

General Services Administration (GSA)

Greater Southwest Region

Professional Services to Expand and Optimize Micro-Focus Operations

TASK ORDER ID# ID07180028

for the

AIR FORCE PERSONNEL OPERATIONS ACTIVITY (AFPOA)

Performance Work Statement (PWS)

Under

NetOps and Infrastructure Solutions

Small Business (SB) Companion

June 12, 2018

1. Purpose:

Air Force Personnel Operating Activity (AFPOA), Operations Support Division, currently uses the Micro-Focus Operations Manager and SiteScope performance monitoring tools to monitor the health of the applications residing on the AFPOA Data Center. AFPOA Field Support Division also requires the use of performance tools for those same applications, but with a higher level monitoring capability. Both the Operations Support Division and the Field Support Division require a standardized, optimized configuration of the performance tools. This PWS is for the purchase of professional contract services to assist in expanding and optimizing the implementation Micro-Focus Operations Manager and SiteScope that will be utilized to monitor all of AFPOA's managed applications.

2. Scope:

The scope of this requirement includes the expansion of the use of Micro-Focus Operations Manager (OM) and SiteScope to the AFPOA Field Support Division and optimize those same tools. Micro-Focus Operations Manager and SiteScope will be used as AFPOA's primary health and performance monitoring tool. The software installation must be compatible with Oracle 12c or higher, Microsoft Server 2008 and above and the Air Force's Standard Desktop Configuration version 5.3 or higher.

The implementation will be divided into two phases, optimization, and consultation and training. Each phase will be constructed to result in the delivery of a portion of the overall solution then allowing that phase to be available as required after successful testing. The segments will not necessarily be in sequence but will build on each other resulting in the complete delivery of the solution.

- Task 1: Project Management
- Task 2: Technical Requirements
- Task 3: Consulting Services
- Task 4: Training
- Task 5: Software Monitoring Requirements

3. Description of Services:

3.1 Task 1 Project Management (CLIN 0001/CLIN 1010): IAW the NetOPs PWS, Task Order Management, the contractor shall provide a qualified workforce capable of performing the required tasks. For performance under this TO the contractor shall:

3.1.1 Project Management: The Contractor shall apply requisite technical and management skills and techniques to assure satisfactory, timely completion of program milestones, and establish project controls reporting systems which will provide routine and realistic assessments of the program progress through the end of life cycle period as measured against the project control documents and detailed work plan.

3.1.2 Kick-Off Meeting: The Contractor shall schedule, coordinate, and host a Kick-Off meeting at a location approved by the Government no later than 14 days

from award. The meeting will provide an introduction between the Contractor personnel and Government personnel. The meeting will provide the opportunity to discuss technical, management, security logistics and travel authorizations and reporting procedures. At a minimum, the attendees shall include representatives from the AFPOA Directorates, Contracting Officer, Contracting Officer Representatives, General Services Administration/Direct Client Support Representative and other relevant Government personnel.

3.1.3 Monthly Status Report (MSR): The Contractor shall provide a MSR for all tasks describing all service level metrics required throughout this PWS, status of execution under the contract, any known contract issues or deficiencies, expected information or support required from the Air Force, high level funding status (where appropriate), and a risk matrix with details on medium/high risks. The Contractor shall submit an individual MSR for each task to the Program Manager for each associated PWS task. The Contractor shall distribute the MSR for work efforts assigned by the 5th business day of the month.

3.1.4 Project Management Plan: The contractor shall submit a project management plan describing the overall methods used to meet the PWS requirements. This document in an evolutionary document that will be reviewed and updated throughout the lifecycle of this requirement. It shall be re-submitted for approval as described in the Deliverables Schedule in Section 6 whenever any changes result in a schedule impact.

3.1.5 Schedule: The Contractor shall submit a schedule for major tasks in the PWS. This shall include all specific instances in the PWS where a specific date or days are award are identified.

3.2 Task 2 Technical Requirements (CLIN 0001 / NETCENTS CLIN 1010): IAW the NetOps PWS Task 4.2.2, Task Order Management, the contractor shall provide a qualified workforce capable of performing the required tasks. For performance under this TO, the contractor shall have the appropriate software training and/or certifications to manage MFGS's SiteScope and have direct access to MFGS Research and Development; as well as technical support teams.

3.2.1 SiteScope Knowledge: The contractor shall provide the following support services as it pertains to MFGS SiteScope:

3.2.1 Network communication techniques

3.2.2 Cyber Security

3.2.3 Network Time Protocol

3.2.4 Domain Name System/Domain Name System Security

3.2.5 Dynamic Host Configuration Protocol

- 3.2.6 Simple Network Management Protocol
- 3.2.7 Simple Mail Transfer Protocol
- 3.2.8 Storage Area Network
- 3.2.9 Network Attached Storage
- 3.2.10 Virtualization
- 3.2.11 High Availability /Disaster Recovery solutions File Services, Storage, Retrieval and Removal
- 3.2.12 Directory Services, Management Tools
- 3.2.13 Global Address List Sharing
- 3.2.14 Messaging
- 3.2.15 Web/Portal Services
- 3.2.16 Print services
- 3.2.17 Software distribution/patching
- 3.2.18 Business Process Management/Information Technology Services Management Tools
- 3.2.19 Information Technology Service Continuity Management/Continuity of Operations Plan Tools
- 3.2.20 SharePoint Services
- 3.2.21 Network Monitoring and Management
- 3.2.22 Webmail
- 3.2.23 NetFlow
- 3.2.24 Network Access Control & Network Admission Control
- 3.2.25 Network Address Translation/Port Address Translation
- 3.2.26 Server Management
- 3.2.27 Active Directory Domain Controllers
- 3.2.28 Information Assurance
- 3.2.29 Sustainability
- 3.2.30 Structured Query Language/Oracle Database

3.2.2 Task 2 Phase I (NetOps Task 3.2.1.4) (CLIN 0001 / NETCENTS CLIN 1010): IAW the NetOps PWS the contractor shall provide services and solutions that accomplish or provide the following capabilities: Standardization. Standardization of configurations,

processes and applications across the enterprise from the gateways to the desktops to facilitate centralized management, enhance security through configuration control, and save manpower in certification and accreditation, patch implementation, hardware/software upgrades and asset tracking.

For purposes related to this requirement Phase I consists of baselining the monitoring strategy and scaling the monitoring to cover several critical business services. Monitoring will be configured in the existing toolset and be expanded across the web, application and data tiers. The objective of this phase is to work with the currently deployed tools and to enhance the depth of application monitoring being done with SiteScope. Several critical business services will be selected for more depth of coverage across the application component tiers. Additionally, the OM monitoring strategy for the operating systems will be re-baselined and standardized in order to complement the application monitoring strategy.

3.2.2.1 Phase I Requirements: The contractor shall provide the following support within this phase:

3.2.2.1.2 Standardize current OM and SiteScope deployment strategy

3.2.2.1.3 Standardize Operating System monitoring deployment through Operations Manager

3.2.2.1.4 Enhance monitoring of several critical business services by expanding monitoring to:

3.2.2.1.4.1 Web Tier: Uniform Resource Locator sequence monitoring, service availability

3.2.2.1.4.2 Application Tier: service availability, log file encapsulation

3.2.2.1.4.3 Data Tier: Java Database Connectivity, service availability

3.2.2.2 Expected Outcome of Phase I: The contractor shall ensure that the outcome of Phase I provides:

3.2.2.2.1 Standardized and more rapid deployment of monitoring decreasing alert fatigue

3.2.2.2.2. Decreased time to resolution by operators and support

3.2.2.2.3 Increased efficiency and response times of operations and support staff

3.2.2.2.4 The government shall allow the MFPS direct access, via CAC to the SiteScope server(s).

3.3 Task 3 Consulting Services (CLIN 0002 / NETCENTS CLIN 1010): The contractor shall:

3.2.1 Create MFGS SiteScope monitors as needed to manage infrastructure and application services

3.2.2 Provide project reports on services provided on an “as needed” basis

3.2.3 Provide Enhanced monitoring for 10 business services

3.2.4 Provide consultation on optimizing the points-based SiteScope license deployment of monitors. The result would be in right-scaling the monitoring capacity / license counts.

3.4 Task 4 Training (CLIN 0003 / NETCENTS CLIN 1010): IAW the NetOps PWS Task 3.2.1.4, Network Operations Enabling Capabilities, the contractor shall provide services and solutions that accomplish or provide the following enabling capabilities: Training. Resources needed to provide training such as training materials, instructors and facility. The contractor shall provide onsite customized training as it pertains to the utilization of SiteScope:

3.4.1 Train Customer Resources to deploy monitors through Micro Focus’s Adoption Readiness Tool (ART) enablement

3.4.2 Provide training as it pertains to the utilization of SiteScope within the AFPOA managed application infrastructure with up to twenty (20) custom scenarios to enable service monitoring.

