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Performance Work Statement (PWS)  
Small Business Enterprise Application Solutions (SBEAS)  
*{Add your own title here}*  
Task Order Performance Work Statement (PWS)

Name:	
Organization:	
Address:	<i>{physical mailing address}</i>

**EXECUTIVE SUMMARY**

*{Provide a short description of the work the contractor is to perform.}*

*{The Defense Acquisition Guidebook (DAG), Chapter 10, provides guidance for executing a proven, repeatable process and set of procedures that contribute to successful services acquisition.*

*<https://www.dau.mil/guidebooks/Shared%20Documents%20HTML/Chapter%2010%20Acquisition%20of%20Services.aspx#toc12>*

*If you plan to use an agile software development approach, please see General Services Administration’s (GSA’s) sample PWS,*

*[https://tech.gsa.gov/guides/Agile\\_Contracts\\_PWS\\_Template/](https://tech.gsa.gov/guides/Agile_Contracts_PWS_Template/) or the TechFAR Hub:*

*<https://techfarhub.cio.gov/>.*

*The PWS comprises the “heart” of any service acquisition and the success or failure of a contract is greatly dependent on the quality of the PWS. The PWS identifies the technical, functional, and performance characteristics of the government’s requirements. There is no mandatory template or outline for a PWS. The Federal Acquisition Regulation (FAR) only requires agencies, to the maximum extent practicable:*

- Describe work in terms of required results rather than “how” the work is to be accomplished or the number of hours to be provided.*
- Enable assessment of work performance against measurable performance standards.*
- Rely on measurable performance standards and financial incentives in a competitive environment to encourage innovation and cost effective methods of performing the work.*



**Performance Work Statement (PWS)**

*{This template has examples of sample wording. To assist potential bidders, we request you keep the format structure the same (e.g., section 4 lists all tasks to be performed). Customize the text to suit your needs.}*

**1.0 INTRODUCTION**

*{In this section, describe the importance of your organization’s mission and how this task order contributes to that mission. Describe your overall acquisition vision and desired mission results. This paragraph sets your expectations of contractor performance in terms of teamwork and improving mission results thru efficiencies and process improvements. Keep this section focused and relatively brief, but capture the importance of achieving mission results and your performance expectations.}*

**2.0 SCOPE**

*{In this section, briefly describe the scope of the performance requirement and the desired outcome. Provide a brief historical description of the program/requirement that provides the context for this effort (include who is being supported and where). Describe the general desired outcomes of your requirement. Consider that a contractor will have a greater chance at success with adequate information that clearly defines the magnitude, quality, and scope of the desired outcomes. In this section, explain any known dependencies that may pose a risk to the success of the task order. For example, if the system will be fielded in the Defense Information Systems Agency (DISA) operating environment, or if a Responsible Test Organization (RTO) will perform government acceptance testing, there may be schedule risks. Identify government-specific tools or services the contractor must use.}*

**2.1 Background**

The system . . .

**2.2 Desired Outcome (Program Objectives)**

*{Sample}*

Identify and implement best practices, new technologies, and streamlined approaches that afford the *{name}* the ability to improve system performance and business processes (e.g. offering tools, techniques, and practices for migration to a joint information environment (JIE), supporting enterprise level services).

Continuously seek ways to increase customer satisfaction through delivery of best value and superior IT services.

- a. Assure affordable, best value, best-priced solutions for *{problem}*.
- b. Balance the long-term *{project}* costs driven by maintainability, reliability and scalability



Performance Work Statement (PWS)

2.3 Task Order Objectives

- a. Deploy software in discrete increments, each of which comprises a system or solution that is not dependent on any subsequent increment to perform its principle functions every six (6) months (deployment includes user training and service desk support)
- b. Take advantage of technology evolution during the lifecycle of this task order/project

3.0 GENERAL REQUIREMENTS

*{In this section, describe general requirements not specifically related to performance outcomes but have an impact on the success of the task order. (Place of performance, period of performance, etc.)}*

