

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE J - FFP	PAGE OF PAGES 1 of 3
2. AMENDMENT/MODIFICATION NO. P00003		3. EFFECTIVE DATE 20 JUL 2021	4. REQUISITION/PURCHASE REQ.NO.		5. PROJECT NO. (If applicable)
6. ISSUED BY AFLCMC/HIK		CODE FA8771	7. ADMINISTERED BY (If other than Item 6)		CODE FA8771
DEPARTMENT OF THE AIR FORCE (AFMC) AFLCMC/HIK 490 EAST MOORE DRIVE, SUITE 130 MAFB - GUNTER ANNEX AL 36114-3000 WILLIS R. WHEELER 334-416-4382 willis.wheeler@us.af.mil			DEPARTMENT OF THE AIR FORCE (AFMC) AFLCMC/HIK 490 EAST MOORE DR., SUITE 130 MAFB - GUNTER ANNEX AL 36114-3000		
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) CITIZANT, INC. 15000 CONFERENCE CENTER DR CHANTILLY VA 20151-3819 (703) 667-9420				(X)	9A. AMENDMENT OF SOLICITATION NO.
					9B. DATED (SEE ITEM 11)
				X	10A. MODIFICATION OF CONTRACT/ORDER NO. FA8771-20-D-0003
					10B. DATED (SEE ITEM 13) 19 DEC 2019
CODE 1LZZ1		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATION OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: () THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. ITEM 10A.				
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103(a)(3) Mutual Agreement Between Both Parties				
	D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor is not, X is required to sign this document and return 1 copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) Update SOO and CDRL A005					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF SIGNER (Type or print)		
			PATRICK J. KENNERSON Contracting Officer		
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED	16B. UNITED STATES OF AMERICA		16C. DATE SIGNED
			//signed//		20 JUL 2021
_____ (Signature of person authorized to sign)			BY _____ (Signature of Contracting Officer)		

SCHEDULE

1. The purpose of this modification is to execute the following change to the contract. The terms and conditions are changed as follows:

Update the Statement of Objectives (ATTACHED)

Update CDRL A005 - Contractor Manpower Report (ATTACHED)

2. All other terms and conditions remain unchanged.

SCHEDULE OF CHANGES

DOCUMENT	PGS	DATE	TITLE
EXHIBIT C	1	08 JUN 2021	CDRL A005 CONTRACTOR MANPOWER REPORT MAY 2021
ATTACHMENT 3	8	08 JUN 2021	UPDATED STATEMENT OF OBJECTIVES

CONTRACT DATA REQUIREMENTS LIST
(1 Data Item)

Form Approved
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0701-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Please DO NOT RETURN your form to the above address. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.

A. CONTRACT LINE ITEM NO.			B. EXHIBIT		C. CATEGORY: TDP _____ TM _____ OTHER _____									
D. SYSTEM/ITEM				E. CONTRACT/PR NO.		F. CONTRACTOR								
1. DATA ITEM NO.	2. TITLE OF DATA ITEM				3. SUBTITLE									
4. AUTHORITY (Data Acquisition Document No.)			5. CONTRACT REFERENCE			6. REQUIRING OFFICE								
7. DD 250 REQ	9. DIST STATEMENT REQUIRED	10. FREQUENCY		12. DATE OF FIRST SUBMISSION		14. DISTRIBUTION								
8. APP CODE		11. AS OF DATE		13. DATE OF SUBSEQUENT SUBMISSION										
16. REMARKS						a. ADDRESSEE			b. COPIES					
									Draft		Final			
										Reg	Repro			
												15. TOTAL →		
						G. PREPARED BY			H. DATE		I. APPROVED BY		J. DATE	

17. PRICE GROUP
18. ESTIMATED TOTAL PRICE

STATEMENT OF OBJECTIVES (SOO)
FOR
SMALL BUSINESS ENTERPRISE APPLICATION SOLUTIONS (SBEAS)

1. Purpose

The purpose of this Indefinite Delivery/Indefinite Quantity (IDIQ) Contract is to provide a vehicle for customers to access a wide range of Information Technology (IT) Network Centric services and solutions that support the IT lifecycle. The SBEAS IDIQ contracts are the mandated source of obtaining IT application services and solutions that are within its scope for the Business and Enterprise Systems (BES) and CO's shall consider the use of the SBEAS IDIQ contract vehicle first when meeting BES IT requirements. However, this contract vehicle may be used by all other Air Force MAJCOMs and other agencies that support an Air Force requirement.