3.4.3 Provide canned training tool/material that is extensible and contains MFGS SiteScope training via MFGS ART Tool.

3.4.5 Provide at least 654 units of training

3.5 Task 5 Software Monitoring Requirements (CLIN 0004 / NETCENTS CLIN 1010): IAW the NetOps PWS Task 3.2.1.1.2 Enterprise Application Services and Service Management, the contractor shall provide services and solutions that enable service management and the management of enterprise application services, including but not limited to monitoring and measuring application and service health and performance.

3.5.1 Performance under this task includes the enhanced monitoring of Critical business services to include:

3.5.1.1 Web Tier URL Sequence Monitoring

3.5.1.2 Application Tier: service availability, application log file encapsulation.

3.5.1.3 Data tier: JDBC connectivity, service availability.

3.5.1.4 Create MFGS SiteScope monitors as needed to manage infrastructure and application services

3.5.1.5 Provide as needed reports on services provided

3.5.1.6 Provide Enhanced monitoring for 10 business services.

3.5.1.7 Having direct OEM access to SiteScope Support and R&D teams

4. Information Assurance (IA)

The contractor shall ensure that all system or application deliverables meet the requirements of DOD and AF Cybersecurity policy. Furthermore, the contractor shall ensure that personnel performing cybersecurity activities obtain, and remain current with, required technical and/or management level certification.

4.1 System Cybersecurity: For those solutions that will not inherit existing network security controls, and thus integrate an entirely new application system consisting of a combination of hardware, firmware and software, system security assurance is required at all layers of the TCP/IP DoD Model. The Contractor shall ensure that all system deliverables comply with DoD and AF Cybersecurity policy, specifically DODI 8500.01, *Cybersecurity*, AFI 17-130, *Air Force Cybersecurity Program Management* (currently in draft), and AFM 17-1301, *Computer Security*. To ensure that Cybersecurity policy is implemented correctly on systems, Contractors shall ensure compliance with DOD and AF Assessment & Authorization policy, specifically DODI 8510.01, *Risk Management Framework (RMF) for DOD Information Technology (IT)*, and AFI 17-101, *Risk Management Framework (RMF) for Air Force Information Technology (IT)*. The Contractor shall also support activities and meet the requirements of DODI 8520.02, *Public Key Infrastructure (PKI) and Public Key (PK) Enabling*, in order to achieve standardized, PKI-supported capabilities for biometrics, digital signatures, encryption, identification and authentication.

4.2 Application Cybersecurity: For those solutions that will be deployed to Infrastructure as a Service (IaaS), Platform as a Service (PaaS) or similar environments, and thus inherit existing network security controls, application security assurance is required at the application layer of the TCP/IP DoD Model. The Contractor shall ensure that all application deliverables adhere to Public Law 111-383, which states the general need for software assurance. Specifically, the Contractor shall ensure that all application deliverables comply with the Defense Information Systems Agency (DISA) Application Security & Development Security Technical Implementation Guide (STIG), which includes the need for source code scanning, the DISA Database STIG, and a Web penetration test to mitigate vulnerabilities with findings such as SQL injections, cross-site scripting and buffer overflows and others. The Contractor shall also support activities and meet the requirements of DODI 8520.02, *Public Key Infrastructure (PKI) and Public Key (PK) Enabling*, in order to achieve standardized, PKI-supported capabilities for biometrics, digital signatures, encryption, identification and authentication.

4.3 Personnel Cybersecurity Workforce Certification: As stated in AFMAN 17-1303, *Cybersecurity Workforce Improvement Program*, Paragraph 1.4, Contractor personnel performing cybersecurity activities are required to have at the time of reporting for duty and maintain a DoD approved cybersecurity baseline certification(s) as outlined in DoD

8570.01-M, *Information Assurance Workforce Improvement Program*, Paragraph C1.4.4.7 (T-0).

5. Contractual Requirements:

The following contractual requirements are applicable to this TO:

5.1 Contractors Use of NETCENTS-2 Products Contract: The Contractor shall obtain all products and associated peripheral equipment required of this task order from the NETCENTS-2 Products contract as stipulated in Section H Clause H098 of the ID/IQ contract.

5.2 Government Furnished Property: Since work will be performed at the Government facility, the Government will furnish or make available working space, network access and equipment to include:

- 5.2.1.1.1 Windows PC with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, etc.)
- 5.2.1.1.2 Telephone (local/long distance calls authorized as dictated by task order performance requirements)
- 5.2.1.1.3 Facsimile
- 5.2.1.1.4 Copier
- 5.2.1.1.5 Printer

Copies of required Government furnished materials cited in the solicitation, PWS, and the DD Form 254 will be provided to the Contractor in hard copy or soft copy. All materials will remain the property of the Government and will be returned to the responsible Government QAP upon request or at the end of the task order PoP.

Equipment purchased by the Contractor with the approval of the Government and directly charged to this task order shall be considered government owned-Contractor operated equipment. The Contractor shall conduct a joint inventory and turn in this equipment to the COR upon request or completion of the TO.

5.3 Post Award Orientation Conference: The contractor shall participate in a post-award conference for the purposes of making introductions, coordinating security requirements, discussing schedules, prioritizing PWS requirements, and providing details regarding the transition of work requirements from the incumbent contractor. The contractor shall commence work on the first day of the period of performance. The Post Award Orientation Conference shall occur at Randolph AFB, TX, 14 days after award. Attendance by the contractor shall be at no additional (direct) cost to the Government.

5.4 Personal Services: The client has determined that use of the NETCENTS II to satisfy this requirement is in the best interest of the government, economic and other

factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled “Personal services contract”.

To counter the circumstances that infer personal services and to preserve the non-personal nature of the contract, the contractor shall adhere to the following guidelines in the performance of the task:

- 5.4.1** Contractor provides for direct supervision of all contract employees assigned to the task.
- 5.4.2** Refrain from discussing the issues such as skill levels and hours, salaries, cost and funding data, or administrative and personnel matters affecting contractor employees with the client.
- 5.4.3** Ensure close communication/coordination with the GSA PM, reporting problems to the PM as they occur (not waiting for a monthly meeting).
- 5.4.4** Do not permit government officials to interview potential contractor employees, discuss individual performance, approve leave or work scheduling of contractor employees, terminate contractor employees, assist contractor employees in doing their jobs or obtain assistance from the contractor in doing Government job.
- 5.4.5** Do not assign contractor personnel to work under direct government supervision.
- 5.4.6** Maintain a professional distance from government employees.
- 5.4.7** Provide contractor employees with badges, if appropriate, identifying them as contractors.
- 5.4.8** Ensure proper communications with the government (technical discussion and government surveillance is okay, but the Government cannot tell the contractor how to do the job).
- 5.4.9** Assign a Program Manager to the task order. The Program Manager or alternate should be the only one who accepts tasking from the assigned Government point of contact or alternative.
- 5.4.10** The government has the right to reject the finished product or result and this does not constitute personal services.
- 5.4.11** When travel is required for the performance on a task, the contractor personnel are only to travel as directed by their contract management.
- 5.4.12** Contractor Code of Business Ethics and Conduct. The Contracting Officer may require dismissal from work those employees which he/she deems incompetent, careless, insubordinate, unsuitable or otherwise objectionable, or

whose continued employment he/she deems contrary to the public interest or inconsistent with the best interest of national security. The Contractor shall not employ persons on this call order if such employees are identified to the Contractor by the Contracting Officer or the Contracting Officer's Representative (COR), as a potential threat to the health, safety, security, general well-being, or operational mission of the installation and its population.

5.4.13 The Contractor shall not employ persons on this task order if such employees are identified to the Contractor by the CO as a potential threat to the health, safety, security, general well-being, or operational mission of the installation and its population.

5.5 Contractor Identification: All Contractor/sub-contractor personnel shall be required to wear AF-approved or provided picture identification badges so as to distinguish themselves from Government employees. When conversing with Government personnel during business meetings, over the telephone or via electronic mail, Contractor/sub-contractor personnel shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Contractors/sub-contractors shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation. Where practicable, Contractor/sub-contractors occupying collocated space with their Government program customer should identify their work space area with their name and company affiliation. (*Refer to Clause H063 of the overarching ID/IQ contract*).

5.6 Program Management: The Contractor shall identify a Program Manager who shall be the primary representative responsible for all work awarded under this task order, participating in Program/Project Management Reviews and ensuring all standards referenced herein are adhered to.

5.6.1 System and Network Authorization Access Requests: For Contractor personnel who require access to DOD, DISA or Air Force computing equipment or networks, the Contractor shall have the employee, prime or subcontracted, sign and submit a System Authorization Access Report, DD Form 2875.