3.1 Place of Performance

*{Each task order must designate where the contractor is to perform the work: at either the customer’s (government) or contractor’s site. Specify if travel to other government or contractor facilities may be required. Specify whether the contractor is required to support exercise or deployment activities. If you allow off-base work, include information on a facility clearance.}*

3.1.1 Government-provided Facility Space

The government will provide materials (equipment and services) and facility space located \_\_\_\_\_. All provided equipment and materials shall remain at the government facility. All government-furnished materials remain the property of the government and the contractor will be return the materials to the Contracting Officer’s Representative (COR) upon request or at the end of the period of performance. The government considers equipment purchased by the contractor, with the approval of the government, directly charged to Other Direct Costs (ODC) government-owned, contractor-operated equipment. The contractor shall conduct a joint inventory and turn in this equipment to the COR upon request or end of period of performance. The government reserves the right to change, alter, and/or modify the facilities provided to the contractor. The government will also provide access to the infrastructure and all related network and computer devices required to perform the services in this task order.

The contractor shall be responsible for safeguarding all government property provided for contractor use. The contractor shall account for all Air Force-owned IT (hardware and software) furnished to the contractor through the [Contractor’s Personnel Roster, Exhibit Line Item Number \(ELIN\) ELIN 0017](#).<sup>1</sup>

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<sup>1</sup> Sample



**Performance Work Statement (PWS)**

**3.1.2 Contractor Facility Clearance**

The contractor shall ensure all contractor personnel who process unclassified Department of Defense (DoD) information on non-DoD systems comply with applicable Defense Federal Acquisition Regulation Supplements (DFARS) clauses and comply with DoD 5220.22-M *National Industrial Security Program*, as amended.

If the contractor does not possess a facility clearance, the government will request one.

**3.2 Period of Performance**

This task order includes a \_\_\_-month base period and \_\_\_-month options.

**3.3 Recognized Federal Holidays**

New Year’s Day	Labor Day
Martin Luther King Jr.’s Birthday	Columbus Day
President’s Day	Veteran’s Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

**3.4 Operating Hours**

Check with the Contracting Office (CO) and COR for access to government facilities outside the hours identified in paragraph 3.9.6 Access to Gunter AFB Buildings.

**3.4.1 Normal Operating Hours**

The contractor is responsible for conducting business during the hours of {\_\_\_\_\_}, except Federal holidays or when the government closes their facilities. The contractor may also be required to support 24/7 operations 365 days per year to support cybersecurity incidents or as identified in paragraph 3.4.3 Extended Operating Hours.

**3.4.2 Service Desk Operating Hours**

The contractor shall provide service desk support between the hours of 07:00 a.m. to 4:00 p.m. Central Standard Time, Monday through Friday (excluding recognized Federal holidays).

**3.4.3 Extended Operating Hours**

During implementation of a software release, *{Name}* may have unanticipated problems or other emergency requiring contractor support. When unscheduled emergencies and system problems occur outside the normal workday, the contractor shall provide support upon CO approval of extended hours.



**3.5 Other Direct Costs (ODC)**

*{Reference paragraph 4.8 of the SOO. Make sure your ODC requirements align with the SOO.}*

The ODC category provides an estimate of the types and quantity of material, or equipment required by the contractor to perform the work. ODC includes such things as IT Solution Equipment and IT Solution Software. The contractor shall include a detailed description of all proposed ODC. The government will not reimburse the contractor for the cost of general-purpose items required for the contractor's normal business operations.

**3.6 Travel Requirements and Reimbursements**

*{Reference paragraph 4.9 of the SOO. Make sure your travel requirements align with the SOO.}*

The government may require the contractor to attend meetings, conferences, etc. at locations outside the primary location. At the government's request, the contractor shall submit all travel requirements (including plans, agenda, itinerary, dates, and estimates for (non-local) travel) for review and approval by the CO or COR at least five (5) business days *prior* to departure. The contractor's request for travel and CO's approval for travel shall be in writing and contain the dates, locations and estimated costs of the travel.