2. Scope

The scope of this IDIQ includes the comprehensive suite of IT services and IT solutions to support IT systems and software development in a variety of environments and infrastructures. Additional IT services include, but are not limited to documentation, operations, deployment, cybersecurity, configuration management, training, commercial off-the-shelf (COTS) product management and utilization, technology refresh, data and information services, information display services and business analysis for IT programs.

3. Technical Objectives

The objectives identified within this SOO are described in general terms. Each task order will address specific requirements, project scheduling, and other related performance criteria, as applicable. In accordance with AF and DoD standards referenced in section 8, Contractors shall provide IT solutions that operate in approved Network Centric enterprise environments and exploit approved infrastructures.

3.1 Life-Cycle Software Services

Life-cycle Software Services include but are not limited to:

- 3.1.1 Project management
- 3.1.2 Systems engineering, including technical and technical management processes
- 3.1.3 System architecture and design documentation
- 3.1.4 Technical solution design, creation, and implementation from a defined business process, user stories, or business use cases
- 3.1.5 Software development using various methodologies to include Agile, Prototype, Dev Ops, Rapid, Dynamic, Lean, or Waterfall. Agile is the preferred methodology
- 3.1.6 Information/web services development and information/web services testing to

include using Service-Oriented Architectures

- 3.1.7 Mobile or other Internet of Things (IoT) devices applications life-cycle software services
- 3.1.8 Information Display Solutions and Services, including but not limited to, mashups, dashboards, portals, and rich internet applications (RIA)
- 3.1.9 Database development or conversion
- 3.1.10 Incorporation of and compliance with Cybersecurity objectives and information security concepts to include Risk Management Framework (RMF) and DoD Information Assurance Certification and Accreditation Process (DIACAP)(DoD 8510.01)
 - RMF Cybersecurity Objectives
 - 3.1.10.1 Confidentiality
 - 3.1.10.2 Integrity
 - 3.1.10.3 Availability
 - Basic information security concepts
 - 3.1.10.4 Authentication
 - 3.1.10.5 Authorization
 - 3.1.10.6 Accountability (non-repudiation)
- 3.1.11 Build, testing, implementation and integration
- 3.1.12 Data or system migration
- 3.1.13 Administration of applications, systems, databases and interfaces to include system performance monitoring, tuning, provisioning and configuration management
- 3.1.14 Modifications to the Form, Fit, Function, or Interface (F3I) of an in-service, configuration-managed or produced Configuration Item (CI)
- 3.1.15 Technology refresh, software or hardware upgrades
- 3.1.16 Software modernization or re-engineering
- 3.1.17 Decommission planning and execution

3.2 Supporting IT Services

Supporting IT services objectives include, but are not limited to:

- 3.2.1 Data and Information Services
- 3.2.2 IT Business analysis and Functional Business Area Expertise (FBAE) for business process areas to include, but not limited to, contracting, finance, medical, logistics,

personnel, communications, transportation, civil engineering, munitions, infrastructure and operations

- 3.2.3 Service desk, field and technical support to include access management, event management, incident management, problem management, and request fulfillment
- 3.2.4 Customer and user training
- 3.2.5 Creating and updating system documentation

3.3 Supporting Systems Within Various Computing Environments

Provide development and supporting IT services and solutions within environments including:

- 3.3.1 AF-owned
- 3.3.2 Defense Information Systems Agency (DISA)-operated
- 3.3.3 Commercial, Non-commercial and Hybrid Cloud environments
- 3.3.4 Mobile devices
- 3.3.5 Other DoD-approved common operating environments