5.7 Data Rights and Non-Commercial Computer Software: In order to implement the provisions at DFARS 252.227-7013(b) and (e) and DFARS 252.227-7014(b) and (e) and DFARS 252.227-7017, the Contractor shall disclose to the ordering Contracting Officer and ordering office in any proposal for a task order, or after award of a task order if not previously disclosed in the proposal, any technical data or non-commercial computer software and computer software/source code documentation developed exclusively at government expense in performance of the task order. This disclosure shall be made whether or not an express requirement for the disclosure is included or not included in the PWS or solicitation for the order. The disclosure shall indicate the rights asserted in the technical data and non-commercial computer software by the Contractor and rights that would be acquired by the government if the data or non-commercial software was

required to be delivered under the and its CDRL requirements and any cost/price associated with delivery. This disclosure requirement also applies to segregable routines of non-commercial software that may be developed exclusively at Government expense to integrate Commercial Software components or applications provided under a commercial software license or developed to enable Commercial Software to meet requirements of this. Performance of this disclosure requirement shall be considered a material performance requirement of any under which such technical data or non-commercial computer software is developed exclusively at Government expense.

5.8 Software Support and Data Rights: Unless specified otherwise in the TO, the Contractor shall fully support all unique software developed to support integrated solutions on this contract. The Contractor shall be able to support all software revisions deployed or resident on the system and sub-systems. The data rights ownership/licensing guidance is specified in Section I, Clause 252.227-7013 and 252.227-7015 in the overarching contract section B, Defense Federal Acquisition Regulation Supplement Contract Clauses.

5.9 COTS Manuals and Supplemental Data: The Contractor shall provide documentation for all systems services delivered under this Task Order. The Contractor shall provide COTS manuals, supplemental data for COTS manuals and documentation IAW best commercial practices (i.e. CD-ROM, etc.). This documentation shall include users' manuals, operators' manuals, maintenance manuals and network and application interfaces if specified in the task order.

5.10 Enterprise Software Initiative: In situations where the purchase of new COTS software is needed to satisfy the requirements of a particular task order, the Contractor shall use available existing enterprise licenses. If enterprise licenses are unavailable, then products will be obtained via the DoD Enterprise Software Initiative (ESI) Blanket Purchase Agreements (BPAs). If products are unavailable from ESI, then products will be acquired through the NETCENTS-2 Products contract. The updated listing of COTS software available from DOD ESI sources can be viewed on the web at: <http://www.esi.mil>.

5.11 Software License Management: If developing and/or sustaining a system that requires and/or contains COTS, the Contractor shall provide maintenance and support of that software license to manage its relationship to the overall system life-cycle in accordance with AFI 33-114, Software Management, which would include applications, license agreements and software upgrades. The Contractor shall provide asset inventory and services that track the financial aspects of an asset to include cost and depreciation, contract management, leases, maintenance agreements and service contracts. The Contractor shall provide support summary information to include the general terms and conditions, benefits, strategic and tactical directions, license ordering information, internal billing process, pricing and deployment and support of the products included in the agreement. The Contractor shall support common practices for ordering assets, tracking orders and assets and tagging the assets. The Contractor shall support application installation, operations, customer support, training, maintenance, and sustainment and configuration control, to include the procurement of supporting software licenses.

5.12 Transition and Decommissioning Plans: The Contractor shall create transition and decommissioning plans that accommodate all of the non-authoritative data sources (non-ADS) interfaces and ensure that necessary capabilities are delivered using approved ADSs.

5.13 Section 508 of the Rehabilitation Act: The Industry Partner shall support the Government in its compliance with Section 508

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>

<http://www.access-board.gov/508.htm>

<http://www.w3.org/WAI/Resources>

The contractor must indicate in its response package where full details of compliance to the identified standards can be found, such as vendor’s website, etc. throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Applicable standards are 1194.21-1194-26.

The Industry Partner should review the following websites for additional 508 information:

6. Deliverables/Milestones: The Government reserves the right to review all data deliverables for a period of 10 working days prior to acceptance. No data deliverable will be assumed to be accepted by the Government until the 10-day period has passed, unless the Government explicitly states otherwise in the task order.

Table 1 List of Deliverables and the Performance Requirements Summary

Required Deliverables	Format	Required Due Date	Send TO	Planned Frequency	PWS Reference
Task 3.1 Program Management Deliverables					
Project Management Plan	Submit Word, PDF or Excel	Revised PMP 30 calendar days after contract award, living document with monthly updates after final plan is approved.	COR/CO via ITSS	As required	3.1

Project Reports	Submit Word, PDF or Excel	As required	COR/CO via ITSS	As required	3.2, 3.3 & 3.4
Monitors – Updates & Findings	Submit Word, PDF or Excel	As required	COR/CO via ITSS	As required	3.2, 3.3, 3.4
Site Scope Deployment Strategy Updates	Submit Word, PDF or Excel	As required	COR/CO via ITSS	As required	3.2
OS Monitoring Standardization	Submit Word, PDF or Excel	As required	COR/CO via ITSS	As required	3.2
Training	On-Site	As required by Task 3.4	COR/CO via ITSS	As required by Task 3.4	3.5

The method of surveillance for each of the primary tasks the Contractor is required to perform under Section 3 of this PWS is disclosed/included in the attached Quality Assurance Surveillance Plan ((QASP) reference Attachment 3), which shall become binding upon the Contractor at the time of award.

6.1 Delivery Instructions: Copies of deliverables shall be furnished to the appropriate Government personnel per the chart in Section 6. The Contractor shall deliver each report in accordance with the direction in the chart in Table 1, Section 6. Deliverables are to be transmitted with a cover letter, on the prime Contractor’s letterhead, describing the contents. Concurrently, a copy of the deliverable and the cover letter shall be attached to the task in GSAs Electronic Ordering System (ITSS). Contractor must submit their required deliverables/reports as part of this task order through ITSS.

6.2 Inspection and Acceptance of Services: All reports and task deliverables shall be inspected, tested (where applicable), reviewed, or returned for comments prior to final acceptance by the Government within 5 business days. The contractor will have 3 business days to make corrections and provide a finalized report or deliverable. The Government will have 3 business days to provide final acceptance after review of all reports and task deliverables. Further inspection and acceptance details are outlined in the QASP (**Attachment 3**).

Inspection and Acceptance under the terms of this T&M order shall be performed in accordance with FAR 52.212-4, Alternate I (Jan 2017).

The Contractor shall only tender for acceptance those items that conform to the requirements of this task order. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in price. If repair/replacement or re-performance will not correct the defects or is not possible, the government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Government must exercise its post-acceptance rights.

6.2.1 Within a reasonable time after the defect was discovered or should have been discovered; and

6.2.2 Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item. Only the client representative (CR), their designated alternate, the GSA Project Manager (PM) or GSA Contracting Officer (CO) has the authority to inspect, accept, or reject all deliverables. Final acceptance of all deliverables will be provided in writing, or in electronic format, to the GSA PM or GSA CO within 30 days from the end of the task order.

7. Security Requirements:

7.1 Visitor Group Security Agreement (VGSA). The contractor shall enter into a long-term visitor group security agreement if service performance is on base. This agreement shall outline how the contractor integrates security requirements for service operations with the Air Force to ensure effective and economical operation on the installation. The agreement shall include:

- a.** Security support provided by the Air Force to the contractor shall include storage containers for classified information/material, use of base destruction facilities, classified reproduction facilities, use of base classified mail services, security badging, base visitor control, investigation of security incidents, base traffic regulations and the use of security forms and conducting inspections required by DoD 5220.22-R, Industrial Security Regulation, Air Force Policy Directive 16-14, Security Enterprise Governance, and Air Force Instruction 16-1406, Air Force Industrial Security Program.
- b.** Security support requiring joint Air Force and contractor coordination includes packaging classified information, mailing and receiving classified materials, implementing emergency procedures for protection of classified information, security checks and internal security controls for protection of classified material and high-value pilferable property.
- c.** On base, the long-term visitor group security agreement may take the place of a Standard Practice Procedure (SPP).

7.2 Obtaining and Retrieving Identification Media. As prescribed by the AFFAR 5352.242-9000, Contractor access to Air Force installations, the contractor shall comply with the following requirements:

a. The contractor shall obtain installation access passes for all contractor personnel who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor personnel are required to present the installation access pass while visiting or performing work on the installation.

b. No later than ten working days prior to contract commencement, the contractor shall submit a written request on company letterhead to the program manager listing the following: contract number, location of work site, start and stop dates, and names, dates of birth, driver's license number and state of issue for the contractor employees needing access to the base. The authorized program manager will endorse the request and forward it to the issuing installation pass and registration office or security forces for processing. Contractors will present government (state or federal) issued ID, before being issued a pass to enter the installation. Before being issued a pass to enter the installation, a criminal history check will be conducted for every individual requesting a pass. Personnel employed by the contractor and operating a motor vehicle on the installation must possess proof of the following:

- (1) Liability Insurance
- (2) Current License Plates
- (3) Current State Inspection Sticker (If Required)
- (4) Valid State Driver License
- (5) A phone number for sponsor on base

c. Vehicles owned by the contractor with the company name permanently printed on them are not required to obtain a pass as long as a current work order is presented at the time of entry. However, current liability insurance, state inspection sticker, and registration is required. The person driving the vehicle must have a valid operator license for the type of vehicle.

d. Upon completion or termination of the contract or expiration of the identification passes, the contractor shall ensure that all base identification credentials issued to contractor employees are returned to the issuing office. If a contractor employee has been terminated, the credentials will need to be retrieved and returned to issuing activity so that employee does not have base access. If the credential is not retrieved then SF will need to be notified so base access is not allowed.

e. Failure to comply with these requirements may result in withholding of final payment.

