer or submit your questions to www.netcents.af.mil. The contractor shall ensure that products meet the standards identified in the AF Standards Center of Excellence Repository (SCOER) located at netcents.af.mil.

2.2 Specific Product Categories

The following paragraphs describe the types of products that are considered to comprise each of the product categories. The list of sub-categories with associated baseline performance specifications are found in Section J, Attachment 4 of this document and will be updated annually. The contractor shall provide ALL of the equipment items in ALL product categories unless modified by delivery orders.

2.2.1 Networking Equipment.

The contractor shall provide networking equipment such as network devices, appliances, switches, hubs, gateways, routers, firewalls, bridges, repeaters, wireless networking devices, microwave radios (data, voice, video), Land Mobile Radios (LMR), satellite communications terminals, adapters, associated cables, interface cards, multiplexers, Voice over IP (VoIP), modems, cabinets, converters, test equipment (including, but not limited to, sensors, probes, data collectors, and user emulation analysis tools), proxies, network security appliances and Global Positioning System (GPS) timing systems.

2.2.2 Servers/Storage.

The contractor shall provide network servers, such as low-end servers (tower, rack-mount), medium-end

servers (tower, rack-mount, blade), high-end servers (tower, rack-mount, blade), operating systems including, but not limited to, Exchange Server; Microsoft SMS Server; Windows Server; Linux Enterprise; Red Hat Linux Enterprise; Open VMS; Unix; Unix; Netware; Solaris; Unixware/OpenServer; VMware; Network Attached Storage (NAS), Storage Area Networking (SAN) devices; hard drive/tape drive array, external hard drives, optical drives, CD, DVD, Tape Storage Media; portable storage devices, and various JBODs (Just a Bunch of Disks/Drives) configuration.

Unless modified by delivery orders, all Microsoft network infrastructure role-based servers, including File Servers, Print Servers, Outlook Web Access Servers, Exchange Servers, SharePoint Servers and SQL 2005 servers, must comply with the AF Standard Server Configuration (SSC) which is managed by the 754th ELSG/DON Air Force Enterprise Configuration Management Office (AFECMO).

2.2.3 Peripherals.

The contractor shall provide any components that directly support the proposed platforms such as various processors with different clock rates, memory modules and upgrades, video cards, network interface cards, interface adapter cards, expansion bay, internal cables, processor/motherboard upgrades, keyboard/mouse, memory cards, power strips, USB hubs, card readers, speakers, external connection cables, expansion chassis, monitors, power adapters, Wi-Fi adapters, faxes, printers, scanners, peripherals (including monitors), Uninterruptible Power Supplies (UPS), Power Distribution Units (PDU), Surge Suppressors, power strips, USB hubs, card readers, computer speakers, touch pads, data terminals, cameras (Web, Network, Wireless), power adapters/cords, antennas, computer switches, Keyboard/Video/Mouse (KVM) switches, printers (multi-function, laser, inkjet, color/BW, line matrix, plotter), scanners, standard and touch-screen monitors, keyboards/mice, port replicators, computer (display/input) terminals, disc back-up and replication equipment, message archivers, patch panels, warranty variations, and operating systems/licenses when not covered or provided under other existing Government enterprise agreements.

2.2.4 Multimedia.

The contractor shall provide all types of multimedia devices, such as multi-functional, standalone displays (e.g., plasma screens, HDTVs), video devices, DVD/VCR players, Video Teleconferencing (VTC) equipment (projectors, speakers, microphones, video converters/transmitters, etc.), text devices, audio devices, devices that produce still images, animation, video, and interactive media.

2.2.5 Software.

The contractor shall supply commercial software products, sold independently of hardware, related to netcentric mission areas such as Network Management, Network Defense, Server Virtualization, Collaboration, Security, Geo-based, E-learning, Database Performance Tuning, Database Warehousing, and Web Development. Other types of software required may include, but not be limited to, storage, database, messaging, backup/recovery, archiving, compliance, provisioning, patch management, asset management, data visualization, business analytics, information assurance and development tools, and Virtualization software management tools.
Unless modified by delivery orders, in situations where the purchase of new COTS software is needed to satisfy the requirements of a particular delivery order, the customer shall first be required to review and utilize (if available) the DoD's Enterprise Software Initiative (ESI) source. The listing of COTS software available from DoD ESI sources can be viewed on the web at http://www.esi.mil. In the event that the software required is not available to the customer through a DoD ESI source, the customer will be authorized to obtain the software through this contract or other authorized contracts. The DoD is expected to award new ESI vehicles throughout the life of the NETCENTS-2 contract.