3.4 General Objectives

Other general requirements include:

- 3.4.1 Comply with DoD policy that Cybersecurity requirements shall be identified and included in the design, acquisition, installation, operation, upgrade, or replacement of all DoD information systems. This includes systems and processes developed within the Defense Acquisition System (DAS); systems and processes developed at private expense; outsourced business processes supported by private sector information systems; and outsourced information technologies. IAW DoD 8570.01-M [Information Assurance (IA) Workforce Improvement Program (WIP)] and AFI 17-1303 [Cybersecurity Workforce Improvement Program (WIP)], all personnel assigned to perform cybersecurity function(s) are required to carry an approved certification for their particular job classification. Specific cybersecurity requirements will be stated in the Task Order(s). (CDRL A007)
 - Reference National Institute of Standards and Technology (NIST) Special Publications 800-37, 800-53, 800-53A Rev 4 and Committee on National Security Systems Instructions (CNSSI) 1253 in relation to the Risk Management Framework (RMF) standards
- 3.4.2 Apply disciplined/best practices for systems engineering process optimizations
 - Each contract holder is required, at the time of proposal submission, to be appraised at Level 2 (at a minimum) for either Capability Maturity Model Integration (CMMI) for Development or CMMI for Services using the Software Engineering Institute's (SEI) Standard CMMI Appraisal Method for Process

Improvement (SCAMPI) (Method A). For approved Joint Ventures, at least 50% of the ventures are required to hold the appraisal level if the Joint Venture itself does not

- CMMI appraisal level held at contract award shall be maintained or increased throughout the life of the contract. Each contract holder shall provide, on an annual basis, the appropriate documentation which verifies the appraisal level held at contract award has been maintained or increased (CDRL A006)

- 3.4.3 Generate necessary design and implementation artifacts that will support lifecycle management of each solution developed or service provided
- 3.4.4 Develop and provide all data in accordance with the data right clauses and as identified in each task order
- 3.4.5 Use only Government-off-the-Shelf (GOTS) tools, approved Commercial-off-the-Shelf (COTS) tools or approved Free and Open Source Software (FOSS) for systems design and development, or incorporation into system solutions, in accordance with AF and DoD Standards
- 3.4.6 Support the Government in demonstrating audit readiness by responding to agency audits, inspections, and product assessments (i.e., monitoring/inspection/auditing of IT regulated activities to ensure compliance)
- 3.4.7 Supply work breakdown structure (WBS), integrated master schedule (IMS), and transition plans as defined at the task order level

3.5 Program Management Objectives

At time of contract kickoff, identify a Program Manager (PM) who shall be the primary representative responsible for all work awarded under this contract, participate in Program Management Reviews (PMR) and ensure all standards and requirements referenced herein are adhered to. The SBEAS Program Management Office (PMO) conducts a maximum of one (1) mandatory PMR per fiscal year. The PMR will be conducted via a virtual webinar or teleconference. PMR chart guideless will be provided by the PMO. Contractors are free to travel to the Government's facility to conduct the PMR however, travel expenses will not be reimbursed as this method of conducting the PMR is not required. Contractors shall provide briefing materials for the PMR. Contractors shall also provide a capability description for the Government's use in accordance with CDRL A003.

3.5.1 Task Order Management and Status Reporting

Establish and maintain a documented set of disciplined, mature, and continuously improving processes for administering all task order efforts. All information for overall task order reporting will be submitted via a Contract Data Requirements List (CDRL). This monthly CDRL will include but not be limited to; new task orders, modifications to existing task orders, RFQ submissions, order status updates, service descriptions,

payment amounts/dates by CLIN, and Defense Finance and Accounting Services (DFAS) invoices. Additionally, this CDRL also requires a copy of each award and modification be sent to the Government PMO as soon as received but no later than with CDRL A001.