7.3 Pass and Identification Items. The contractor shall ensure the following pass and identification items required for service performance are obtained for employees and non-government owned vehicles:

- a. Installation Access Pass (IAP) (DBIDS), Visitor/Vehicle Pass (AFMAN 31-116), used for contracts for less than six months to include one-day visits (i.e. warranty work)..
- b. Installation Access Card (IAC) (DBIDS), (AFMAN 31-113), used for contracts for more than six months or more.
- c. DoD Common Access Card (CAC), (AFI 36-3026), used for contracts for more than six months and requirement exists for access to the government computer systems and software. CAC applications are accomplished by Trusted Agents via the Trusted Agent Sponsorship System (TASS).

7.4 Security Clearance Requirements. The contractor must possess or obtain an appropriate facility security clearance (Secret) prior to performing work on a classified government contract. If the contractor does not possess a facility clearance the government will request one. The government assumes costs and conducts investigations for Top Secret, Secret, and Confidential facility security clearances. The contractor shall request personnel security clearances, at the company's expense, for employees requiring access to classified information within 15 days after receiving a facility clearance or, if the contractor is already cleared, within 15 days after service award. Due to costs involved with security investigations, requests for personnel security clearances shall be kept to the minimum amount employees required to perform contract requirements.

7.5 List of Employees. The contractor shall maintain a current list of employees. Updated listings shall be provided when an employee's status or information changes. A Visit Request for all employees with a security clearance is required to be sent through the Joint Personnel Adjudication System (JPAS), and must be updated at least annually. The contractor shall notify the Information Protection Office at each operating location 30 days before on-base performance of the service. The notification shall include:

- a. Name, address, and telephone number of company key management representatives
- b. The contract number and contracting agency
- c. The highest level of classified information to which employees require access.
- d. The location(s) of service performance and future performance, if known.
- e. The date service performance begins.
- f. Any change to information previously provided under this paragraph.

7.6 Suitability Investigations. Contractor personnel not requiring access to classified shall successfully complete, as a minimum, a Tier 1 (T1) investigation, before operating government furnished workstations. The contractor shall comply with the DoD 5200.2-R, Personnel Security Program, AFMAN 33-152, User Responsibilities and Guidance for Information Systems, and AFI 33-200, Information Assurance (IA) Management, requirements. T1 investigation requests are initiated using the Standard Form (SF) 85 and are submitted to the installation Information Protection Office through the using agency's Unit Security Manager. T1 investigations are different from the Wants and Warrants checks, and are provided by the government at no additional cost to the contractor.

7.7 Security Monitor Appointment. The contractor shall appoint a security representative for the on base long term visitor group. The security representative may be a full-time position or an additional duty position. The security representative shall work with the host organization to provide employees with training required by DoDM 5200.01, Information Security Program, AFDP 16-14, Security Enterprise Governance, and AFI 16-1404, Air Force Information Security Program. The contractor shall provide initial and follow-on training to contractor personnel who work in Air Force controlled/restricted areas. Air Force restricted and controlled areas are explained in AFI 31-101, Integrated Defense.

7.8 Additional Security Requirements. In accordance with DoDM 5200.01, Information Security Program and AFI 16-1404, the contractor shall comply with AFSSI 7700, Emission Security (EMSEC) Program; applicable AFKAGs, AFIs, and AFSSIs for Communication Security (COMSEC); and AFI 10-701, Operations Security (OPSEC) Instructions. The contractor will comply with DoD Standard 22/Force Protection Condition Measures, DoD Standard 25/Level I-AT Awareness Training, and associated tasking contained in AFI 10-245, Antiterrorism (AT) standards. Level I AT Awareness training is available for contractor personnel and can be requested by calling the local installation AT Office. Additionally, this requirement has the potential to support the Air Expeditionary Forces data on the SIPRNet.

7.9 Freedom of Information Act Program (FOIA). The contractor shall comply with DoD Regulation 5400.7-R/Air Force Supplement, DoD Freedom of Information Act Program, requirements. The regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding For Official Use Only (FOUO) material. The contractor shall comply with AFI 33-332, Privacy Act Program, when collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10, United States Code, and Section 8013. The contractor shall remove or destroy official records only in accordance with AFI 33-322 Records Management, or other directives authorized in AFI 33-364, Records Disposition—Procedures and Responsibilities.

7.10 Reporting Requirements. The contractor shall comply with AFI 71-101, Volume-1, Criminal Investigations, and Volume-2, Protective Service Matters, requirements.

Contractor personnel shall report to an appropriate authority, any information or circumstances of which they are aware may pose a threat to the security of DOD personnel, contractor personnel, resources, and classified or unclassified defense information. Contractor employees shall be briefed by their immediate supervisor upon initial on-base assignment and as required thereafter.

7.11 Physical Security. Areas controlled by contractor employees shall comply with base Operations Plans/instructions for FPCON procedures, Random Antiterrorism Measures (RAMS) and local search/identification requirements. The contractor shall safeguard all government property, including controlled forms, provided for contractor use. At the close of each work period, government training equipment, ground aerospace vehicles, facilities, support equipment, and other valuable materials shall be secured. During increased FPCONs, contractors may have limited access to the installation and should expect entrance delays.

7.12 Operating Instructions. For controlled areas used exclusively by the contractor, the contractor shall develop an Operating Instruction (OI) for internal circulation control, protection of resources and to regulate entry into Air Force controlled areas during normal, simulated and actual emergency operations. The OI shall be written in accordance with AFI 31-101, the local base Operations Plan usually referred to as an OPLAN and AFI 10-245, Air Force Antiterrorism (AT) Standards, and coordinated through the Information Protection (IP) office.

7.13 Key Control. The contractor shall establish and implement key control procedures in the Quality Control Plan to ensure keys issued to the contractor by the government are properly safeguarded and not used by unauthorized personnel. The contractor shall not duplicate keys issued by the government. Lost keys shall be reported immediately to the contracting officer. The government replaces lost keys or performs re-keying. The total cost of lost keys, re-keying or lock replacement shall be deducted from the monthly payment due to the contractor. The contractor shall ensure its employees do not allow government issued keys to be used by personnel other than current authorized contractor employees. Contractor employees shall not use keys to open work areas for personnel other than contractor employees engaged in performance of duties, unless authorized by the government functional area chief.

7.14 Lock Combinations. The contractor shall establish procedures in local OIs ensuring lock combinations are not revealed to unauthorized persons and ensure the procedures are implemented. The contractor is not authorized to record lock combinations without written approval by the government functional area chief. Records with written combinations to authorized secure storage containers or Secure Storage Rooms (SSR), shall be marked and safeguarded at the highest classification level as the classified material maintained inside the approved containers. The contractor shall comply with DoDM 5200.01, Vol 3 security requirements for changing combinations to storage containers used to maintain classified materials.

7.15 Traffic Laws. The contractor and their employees shall comply with base traffic regulations.

7.16 Healthcare. Healthcare provided at the local military treatment facility on an emergency reimbursable basis only.

8. Order Requirements Information

8.1 Type of Task

This is a performance based, commercial task order issued in accordance with FAR Part 12 and 16.5. This task order is a fully funded Firm Fixed Priced (FFP) task order. Award will be executed against the NETCENTS-2 Applications Services IDIQ contract vehicle.

8.2 Period of Performance and FAR Clauses in Full Text or by Reference:

The period of performance for this task is a one-year (12-months) period. The following FAR clauses pertain to the PoP, and are incorporated herein by reference and by full text:

8.2.1 This order will be placed against a NETCENTS-2 NetOps and Infrastructure Solutions contract. All of the clauses and provisions contained in the NETSCENT-2 contract will apply to this TO. In addition to the applicable clauses contained in the NETCENTS-2 contract, the following FAR clauses are included in this task for added emphasis of their applicability:

Table 3 – Applicable Clauses

52.212-4, Alternate I	Contract Terms and Conditions – Commercial Items (JAN 2017), Times and Material or Labor Hour Contract
52.232-40	Providing Accelerated Payments to Small Business Subcontractors (Dec 2013)

8.2.2 Evaluation of Options:

Options shall be evaluated in accordance with the provision (as included herein) at FAR 52.212-2(b), Evaluation – Commercial Items.

8.2.3 FAR Clause 52.217-9 Option to Extend the Term of the Contract (Mar 2000):

The Government may extend the term of this contract by written notice to the Contractor at least 60 days prior to the expiration of the current period of performance provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

If the Government exercises this option, the extended contract shall be considered to include this option clause. The total duration of this contract, including the exercise of any options under this clause, shall not exceed five year and six months (if the Option to Extend is exercised).