The contractor shall bill the for travel cost reimbursement in accordance with FAR 31.205-46, *Travel Costs*. The contractor shall travel using the lower cost mode transportation commensurate with the mission requirements. When necessary to use air travel, the contractor shall use economy class or similar accommodations to the extent they are available and commensurate with the mission requirements. The government will approve authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this task order. The government will not approve a profit for travel reimbursements.

**4.0 TASKS**

**4.1 Task 1:**

**4.2 Task 2:**

**4.3 Task 3:** *{Add more tasks as necessary}*

**5.0 Task Order Deliverables**

*The DDForm 1423 directs the contractor to prepare and deliver data that meets specific approval and acceptance criteria.*

*Strive to minimize data requirements that require government approval and delivery. Only acquire necessary data. The usual rule of thumb is to limit data to those needed by the government to make a decision or to comply with a higher-level requirement. The number*



**Performance Work Statement (PWS)**

*and complexity of required deliverables need to correlate to the size and complexity of the task order. Make sure you have all information required to maintain the software/system (e.g. external libraries, Commercial Off-The-Shelf (COTS) hardware/software, Free and Open Software (FOSS), licenses, hardware configurations, compile and install instructions, etc.) See Attachment C for a list recommended deliverables under the SBEAS contract. Be sure to include information on your DD Form 1423 regarding data rights.*

**Recommended reading:**

*DAU’s Acquiring and Enforcing the Government’s Rights in Technical Data and Computer Software Under Department of Defense Contracts, May 2017, <https://www.dau.mil/tools/t/TDR-GB> }*

The government requires all deliverables that include Scientific and Technical Information (STINFO), as determined by the government, be properly marked IAW DoD Instruction (DODI) 5230.24, *Distribution Statements on Technical Documents* and AFI 61-201, *Management of Scientific and Technical Information (STINFO)* prior to initial coordination or final delivery. Failure to mark deliverables as instructed by the government shall result in non-acceptance of the deliverable. The contractor shall include the proper markings on any deliverable deemed STINFO regardless of media type, stage of completeness, or method of distribution. Therefore, even draft documents containing STINFO and STINFO sent via e-mail require correct markings. Additionally, the contractor shall formally deliver all intellectual property, software, licensing, physical records, files, documents, working papers, and other data for which the Government shall treat as deliverable.

The contractor shall provide the deliverables identified below. The contractor shall review with the COR, all DD Form 1423 instructions for deliverable formats included in Exhibit A. The contractor is directed to blocks 4 and 16 of DD Form 1423 for the Data Item Descriptions (DIDs) and format for each deliverable. The contractor is encouraged to conduct discussions with the COR early and often regarding task order deliveries to reduce the risk of post-delivery discussions, clarifications or rejections.

*{Sample}*

<b>ELIN</b>	<b>Data Item Description (DID)</b>	<b>Title</b>
<b>001H</b>	<b>DI-MGMT-80368A</b>	<b>Status Report</b>
<b>001M</b>	<b>DI-MGMT-80501</b>	<b>Contractor’s Corrective Action Plan</b>
<b>001S</b>	<b>DI-MGMT-81580</b>	<b>Contractor’s Standard Operating Procedures (SOP)</b>
<b>001X</b>	<b>DI-MGMT-81808</b>	<b>Contractor’s Risk Management Plan</b>
<b>001Y</b>	<b>DI-MGMT-81809</b>	<b>Risk Management Status Report</b>
<b>001Z</b>	<b>DI-MGMT-81834</b>	<b>Contractor’s Personnel Roster</b>



Performance Work Statement (PWS)

ELIN	Data Item Description (DID)	Title
002X	DI-MGMT-81861	Integrated Program Management Report (IPMR) Note: Format 6 is the Contractor's Integrated Master Schedule (IMS)
0032	DI-MGMT-80004A	Management Plan

Table 1 Task Order Deliverables

6.0 SERVICES SUMMARY

*{Reference AFI63-138, Acquisition of Services, Chapter 6, Services Contracts Quality Management Oversight. }*

PWS Paragraph	Performance Objective/ Elements	Standards/ Acceptable Quality Level (AQL)	Inspection			Remedy
			What	How/ Method	When/ Frequency	

Table 2 Services Summary