3.5.2 Contractor Manpower Reporting

Comply with Section 2330a of title 10, United States Code (10 USC 2330a), requiring an annual inventory of contracts for services performed during the prior fiscal year by reporting all manpower data into the System for Award Management (SAM). The inventory must include the number of contractor employees and associated cost data collected from all SBEAS task orders during that period. An email copy of the SAM submittal shall be provided to the Government. (CDRL A005)

3.5.3 Earned Value Management (EVM)

EVM may be required at the task order level. If required, each individual task order will provide specific requirements for EVM.

3.5.4 Contract Performance Assessment Report (CPARs)

In accordance with FAR 42.15, DFARS 242.15 and AFFARS 5342.15 annual performance evaluations in the form of a CPAR are required for contracts and orders over \$1M. The Contracting Officer has determined that IAW FAR 42.1502(d) performance evaluations shall be required for each order in excess of \$1M as task order performance evaluations will produce more useful past performance information for source selection officials than that contained in the overall contract evaluation at the base level. In addition, a CPAR will be prepared at the overall contract/base IDIQ level.

3.5.5.1 IDIQ Contract Performance Assessment Report (CPAR):

The Government will use the annual interim and task order CPAR ratings and the quality and timeliness of IDIQ deliverables to develop an overall IDIQ CPAR. The Government will use SBEAS Task Order CPARS finalized prior to 1 year post award date for the initial CPAR and then annually thereafter. The Government will assign point values for each evaluation rating for every task order CPAR as follows:

TASK ORDER CPAR RATING	ASSIGNED POINT VALUE
EXCEPTIONAL	5
VERY GOOD	4
SATISFACTORY	3
MARGINAL	2
UNSATISFACTORY	1

Figure 1 Point Values

CPAR EVALUATION AREA	TASK ORDER 1		TASK ORDER 2		TASK ORDER 3	
	TASK ORDER CPAR RATING	ASSIGNED POINT VALUE	TASK ORDER CPAR RATING	ASSIGNED POINT VALUE	TASK ORDER CPAR RATING	ASSIGNED POINT VALUE
QUALITY	EXCEPTIONAL	5	EXCEPTIONAL	5	VERY GOOD	4
SCHEDULE	SATISFACTORY	3	VERY GOOD	4	SATISFACTORY	3
COST CONTROL	N/A		VERY GOOD	4	SATISFACTORY	3
MANAGEMENT	VERY GOOD	4	SATISFACTORY	3	EXCEPTIONAL	5
SMALL BUSINESS	N/A		MARGINAL	2	VERY GOOD	4

Figure 2 Contractor Task Order Example

The Government will average points across each CPAR evaluation area for all task orders within the applicable rating period. Then, rounding to the nearest whole number, the Government will assign an IDIQ CPAR rating for the correlating evaluation area. Using the data provided in the example above the results would be as follows:

OVERALL IDIQ CPAR RATING		
CPAR EVALUATION AREA	AVERAGE POINT VALUE	CPAR EVALUATION RATING
QUALITY	4.67	EXCEPTIONAL
SCHEDULE	3.33	SATISFACTORY
COST CONTROL	3.50	VERY GOOD
MANAGEMENT	4.00	VERY GOOD
SMALL BUSINESS	3.00	SATISFACTORY

Figure 3 Overall IDIQ CPAR Rating Example

The Government will utilize the averaged task order CPAR ratings for each evaluation area (e.g. Quality, Schedule, etc.) and the quality and timeliness of IDIQ deliverables to make the IDIQ CPAR determination of the contractor’s performance for the applicable fiscal year. If there are no available task order CPARs, then the Government will utilize the quality and timeliness of IDIQ deliverables as the basis for determining the IDIQ CPAR ratings.

3.5.5.2 Minimum Performance Threshold:

Each fiscal year the contractor must maintain a minimum performance rating of 3.00 in each CPAR evaluation area. The contractor will be formally notified by the Government of potential for off-ramp after the first year of any documented performance ratings below 3.00. If the contractor’s performance rating is below 3.00 for any two years throughout the life of the contract, for any CPAR evaluation area, the contractor may be off-ramped. If the contractor’s performance rating is below 3.00 for any two years throughout the life of the contract, in multiple CPAR evaluation areas, the contractor will be off-ramped from the IDIQ. In this case, the government will not allow the contractor to compete for new task order awards and the government will not exercise the remaining option at the IDIQ level.