8.2.4 GSAR 552.217-71 Notice Regarding Option(s) (NOV 1992):

GSA has included an option to *extend the term of this contract* in order to demonstrate the value it places on quality performance by providing a mechanism for continuing a contractual relationship with a successful Offeror that performs at a level which meets or exceeds GSA's quality performance expectations as communicated to the Contractor, in writing, by the Contracting Officer or designated representative. When deciding whether to exercise the option, the Contracting Officer will consider the quality of the Contractor's past performance under this contract in accordance with 48 CFR 517.207.

9. Performance Specifics

9.1 Performance Location

Work shall be performed onsite at the primary Government place of performance. Travel to other Government or Contractor facilities may be required at the Government's request.

Contractor personnel will not report to Government facilities to work nor remain at the work locations any time the Government is unexpectedly required to close their offices. The contractor will not be compensated for these unexpected or expected Government closures. The contractor is responsible for all notification of their contractor staff during times of closure.

9.2 Performance Time/Days

The Government site is open during normal business hours Monday through Friday (0700-1630), except Federal holidays. The dates/times the contractor personnel work to support the objectives of this requirement are at the contractor's sole discretion however onsite work at the Government facility must fall within above business hours. This order is performance based, and all tasks must be completed timely and at the level of quality identified herein.

9.2.1 Observed Federal Holidays**

The following Federal holidays are observed by the Government and affect the contractor's ability to access Government's facilities or Government personnel:

New Year's Day:	January 1 st
Martin Luther King's Birthday:	3 rd Monday in January
President's Day:	3 rd Monday in February
Memorial Day:	Last Monday in May
Independence Day:	July 4 th
Labor Day:	1 st Monday in September
Columbus Day:	2 nd Monday in October
Veterans Day:	November 11 th
Thanksgiving Day:	4 th Thursday in November
Christmas:	December 25 th (and possibly the day after or before, depending on an executive order)

9.3 Productive Labor Hours

If personnel have to obtain a background check prior to being able to perform under the terms of the order, the contractor is not permitted to bill (in the case of a T&M order type) until the contractor's personnel are fully able to perform the requirements of the PWS.

9.4 Homeland Security Presidential Directive-12 (HSPD-12)

Homeland Security Presidential Directive 12 (HSPD-12) was issued to implement the policy of the United States to enhance security, increase Government efficiency, reduce identity fraud, and protect personal privacy by establishing a mandatory, Government-wide standard for secure and reliable forms of identification issued by the Federal Government to its employees and contractors (including contractor employees). Under this directive, the heads of executive departments and agencies are required to implement programs to ensure that identification issued by their departments and agencies to Federal employees and contractors meets the Standard. This policy can be found at the following website:

<http://www.whitehouse.gov/news/releases/2004/08/20040827-8.html> .

In performance of services under this task, contractor shall insure all its personnel who require physical access to federally controlled facilities and access to federally controlled information systems by 27 October 2007, have been issued identification in compliance with HSPD-12 policy. In their solicitation response packages, offeror's shall confirm they will comply with the government client's identification procedure that is implementing HSPD-12 policy. The Security/Identification point of contact for the client agency that is responsible for implementing their HSPD-12 compliant policy is:

POC Name	AFPOA Security Manager
Email address	Afpoa.security.manager@us.af.mil

All costs associated with obtaining necessary clearances shall be borne by the contractor.

9.5 Federal Information Security Management Act (FISMA) of 2014 Compliance:

FISMA compliance is access through annual accreditation and certification as required by Department of Defense Information Assurance Certification and Accreditation Process (DIACAP) governed by Department of Defense Instruction 8510.01, dated March 12, 2014. Note: This requirement must be met on any procurement, IT, PS, etc., where the contractor will have access to government electronic information.

In order to satisfy this requirement, GSA requires FISMA point of contact for the client agency that is responsible for maintaining their annual FISMA accreditation and certification:

Agency official for FISMA compliance below:

9.6 Organizational Conflict of Interest (OCI)

The guidelines and procedures of FAR Subpart 9.5 and GSAM Subpart 509.5, Organizational and Consultant Conflicts of Interest, and FAR Part 3 and GSAM Part 3, Improper Business Practices and Personal Conflicts of Interest, will be used in identifying and resolving any issues of a conflict of interest under this task order.

In the event that this task order requires activity that would create an actual or potential conflict of interest, the Contractor shall immediately notify the Ordering Contracting Officer (OCO) of the conflict, submit a plan for mitigation, and not commence work until specifically notified by the OCO to proceed; or, identify the conflict and recommend to the OCO an alternate approach to avoid the conflict. The Contractor shall not contract with Government prime Contractors or first-tier subcontractors in such a way as to create an organizational conflict of interest. Offerors are required to disclose any existing or potential Conflict of Interest (COI) in their quotes as well as submit a COI Mitigation Plan proposing measures to avoid, mitigate or neutralize identifies COI's.

Definitions. "Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. "Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on

ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

9.7 Applicability of Terms and Conditions from the Base Contractual Vehicle(s):

All applicable terms and conditions from the contractor's basic NETCENTS II Indefinite Delivery Indefinite Quantity (IDIQ) Contract, and the additional terms of this task order, shall become legally binding upon the contractor at the time of award and through the period of performance.

10. Invoicing/ Procedures for Payment

10.1 Electronic Posting of Invoices

Contractors shall electronically transmit/submit invoices and supporting documentation for invoices through the GSA web-based procurement system, through the Central Invoice Service (CIS), the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. This is the only acceptable means for invoice submissions. No paper invoices shall be accepted. For additional assistance contact the ASSIST Helpdesk at 877-472-4877.

10.2 Invoicing Instructions Based on Order Type The contractor shall submit only one invoice per month for the task order. The appropriate GSA office will receive the invoice by the twenty-fifth calendar day of the month after either:

10.2.1 The end of the invoiced month (for services) or

10.2.2 The end of the month in which the products (commodities/materials) or deliverables (fixed-priced services) were delivered and accepted by the Government.

10.3 Invoice Content

The contractor's invoice will be submitted monthly for work performed the prior month. The contractor may invoice only for the hours, travel and unique services ordered by GSA and actually used in direct support of the client representative's

project. The invoice shall be submitted on official letterhead and shall include the following information at a minimum:

- 10.3.1** GSA Task Order Number
- 10.3.2** Task Order ACT Number (see the front of the SF300 document)
- 10.3.3** Prompt Payment Discount
- 10.3.4** Remittance Address
- 10.3.5** Period of Performance for Billing Period
- 10.3.6** Point of Contact and Phone Number
- 10.3.7** Invoice Amount
- 10.3.8** Skill Level Name and Associated Skill Level Number (for T&M or Labor Hour)
- 10.3.9** Actual Hours Worked During the Billing Period (for T&M or Labor Hour)
- 10.3.10** Travel Itemized by Individual and Trip (if applicable)
- 10.3.11** Training Itemized by Individual and Purpose (if applicable)

NOTE: *Normally, the Government does not pay for contractor training. Training will need to be coordinated and approved (via CTP form) by the COR, prior to the training being taken.*

Support Items Itemized by Specific Item and Amount (if applicable) The Government reserves the right to audit, thus; the contractor shall keep on file all backup support documentation for travel and ODCs.

10.4 Receiving/Client Agency's Acceptance

The Client Agency must accept the services and/or products provided under the terms of the task order.

The client agency will accept and certify services electronically via GSA's electronic Web-Based Order Processing System, currently ITSS, by accepting the Acceptance Document generated by the contractor. Electronic acceptance of the invoice by the CR is considered concurrence and acceptance of services.

The Client Agency may also generate a hard copy acceptance document.

Regardless, of the method of acceptance the contractor shall seek acceptance and electronically post the acceptance document in GSA's electronic Web-based Order Processing System, currently ITSS. (Written acceptances will be posted as an attachment along with any other supporting documentation.) After acceptance of the invoice by the Client Agency, the Contractor shall submit a proper invoice to GSA Finance not later than five (5) workdays after acceptance by the Government of the product, service, and/or cost item. In the absence of Government acceptance within thirty (30) days, the contractor shall submit an invoice.

NOTE: The acceptance of the authorized Client Agency representative (which is normally the COR) is **REQUIRED** prior to the approval of payment for any invoiced submitted.

NOTE: If the required documentation including, (A) the customer's signed written acceptance OR (B) the customer's electronic acceptance, is not received within 15 calendar days from the date the invoice was submitted to GSA Finance, the invoice may be rejected in whole or in part as determined by the Government.

10.5 Final Invoice

Invoices for final payment must be so identified and submitted within 60 days from task completion and no further charges are to be billed. A copy of the written acceptance of task completion must be attached to final invoices. The contractor shall request from GSA an extension for final invoices that may exceed the 60-day time frame.

The Government reserves the right to require certification by a GSA PM/COR before payment is processed, *if necessary*.