2.2.6 Identity Management/Biometric Hardware and Associated Software.

The contractor shall supply identity management/biometric products and associated software, such as Electronic Fingerprint Images, Iris Images, Face Recognition, Hand Geometry, Speaker Recognition (telephony based and web based), Multi-modal Biometric Jump Kit, Smart Card Reader (fingerprint), Fingerprint Reader, Palm Vein Authentication, and Public Key Infrastructure (PKI) / Common Access Card (CAC) devices.

2.3 Product Support Requirements

The contractor shall adhere to the following requirements when providing products under this contract.

2.3.1 Product Delivery Capability.

The contractor shall deliver the quantities of Network-Centric products to meet ordinary as well as fluctuating (war-time, Terrorist Tempo, Ops Tempo) government requirements in accordance with prescribed delivery schedules stipulated in individual delivery orders. Delivery of products will be to CONUS, OCONUS, and remote locations as identified below. For AOR's and/or remote sites that do not permit commercial deliveries, the vendor's delivery capabilities must be in accordance with AFI 24-203, Preparation and Movement of Air Force Cargo, 13 April 2007. Additional delivery terms or schedules, such as ship-in-place, expedited shipping or shipping to APO/FPO addresses, shall be negotiated between the Contractor and the Ordering Contracting Officer (OCO) at the Delivery Order level. The contractor shall have the capability to simultaneously deliver large volumes of products to multiple locations worldwide.

1. CONUS: The 48 contiguous states, Alaska, Hawaii, and the District of Columbia.
2. Named OCONUS: Germany, Italy, Japan, Korea, Belgium, Turkey, Puerto Rico, United Kingdom, and the Netherlands.
3. Remote OCONUS: those locations that are not listed under CONUS or Named OCONUS.

The following table sets forth the performance parameters for deliveries:

Timeframe	CONUS	OCONUS	Remote OCONUS
Routine	NLT 30 calendar days	NLT 45 calendar days	NLT 45 calendar days
Critical	NLT 3 calendar days	NLT 5 calendar days	NLT 10 calendar days
Emergency/War Tempo	Within 24 hours	Within 48 hours	Within 72 hours

Table 1. Delivery Performance Parameters

2.3.1.1 Delivery Delays

Contractors are required to meet the timeframes stated in this paragraph unless Department of Commerce approval and/or review activities prevent the contractor from meeting these timeframes. In the event that the contractor determines they are unable to achieve the stated timeframes, the contractor shall notify the Contracting Officer within two (2) business days of such determination, or immediately upon such determination if operating under the Emergency/War Tempo timelines.

2.3.1.2 Items on Backorder

In their response to a Request for Quote (RFQ), the contractor shall provide notification, if applicable, that a particular item is on backorder, the expected lead-time to fulfill the order, etc. It shall be implicit that a response to an RFQ with no items identified on backorder, is a declaration that the items are available at the time of quote submission.

2.3.2 Installation.

In the rare instances where installation services are required, the contractor shall provide installation support related to the applicable products(s) as defined in the delivery order. In those instances, the DD Form 254 (DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION) requirements will be addressed in the individual delivery order and only at the security level necessary.

2.3.3 Warranty.

The contractor shall provide any OEM pass through warranty and standard commercial warranties applicable to the products being purchased at no cost. This shall apply to new, refurbished and remanufactured equipment. Additionally, extended warranties may be purchased as defined in each delivery order.

2.3.4 Customer Support.

The prime contractor shall provide 24x7 live telephone support during the warranty period to assist in isolating, identifying, and repairing software and hardware failures, or to act as liaison with the manufacturer in the event that the customer requires assistance in contacting or dealing with the manufacturer.

2.3.5 Product Maintenance.

The contractor shall provide associated maintenance and upgrades to include spares/parts and emergency support worldwide, during the warranty period, or as required in delivery orders.

2.3.6 Special Asset Tagging

When required and defined by the Delivery Order, the contractor shall provide special asset tags IAW DODI8320.04, Item Unique Identification (IUID) Standards for Tangible Personal Property, to include Unique Identification (UID) tagging requested by non-DoD customers.

2.3.7 Radio Frequency Identification (RFID)

When required and defined by the Delivery Order, the contractor shall provide RFID tagging IAW DoD Radio Frequency Identification (RFID) Policy, 30 July 2004 or most current version. RFID tagging is mandatory for deliveries as follows:
1. Major end items (items with an acquisition cost of $5000 or more) delivered to the sites identified in Attachment 3 of the RFID policy; and
2. All shipped cases, pallets, and items with a UID tag.

2.3.8 Software Tagging

When required and defined by the Delivery Order, commercial off-the-shelf software items shall support International Standard for Software Tagging and Identification, ISO/IEC 19770-2, Software Tags when designated as mandatory by the standard.