3.5.5 Service Delivery Summary

The contractor’s performance at the contract level will be assessed annually by a process that measures success towards achieving defined performance objectives. The Service Delivery Summary will be in accordance with AFI 63-124, Performance Based Services Acquisition (PBSA) and FAR Subpart 37.6, Performance Based Acquisition. Service Level Agreements (SLAs) will be defined in each task order.

PERFORMANCE OBJECTIVE	PERFORMANCE STANDARD AND ACCEPTABLE QUALITY LEVEL	METHOD OF PERFORMANCE ASSESSMENT
Ensure adherence to timeliness requirements of all CDRLs by the contractor.	CDRLs are completed on time or ahead of schedule 92% of the time.	CDRLs A001, A002, A003, A004, A005, and A006 are delivered in accordance to requirements identified in the respective DD FORM 1423-1. The Government will review all CDRL submissions on an annual basis to determine overall timeliness.
Ensure adherence to quality requirements of all CDRLs by the contractor.	Quality CDRLs are delivered in accordance with the respective DD FORM 1423-1 performance parameters 92% of the time.	CDRLs A001, A002, A003, A004, A005, and A006 are delivered in accordance to requirements identified in the respective DD FORM 1423-1. The Government will review all CDRL submissions on an annual basis to determine overall quality.

Figure 4 Service Delivery Summary

4. Other Considerations

4.1 Security

The IDIQ will support the following levels of security: Unclassified; Unclassified, But Sensitive; Secret (S); Secret Sensitive Compartmented Information (S/SCI); Top Secret (TS); and Top Secret Sensitive Compartmented Information (TS/SCI).

Task orders may require personnel security clearances up to and including Top Secret and may require all employees to be United States citizens. The security clearance requirements will depend on the security level requirements at the task order level. The task orders may also require access to sensitive compartmented information (SCI) for which SCI eligibility will be required.

Individuals performing work under task orders shall comply with applicable program security

requirements as stated in the task order. Contractor personnel shall be required to have the appropriate level of investigation and/or security clearance for each agency and information system as applicable at the task order level prior to performing services under the task order. The cost of the associated investigations for contractors will be in accordance with governmental directives at the time of the contract award.

All Contractors located on military installations shall also comply with Operations Security (OPSEC) requirements as set forth in DoD Directive 5205.02E, DoD Operations Security Program and AFI 10-701, Operations Security. In accordance with DoD Manual 5200.02, Procedures for the DoD Personnel Security Program (PSP) and DoD Instruction 1000.13, Identification (ID) Cards for Members of the Uniformed Services, Their Dependents, and Other Eligible Individuals. Contractor personnel using unclassified automated information systems, including e-mail, shall have, at a minimum, a completed and favorably adjudicated National Agency Check with Written Inquiries (NACI) (or equivalent or higher) or Tier 1 or higher background investigation.

5. Data Deliverables

The Contractor shall provide reports identified below throughout the period of performance and while task order performance is ongoing:

1. CDRL A001: Task Order Status Report (TOSR): DI-MGMT-81991, tailored
2. CDRL A002: Limitation of Subcontracting Report : No Reference
3. CDRL A003: Briefing Materials: DI-MGMT-81605, tailored
4. CDRL A004: Mentor-Protégé Agreement (MPA): No Reference
5. CDRL A005: Contractor Manpower Report: No Reference
6. CDRL A006: CMMI Appraisal Documentation: No Reference

6. Specifications, Standards and Policies

The following certifications, specifications, standards, policies and procedures represent documents and standards that apply to life-cycle management services and may be required on individual task order contracts. Additionally, individual task orders may impose additional standards than those specified below.

In performing any task order under this IDIQ, the contractor shall ensure that services and solutions meet the standards, as applicable, identified in AF Standards of Excellence located at:

<https://www.netcents.af.mil/Contracts/SBEAS/Documents/>

The most current version of the document at the time of task order issuance will take precedence.