10.5.1 Order Close-out Procedures

The contractor shall submit a final invoice within sixty (60) calendar days after the end of the Performance Period. All invoices shall be received within this period. The contracting officer shall not extend the period of performance, or the invoice submittal period to wait on subcontractors to bill the prime contractor. All rates are negotiated at the time of award, and the contractor shall control and account for all time by their own personnel and their subcontractor or CTA personnel to allow for timely billing in accordance with the terms expressed in this section. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims form to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

The Government reserves the right to require a release of claims at the end of each performance period, after all payments have been completed. ****NOTE:** No rates agreed to under the terms of this order are subject to DCAA or other "final" audited rates.

10.5.2 Unilateral Close out Modifications

FAR clause 52.212-4(c) is hereby amended as follows: The Government reserves the right to issue unilateral close out modifications to close out commercial contractual agreements, after the contractor has acknowledged the order is closed and that no further liability exists on behalf of the parties. The Government also reserves the right under the unilateral close out modification to deobligate money after full payment has been made to the contractor for their services/materials under this order.

10.5 Contract Performance Evaluation

IAW FAR 42.15 and FAR 16, the Government will provide and record Past Performance Information for acquisitions over \$150,000 utilizing the Contractor Performance Assessment Reporting System (CPARS). The CPARS process 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 the CPARS, so contractors may review and comment on past performance reports submitted through the CPARS.

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

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

10.6 Third Party Schedule Delays

GSA does not warrant and cannot guarantee that the site will remain free from interference by third parties, with whom the Federal Government has no contractual relationship. Only delays determined to be caused by the Federal Government that affect the contractor's ability to complete the task order work on time will be considered for time extensions and equitable adjustments.

**ATTACHMENT 1:
GOVERNMENT and CONTRACTOR FURNISHED PROPERTY, EQUIPMENT, AND
SERVICES**

A1. GOVERNMENT FURNISHED ITEMS AND SERVICES:

Facilities: The Government will provide the necessary workspace for the Contractor staff to provide the support outlined in the PWS to include desk space, telephones, computers, and other items necessary to maintain an office environment.

Equipment: The Government will provide access to scanners, fax machines and printers.

Documents: The Government will provide the AFPOA server details, AFPOA SOC services details, the contractor managed services document and the CSSP services document.

If the Government is furnishing Government Property in support of this contract, the contractor shall comply with FAR 52.245-1 and it's Alternates as appropriate. All Government Furnished Property shall be properly controlled/inventoried per the terms of this PWS.

**A1.1 CONTRACTOR FURNISHED or ACQUIRED ITEMS AND SERVICES
CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:**

General: The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not specifically listed in this PWS.

Secret Facility Clearance: The Contractor shall possess and maintain a SECRET facility clearance from the Defense Security Service. The Contractor's employees, performing work in support of this contract shall have been granted a SECRET security clearance from the Defense Industrial Security Clearance Office. The DD 254 is provided as Attachment 5.

Materials: The Contractor shall furnish materials, supplies, and equipment necessary to meet the requirements under this PWS in accordance with Section 3 of this PWS. If the contractor is acquiring materials after award of this contract under a material line item, the contractor shall comply with FAR 52.245-1 and it's Alternates as appropriate. All Contractor acquired property shall be properly controlled/inventoried per the terms of this PWS.

ATTACHMENT 2

Consent to Purchase Form-Separate Excel Document

ATTACHMENT 3

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1.0 Introduction

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for AFPOA support. This QASP explains the following:

- What will be monitored.
- How monitoring will take place.
- Who will conduct the monitoring.
- How monitoring efforts and results will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance. In addition, the QASP will recognize that unforeseen and uncontrollable situations may occur.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Updates shall ensure that the QASP remains a valid, useful, and enforceable document. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

2.0 Objectives: The objective of this task order is to provide support services to expand and optimize the use of Micro-Focus OM and Site Scope to the AFPOA Field Support Division.

3.0 Project Scope: The scope of this requirement is to acquire support services in the following task areas:

- 3.1 Task 1 Project Management
- 3.2 Task 2 Technical Requirements
- 3.3 Task 3 Consulting Services
- 3.4 Task 4 Training
- 3.5 Task 5 Software Monitoring Requirements

4.0 Quality Evaluation Areas

The contractor will be evaluated in the following areas:

- Technical Performance
- Schedule and Timeliness of Deliveries
- Contractor Resource Control (Cost)
- Customer Satisfaction (including: Communication Flow/Management, Business Relations Management, and Subcontractor Management (if applicable))

In addition, each office or Directorate supported by Contractor personnel will provide an independent performance evaluation. Any discrepancies will be brought to the attention of the contracting officer.

5.0 Technical Performance

The contractor will be evaluated quarterly as to the quality of the output of their work and results will be documented in COR's file. The contractor's personnel should be technically competent in the tasks identified in the PWS or other ordering document under the contract. Included in the technical performance is the contractor's contribution in meetings and reviews, the quality of the contractor's technical reports, contractor's productivity and the overall quality of the technical support provided.

6.0 Schedule and Timeliness of Deliveries

The contractor shall be responsive to Government tasking's' and submit their monthly reports, technical reports, trip reports, etc. as required by the contract.

7.0 Contractor Resource Control (Cost)

The contractor shall use the funding authorized to provide support throughout the period of performance. The contractor will be evaluated in the successful control of resources devoted to the task or order. The COR shall compare monthly the contractor's rate of labor and funds usage with those allocated for the effort. Any discrepancies will be brought to the attention of the contracting officer.

8.0 Customer Satisfaction

The contractor shall put the appropriate effort in place to most efficiently perform the requirements provided in the PWS to the Governments satisfaction and standards. The Government shall perform surveillance to determine if the contractor exceeds, meets or does not meet these standards by providing periodic surveys to all customers and the results of these surveys shall be recorded by the COR. Any negative results shall be brought to the attention of the contractor for resolution.

Additionally, communication, business relations and subcontract management shall be considered under the area of customer satisfaction.

9.0 Quality Management Method

- **Quality Plan Processes**
- **Quality Assurance**
Quality Assurance (QA) activities will focus on the processes being used to manage and deliver the solution to evaluate overall project performance on a regular basis. QA will ensure the project satisfies the quality standards and will define and record quality reviews, test performance, and customer acceptance.

- **Quality Control**

Quality Control (QC) activities will be performed by the vendor to verify that project management and project deliverables are of high quality and meet quality standards. These standards are identified as part of vendor’s proposal.

- **Quality Standards**

Quality will be measured in accordance with meeting the objectives stated in the PWS. Therefore, acceptance of deliverables and satisfactory work performance shall be based on the objectives described in Table 1, QASP Performance Matrix.

Table 1 QASP Performance Matrix

Required Deliverables	Unsatisfactory	Marginal	Satisfactory	Exceptional	Surveillance Method
Quality of Delivered Services/Products	95% of the time contractor provides satisfactory quality of all deliverables as expected by the Government. Government intervention is necessary and significant; variances are not explained to satisfaction of the Government.	96% of the time contractor provides satisfactory quality of deliverables as expected by the Government. Government intervention is not necessary and variances can be explained to satisfaction of the Government.	98% of the time contractor provides satisfactory quality of all deliverables as expected by the Government. Government intervention is not necessary and variances can be explained to the satisfaction of the Government.	Performance meets contractual requirements 100% of the time and exceeds many to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.	COR monitors performance through observation during weekly meetings and daily interaction at the work site. COR conducts inspection of deliverables.
Schedule	Contractor does not provide program support services on a timely manner	Performance meets contractual requirements 95% of the time and exceeds many to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished	Performance meets contractual requirements 98% of the time and exceeds many to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished	Performance meets contractual requirements 100% of the time and exceeds many to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished	COR monitors performance through observation during weekly meetings and daily interaction at the work site. COR conducts 100% inspection of deliverables.

		with few minor problems for which corrective actions taken by the contractor was highly effective	with few minor problems for which corrective actions taken by the contractor was highly effective	with few minor problems for which corrective actions taken by the contractor was highly effective.	
Cost control	Contractor does not perform as proposed. There are cost overruns.	Contractor is partially performing with no cost overruns. No innovative techniques are used to bring overall expenditures within limits.	Contractor performance is consistent with the task order terms and conditions and PWS requirements. No cost overruns or invoice issues observed by the Government.	Costs are at or below original proposal. The contractor has identified efficiencies and innovations leading to the reduction of costs.	COR monitors performance through observation during weekly meetings and Monthly Status reports. COR conducts 100% inspection for compliance of all invoices.
Management of personnel, business relationships, and communication.	Contractor staff does not possess required skills and experience to perform the PWS tasks. Contractor does not respond to the Government's inquiries as required. Contractor does not alert the Government as required upon discovery of a technical or programmatic issue, which can significantly impact the cost, schedule, or technical performance. Contractor does not provide recommended corrective actions to the COR.	Contractor staff possesses required skills and experience to perform the PWS tasks. Contractor responds to the Government's inquiries in more than one work day. Contractor alerts the Government within more than 5 days of discovery of a technical or programmatic issue, which can significantly impact cost, schedule or technical performance. Contractor provides recommended corrective actions to COR.	Contractor staff possess required skills and experience to perform the PWS tasks. Contractor responds to the Government's inquiries typically within one work day. Contractor alerts the Government within 5 days of discovery of a technical or programmatic issue which can significantly impact cost, schedule or technical performance. Contractor provides recommended correction actions to the COR.	Contractor staff possesses or exceeds required skills and experience to perform the PWS tasks. Contractor responds to the Government's inquiries in less than one work day. Contractor alerts the Government in less than 5 days of discovery of a technical or programmatic issue, which can significantly impact, cost, schedule, or technical performance. Contractor provides recommended correction actions to the COR.	COR monitors contractor performance through Monthly Status Reports, staffing reports and staffing plan. COR conducts weekly inspections to monitor contractor personnel interactions with the Government. Periodic Inspection and 100% Inspection

APPENDIX A Evaluation Criteria

52.212-2 Evaluation - Commercial Items (October 2014)

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

Technical/Management approach (TMA) and past experience (PE) are greater than price. TMA is more important than PE.