2.3.9 TEMPEST Requirements

TEMPEST is the codename referring to investigations and studies of compromising emanations. Compromising Emanations are defined as unintentional intelligence-bearing signals which, if intercepted and analyzed, may disclose the information transmitted, received, handled, or otherwise processed by any information-processing equipment. and analyzed, may disclose the information transmitted, received, handled, or otherwise processed by any information-processing equipment.

When required and defined by the Delivery Order, the contractor shall provide commercially available TEMPEST-compliant communications and information processing devices.

2.3.10 Remanufactured/Refurbished Products

Any product offering that is remanufactured or refurbished shall be clearly identified as such by the contractor. Remanufactured products shall have the OEM or factory certification if available for that product.

3. Contract Requirements

The following contract requirements are applicable to all Task/Delivery orders.

3.1 Performance Reporting

The contractor's performance will be monitored by the Government at the Delivery Order level and the ID/IQ Contract Level and reported in the Contractor Performance Assessment Report (CPAR). The Contractor's performance will be assessed at the ID/IQ level for compliance as defined in Table 2 below.

Table 2. Minimum Required Performance Metrics

Desired Outcome		Performance Objective	Performance Threshold	
Overall Outcome	Specific Outcomes		Target	Tolerance
	Ensure delivery of all CDRLs by the contractor within the timeframe identified	Completed on time or ahead of schedule	CDRLs are delivered as identified	98% of the time
	Ensure completed delivery orders are invoiced and submitted to the Government in a timely manner.	Invoices are received by the Government from the contractor within 30 days of completion of delivery order.	Documentation submitted IAW CDRL A001 verifies invoices were submitted on time	99% of the time

3.2 Delivery Order Management

The contractor shall establish and provide a qualified workforce capable of performing the required tasks. The workforce may include a project/delivery order manager who will oversee all aspects of the delivery order. The contractor shall use key performance parameters to monitor work performance, measure results, ensure delivery of contracted product deliverables and solutions, support management and decision-making and facilitate communications. The contractor shall identify risks, resolve problems and verify effectiveness of corrective actions. The contractor shall institute and maintain a process that ensures problems and action items discussed with the Government are tracked through resolution and shall provide timely status reporting. Results of contractor actions taken to improve performance shall be tracked, and lessons learned incorporated into applicable processes. The contractor shall establish and maintain a documented set of disciplined, mature, and continuously improving processes for administering all contract and delivery order efforts with an emphasis on cost-efficiency, schedule, performance, responsiveness, and consistently high-quality delivery. Task orders/delivery orders may prescribe definition of qualified workforce such as US citizens or personnel with required clearances.

3.3 Program Management

The contractor shall identify a Program Manager who shall be the primary representative responsible for all work awarded under this contract, participating in Program Management Reviews and ensuring all standards referenced herein are adhered to. Individual Task Orders/Delivery Orders may identify different mandated standards.

4. Data Deliverables

The contractor shall provide reports identified below. The format for each can be found in Section J, Exhibit A.

CDRL A001 Delivery Order Status Report
CDRL A002 Contract Year Order and Financial Status
CDRL A003 Fiscal year Annual Review
CDRL A004 Annual Execution Review to AFPEO/CM

5. Electronic Ordering and Processes

The vast majority of NETCENTS-2 products, services, or solutions will be procured using AFWAY Requests for Quotes (RFQs) and Requests for Proposals (RFPs). The contractor shall manage, report, and provide indicative data/status on all delivery orders, RFQs, and RFPs. The contractor shall interface with the current Government system and any future replacement system or changes to the existing system. As the Government anticipates improving the web-based NETCENTS reporting capabilities and processes in the future, NETCENTS-2 contractors shall adjust and comply with Government efforts to standardize and modernize Government e-commerce capabilities in order to establish and improve interactive solicitation (pre and post award) processes and reporting. General policies and procedures will be established and published by the NETCENTS-2 PMO and shall be followed by the Contractor when transmitting, receiving, and processing NETCENTS-2 business documents.

6. Standards and Certifications

Certifications, specifications, standards, policies and procedures are listed in the Products Standards document in AF Standards of Excellence Repository section of the NETCENTS-2 Products website: (http://www.netcents.af.mil/contracts/netcents-2/products/documents/index.asp). The referenced certifications, specifications, standards, policies and procedures represent possible constraints that may be placed on individual contract delivery orders. Individual delivery orders may impose additional standards to those required at the contract level. The referenced list is not all-inclusive and the most current version of the document at the time of delivery order issuance will take precedence. Other documents required for execution of tasks issued under NETCENTS-2 will be cited in the relevant Delivery Order. Web links are provided wherever possible.

6.1 Quality Certification

The contractor shall be ISO 9001:2008 (or higher), or ISO/IEC 20000 (or higher) certified for the entire performance period of the contract, inclusive of options. This certification must be held at the organizational level of the legal entity performing the contract.