Non-price factors, when combined, are more important than Price. As the difference in non-price factors becomes closer, Price may become more important. Non-price factors will be evaluated first, then price.

(b) Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award. (End of Provision)

C1.0 Evaluation Information

****Failure to comply with any of the requirements identified in the PWS may render the contractor's quote unacceptable.***

GSA will evaluate all quotes to determine the best value to the government. GSA will make that determination based on each vendor's quote using the following evaluation criteria, listed in their order of importance:

- **Technical/Management Approach (TMA)** and its feasibility, practicability and appropriateness in accomplishing PWS requirements. The technical/management approach shall include the Staffing Plan, Schedule, Project Management Plan, and Transition Plan.
- **Past Experience (PE)** is *what specific work was performed* and its relevancy to the scope, size, and duration of requirements identified in the PWS within the last 3 years.

- **Price:** Evaluated to determine that the price is fair and reasonable. The Government reserves the right to conduct a price realism analysis to see if the vendor's prices are unrealistically low, compared to the other price offerings received in response to this solicitation and overall fair and reasonable market pricing (based on independent Government market research). Unrealistically low pricing represent a performance risk, and an offer may be determined in eligible for award if the pricing offered is unrealistically low.

A debriefing may be requested by the vendor, and shall be conducted by GSA in accordance with the requirements of 52.212-1(l).

If any of the evaluation factors (TMA/PE) receives a rating of less than acceptable, the response package may not be reviewed any further and therefore may not be considered for award.

C1.1 Technical and Management Approach (TMA)

This factor considers the extent which the offeror understands the specific requirements of the PWS, and the offeror's technical approach to meeting those requirements.

Each offeror will be evaluated on their demonstrated understanding of the task order requirements, the adequacy of the proposed solution/approach, the quality and completeness of their technical solutions to these objectives, and the overall qualifications and skill mix of the contractor workforce proposed to address these task order objectives.

The following PWS sections and their subsections shall be stated and clearly addressed in the Technical/Management Approach response:

- 3.1 Task 1: Project Management
- 3.2 Task 2: Technical Requirements
- 3.3 Task 3: Consulting Services
- 3.4 Task 4: Training
- 3.5 Task 5: Software Monitoring Requirements

NOTE: An offeror must not simply state that it is willing to perform the solicitation requirements. Vendors must show they are capable of performing the work described in the solicitation. Simply stating they are willing to perform the work without demonstrating their approach may result in a rating of "unacceptable."

C1.2 Past Experience (PE)

This factor considers the extent of the offeror's past experience in carrying out similar work. The government must have confidence in the offeror's ability to complete a project with similar scope, size, and duration with minimal risk.

- Similar in Scope is defined as a measurable range of operations such as the major requirement areas as detailed in Section 3.0 of the PWS.

- The contractor shall demonstrate the ability to meet requirements as detailed in Section 3.0 of the PWS.
- Similar in Size is defined as dollar value, number of personnel in similar skill sets, and/or number of users/hardware supported.
- Similar in Duration is identified the length of time required to show the vendor can support a requirement of similar length. The POP for this requirement is the one-year (12-months) period. Thus, vendors should provide PE similar to this POP.

C1.3 Past Performance (PP)

While past performance is not a formal evaluation factor for this procurement, the GSA CO will review the Federal Awardee Performance and Integrity Information System (FAPIIS) and the Excluded Parties Lists System (EPLS) (within System for Award Management (SAM)) information on the awardee in order to make a past performance responsibility determination in accordance with FAR 9.104-6 FAPIIS and FAR 9.105-1, "Obtaining Information."

The Government reserves the right to review information contained in the Past Performance Information Retrieval System (PPIRS) (<http://www.ppirs.gov/>), and other applicable Government systems and sources in an effort to make an informed responsibility determination prior to award.

C1.4 Price

Price will be evaluated to determine the fairness and reasonableness of proposed pricing. Price will be evaluated separate from the technical elements of the quote. A rating will not be assigned to the evaluation of price.

In the pricing section of your response to this PWS, contractor shall include specific skill category(s) with labor rates the contractor expect to invoice and the number of positions with estimated total hours for each position. The contractor will provide fully burdened labor costs for each proposed skill proposed. The pricing information shall be in a spreadsheet format and it must include a total price for the base and option periods in addition to overall price (inclusive of base period and options). (See Appendix F, Pricing Worksheet).

In an effort to receive the highest quality solution at the lowest possible price the government requests all available discounts on all services offered by the contractor for this requirement. The offeror is encouraged to offer discounts below contract rates. When offering discounts, the quote must clearly identify both the contract and the discount price for each discounted labor rate.

The vendor will provide prompt payment terms in their quote.

C1.5 Organizational Conflict of Interest Plan: The offeror's Organizational Conflict of Interest Plan will be evaluated as acceptable or unacceptable based on meeting the requirements identified in this PWS. An offeror with an unacceptable Organizational Conflict of Interest Plan will have until time of award to submit an acceptable plan or that offeror will be removed from consideration.

The plan should consist of the following sections:

- A Table of Contents
- Part 1 – Disclosure of existing or potential OCI's
- Part 2 – Detailed descriptions of the specific measures that are proposed to avoid, mitigate, or neutralize each one of the OCI's described in Part 1 of the plan.

[END]

APPENDIX B

Instructions to Offerors

D1.0 Response Package Instructions

The contractor's response package must include the following information and must not exceed the following page limitations:

Title	Includes	Format	Page Limit
Contract Documentation			
Cover Letter/Executive Summary	Including contractor's DUNS, Tax ID, and Prompt Payment Discount	Microsoft Word**	Max 3 pages
Technical Portion			
Technical/Management Approach	Covers all requirements defined in Appendix C1.1 and shall include the Staffing Plan & Schedule	Microsoft Word**	Max 10 pages
Project Management Plan	Includes overall methods used to meet the PWS requirements	Microsoft Word **	Max 5 pages
Past Experience			
Past Experience Information	Reference Appendix E, Past Experience Information Sheet	Microsoft Word **	Max 6 pages
Pricing			
Pricing Appendix F	Pricing shall be submitted as a Microsoft Excel document separate from the Technical Portion and shall contain Labor Categories and Rates with Discounts for the entire period of performance (See attached Appendix F, Pricing Worksheet)	Microsoft Excel (Do not PDF this document)	No page limit
Additional Required Information			
Tax Liability Letter	FAR 52.209-11 Representation by Corporations Regarding Delinquent Tax Liability or a Felony Conviction under any Federal Law (Feb 2016) Submitted on company letterhead	PDF Format**	1 page limit
Organizational Conflict of Interest Certification and OCI Mitigation Plan	The OCI Mandatory Certification is found in Section 9.6. The OCI Mitigation Plan shall be submitted in the response package, if an OCI has been identified and requires mitigation.	PDF Format**	No page limit

**Quote shall be 8.5" x 11" page size in Times New Roman font with minimum of 10-point font (8-point font in tables) with the exception of the Excel pricing spreadsheet which must be legible.

D1.1 Required TMA Information

In support of the evaluation of the TMA each offeror must submit the following:

- Description/narrative of the vendor's knowledge and understanding of the requirements as outlined in the PWS. The following PWS sections and their subsections shall be stated and clearly addressed in the Technical/Management Approach:
 - 3.1 Task 1: Project Management
 - 3.2 Task 2: Technical Requirements
 - 3.3 Task 3: Consulting Services

- 3.4 Task 4: Training
- 3.5 Task 5: Software Monitoring Requirements
- The methodologies and techniques proposed to be used to fulfill the PWS requirements including the management of the task.
- In support of the Technical/Management Approach, the vendor shall provide a matrix for the staffing plan that identifies the labor category, PWS sections, and labor hours. See staffing plan matrix template for FFP Labor below. The staffing plan shall address how the team will be structured for this task order. Failure to provide a staffing plan that supports your technical/management approach to the requirements in the PWS may render the contractor's quote as unacceptable.

Staffing Plan matrix template for FFP:

Proposed Labor Category	Prime or Subcontractor	Section of PWS	Labor Hours

NOTE: An offeror must not simply state that it is willing to perform the PWS requirements. Vendors must show they are capable of performing the work described in the PWS.

D1.2 Required Past Experience (PE) Information

Using the Past Experience Information Sheet (*PWS/Appendix E*) provide the recent and relevant PE information for three (3) past or current contracts/task orders executed **and/or completed** within the past 3 years with comparable (same or similar scope, size, duration) requirements to the solicited task.

The offeror may use subcontractor experience as well as prime contractor past experience, as long as it is recent and relevant and of similar size and scope to the work described in the PWS. Prime level experience may be given greater consideration than subcontract level experience, depending on the project scope (value, Period of Performance, and type of work performed and its applicability to the current requirement). The offeror must identify whether it was the prime or a subcontractor for each project.

Note: In rating this factor, the Government will evaluate the firm's similar experience. The government's consideration of experience will include the offeror's organizational experience but will not include specific consideration of the offeror's proposed, current, or former contractor personnel experience as part of the offeror's organizational experience.

Relevancy is defined as work that has been/is being performed for prior or current customer contracts/task orders/projects that are of comparable scope, size, and duration which is similar to the requirement described herein.

Recency is defined as current/former task orders/contracts/projects executed within the

past three (3) from the closing date of the solicitation. The work can be in progress at the time of solicitation submission; however, the project must be far enough along to have a documented record of successful experience.

D1.3 Required Pricing Information

This requirement is a hybrid T&M and FFP task order with pricing based on the NETCENTS II contract. In the pricing section of the response to this PWS, offerors shall include specific skill category(s) with rates the contractor expects to invoice and the number of positions with estimated total hours for each position. These rates shall be fully burdened, and not subject to DCAA or other finalized audited rates. After award, this order shall not be considered a Forward Pricing Rate Agreement (FPRA).

In an effort to receive the highest quality solution at the lowest possible price the government requests all available discounts on all services offered by the contractor for this requirement. The offeror is encouraged to offer discounts below contract rates. When offering discounts, quotes must clearly identify both the contract and the discount price for each discounted labor rate.

The vendor will provide/offer prompt payment terms in their quote, ensuring that any prompt payment terms included in the basic contract.

D1.4 Required PP Information

Although Past Performance (PP) is not a formal evaluation factor for award, the GSA CO will review the Federal Awardee Performance and Integrity Information System (FAPIS) and the Excluded Parties Lists System (EPLS) (within System for Award Management (SAM)) information on the awardee in order to make a past performance **responsibility determination** in accordance with FAR 9.104-6 FAPIS and FAR 9.105-1, "Obtaining Information."

There is no additional information required for submittal by the contractor with their offer.

D1.5 Travel

Travel is not anticipated for this task.

D1.6 Organizational Conflict of Interest

In response to this solicitation the vendor shall identify any potential conflicts of interest associated with the requirements of this procurement, per FAR 9.5. This disclosure shall be submitted on a separate signed letter on company letterhead. If no OCI exists, the letter shall state that fact, and shall be signed by an authorized signatory of the company, and submitted in the quotation package.

D1.7 Required Tax Certification Letter

Please submit the following in accordance with the Department of Justice's policy certifying that your company does not have any unpaid federal tax delinquencies or, within the preceding 24 months, has a felony criminal conviction under any federal law or state law.

Response is required on your company letterhead identifying the project title, and ID07180006. Date the document, and ensure the document is signed by an official of the company who is authorized to represent the company on this topic.

FAR 52.209-11 Representation by Corporations Regarding Delinquent Tax Liability or a Felony Conviction under any Federal Law (Feb 2016)

(a) As required by sections 744 and 745 of Division E of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235), and similar provisions, if contained in subsequent appropriations acts, the Government will not enter into a contract with any corporation that--

(1) Has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability, where the awarding agency is aware of the unpaid tax liability, unless an agency has considered suspension or debarment of the corporation and made a determination that suspension or debarment is not necessary to protect the interests of the Government; or

(2) Was convicted of a felony criminal violation under any Federal law within the preceding 24 months, where the awarding agency is aware of the conviction, unless an agency has considered suspension or debarment of the corporation and made a determination that this action is not necessary to protect the interests of the Government.

(b) The Offeror represents that--

(1) It is is not a corporation that has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability; and (2) It is is not a corporation that was convicted of a felony criminal violation under a Federal law within the preceding 24 months.

(End of provision)

D 4.0 FAR 52.209-12 Certification Regarding Tax Matters - Certification Regarding Tax Matters (Feb 2016)

(a) This provision implements section 523 of Division B of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235), and similar provisions, if contained in subsequent appropriations acts

(b) If the Offeror is proposing a total contract price that will exceed \$5,000,000 (including options), the Offeror shall certify that, to the best of its knowledge and belief, it--

- (1) Has filed all Federal tax returns required during the three years preceding the certification;
- (2) Has not been convicted of a criminal offense under the Internal Revenue Code of 1986;
and
- (3) Has not , more than 90 days prior to certification, been notified of any unpaid Federal tax assessment for which the liability remains unsatisfied, unless the assessment is the subject of an installment agreement or offer in compromise that has been approved by the Internal Revenue Service and is not in default, or the assessment is the subject of a non-frivolous administrative or judicial proceeding.

(End of provision)

D 5.0 52.227-15 Representation of Limited Rights Data and Restricted Computer Software. (DEC 2007)

As prescribed in [27.409\(c\)](#), insert the following provision:

- (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.

D1.8 Response package Development Instructions

The contractor must submit the response by the date and time established in the notice provided via email to-

If a contractor decides to submit a “No Bid” in response to the solicitation, GSA requests a reason be provided.

All questions concerning this solicitation package will be submitted to the GSA CO via email to by 10 April 2018 at 2:00 p.m. CST. The GSA CO will compile all questions and responses and issue all questions and answer received to all solicited vendors via email.

The only method by which any terms of this solicitation (to include the PWS) may be changed is by a formal amendment to the solicitation generated by the issuing office. No other communication made whether oral or in writing (e.g., at any Pre-offer submittal conference, Industry Questions & Answers prior to response closing date and time, clarifications, etc.), will modify or supersede the terms of the PWS. No contact with anyone other than the responsible CO is allowable after the release of the solicitation.

The Government reserves the right to make a selection based upon initial submittal packages; therefore the offeror should submit its best terms in its initial submission. The Government also reserves the discretion to confer with offerors/interested parties and request revised submittal packages if needed. The Government reserves the right to make no award.

Offeror's shall thoroughly examine all solicitation documents and instructions. Failure to do so will be at the Offeror's own risk. Failure to comply with all of the terms and conditions of the solicitation, to include the PWS, may result in the Government's elimination of the submittal package received in response to the solicitation, from further consideration for award.

[END]

APPENDIX C

PAST EXPERIENCE INFORMATION SHEET

Provide the information requested in this form for each contract/program being described. Provide concise comments regarding your performance on the contracts you identify. Provide a separate completed form for each contract/program submitted. Limit the number of past efforts submitted and the length of each submission to the limitations set forth in the task order, *Section B1.1.3, Past Experience*, of this solicitation.

A. Offeror Name (Company/Division): _____
 CAGE Code: _____
 DUNS Number: _____

(NOTE: If the company or division performing this effort is different than the offeror or the relevance of this effort to the instant acquisition is impacted by any company/corporate organizational change, note those changes.)

B. Program Title: _____

C. Contract Specifics:

1. Contracting Agency or Customer: _____
2. Contract Number: _____
3. Contract Type: _____
4. Period of Performance: _____
5. Total Contract \$ Value: _____ (Total cost to include all options)
6. Current Contract \$ Value: _____ (Do not include unexercised options)

D. Brief Description of Effort as Prime or Subcontractor

(Please indicate whether it was development and/or production, or other acquisition phase and highlight portions considered most relevant to current acquisition): _____

E. Milestones:

1. Start Date: _____
2. Completion Date: _____

F. Primary Customer Points of Contact: (For Government contracts provide current information on both individuals. For commercial contracts, provide points of contact fulfilling these same roles.)

Client Program Manager and/or Site Manager Information	Name	
	Office	
	Telephone	
	E-Mail	
Contracting Officer Information	Name	
	Office	

	Telephone	
	E-Mail	

G. Describe **in as much detail as possible** why this experience is relevant with respect to the scope of the overall task and to the requirements as described in Sections 3 of this SOW/PWS. Scope is defined as the range of work/skills being referenced is similar in nature to the requirements identified in the SOW/PWS. Please reference back to Appendix C, Section C1.2 Past Experience (PE) “similar” language.

H. Describe **in as much detail as possible** why this experience is relevant with respect to the size of the overall task and to the requirements as described in Sections 3 of this PWS. **Size is defined as dollar value, number of personnel in similar skill sets, and/or number of users/hardware supported** is similar in nature to the requirements identified in the PWS. Please reference back to Appendix C, Section C1.2 Past Experience (PE) “similar” language.

APPENDIX D

Separate Excel Pricing Worksheet