

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

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

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# STATEMENT OF WORK

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

May 1, 2011

## 1.0 WORK REQUIREMENTS

### 1.1 BACKGROUND

### 1.2 OBJECTIVES

The objective is to support the Government to achieve the program management, integration, migration and fielding objectives of the Software Engineering Center. The contractor shall provide technical direction for software development tasks, including the review of work products for correctness, adherence to the design concept, and for progress in accordance with established schedules. The contractor shall make recommendations for approval of system installations. The contractor shall analyze the system development and design, define the problem, and develop system requirements and program specifications. The contractor shall develop, in conjunction with functional users, system alternative solutions. The contractor shall design software tools and subsystems to support software reuse and domain analyses, and manage software development and support using formal specifications, data flow diagrams and other accepted design techniques and Computer Aided Software Engineering (CASE) tools. The contractor shall estimate software development costs and schedule, review existing programs and assist in making refinements, reducing operating time and improving current techniques. The contractor shall review and make recommendations for the improvement of the software configuration management program. The contractor shall provide security engineering support for reaccreditation of the Standard Government Management Information Systems. This work requires a high degree of system specific knowledge and a background in the various technologies currently being incorporated into the Standard Government Management Information Systems. Analysis shall be performed by the contractor but all decisions remain with the government.

### 1.3 REQUIREMENTS

#### 1.3.1 Process Improvement:

The Contractor shall implement Process Improvement (PI) in accordance with written guidance from the Software Engineering Center. Additionally, the Contractor shall identify areas for improvement through the Integrated Process Teams (IPT) for consideration for implementation across the enterprise. Proactive process improvement activities are highly encouraged. Any new processes proposed and adopted by the Agency shall be considered to be a PI.

#### 1.3.2 Specific Tasks:

The contractor shall support the initiatives of the Standard Government Management Information Systems organizations in evolving the system for which they are responsible into the 21<sup>st</sup> century. The contractor shall provide all necessary qualified personnel, supervision, management, facilities, materials, supplies, equipment, software, training and non-personal technical services to accomplish the tasks specified. The contractor shall provide system and technical engineering support for the Program schedule in accordance with the applicable regulatory requirements. All efforts will be in accordance with the Integration and Runtime Specification (I&RTS), DoD initiatives such as Global Command and Control System (GCCS) and Global Combat Support System (GCSS), and other approved technical architectures, standards and guidelines such as the evolving Common Data Environment (CoDE).

#### Task 1 – Task Order Management.

Prepare a TO Management Plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements throughout TO execution. Provide a Monthly Status Report monitoring the quality assurance, configuration management and security management applied to the TO.

Deliverables: Task Order Management Plan; Monthly Status Report; Monthly Financial Status Report. Report shall include status of project progress, activities completed, upcoming activities, and issues to be addressed. The report shall also address a projected monthly funding profile for the fiscal year based on the applicable program schedule. Cost data shall be identified according to source of funding.

#### Task 2 – Program Management Documentation.

Subtask 1 – Program Management Documentation. The contractor shall develop, write, update, revise, maintain and publish Product Manager and Project Officer plans, strategies, Information Technology (IT) Overarching Integrated Product Team (OIPT) and acquisition documentation as required. The contractor shall conduct IT OIPT documentation analyses to ensure that all documents which support the Agency are consistent, correct, clear, comprehensive, and within the regulatory guidelines contained in DoD 5000 Series, DoD 8120.2M, AR 25 and 73 Series with associated DA Pamphlets, and AR 70-1. The contractor shall support the agency with coordination and staffing tasks for the approval of IT OIPT documentation, initiatives and events.

Deliverables: Acquisition Strategy; Acquisition Program Baseline.

Subtask 2 – Graphical Presentations. The contractor shall provide graphical support for documents, briefings, displays, newsletters and brochures, to include multi-media presentations within the scope of this work requirement as required by AR 25-3. The Government will process reproduction requirements in accordance with current regulatory guidance. The contractor shall create and maintain World Wide Web site for Agency.

Deliverables: Briefings and Presentations; Systems Briefings.

Subtask 3 – Metrics. The contractor shall collect, analyze and publish Software Test and Evaluation Panel (STEP) Metrics in support of Risk Management (RM) initiatives throughout the software development process. The contractor shall assist in developing and maintaining a Risk Management program in accordance with DA Pam 73-7, DoD 5000.1, MIL-STD-498. The contractor shall collect, analyze, disseminate, publish and brief software metrics collected during each period.

Deliverables: Risk Management Plan.

Subtask 4 – Economic Analyses. The contractor shall provide functional and technical economic analysis support. The contractor shall update, revise, publish and maintain functional and technical Information System Cost and Economic Analyses (ISCEA) and Study Plans in accordance with OD (PA&E) Guide for Developing AIS Cost and Operational Effectiveness Analyses, AR 25-3 and the U.S. Army Cost and Economic Analysis Center Manual.

Deliverables: Study Plan; Cost Analysis Requirements Description (CARD); Economic Analyses; and Life Cycle Cost Estimate.

Subtask 5 – Meeting Attendance. As required and in accordance with AR 25-3, support attendance at meetings, conferences, in-progress reviews (IPR) and work groups that are scheduled for the purpose of developing, reviewing or coordinating IT OIPT documents, procuring hardware and software and system fielding.

Deliverables: Report/Minutes, Record of Meeting.

Subtask 6 – Hardware Acquisition. The contractor shall perform activities for the procurement of hardware. The client will make the actual purchases. No inherently governmental functions will be performed by the contractor. The contractor shall track hardware orders through the acquisition process and prepare and review DD Form 1155 and DA Form 3953 to add,

change and identify missing items. The contractor shall coordinate with vendor organizations for delivery estimates and ensure delivery dates support fielding schedules. The contractor shall track all funds spent for the acquisition of hardware.

Deliverables: Progress Report (Studies).

Subtask 7 – Business Communications. The contractor shall support and provide expert knowledge in the development and preparation of professional stories, awards, and news releases pertaining to products to be published in approved professional journals.

Deliverables: Articles/Awards.

Additional Deliverables:

Project management Plan

Quality Assurance Plan

Acquisition Decision Memorandum

Transition Plan

System MANPRINT Management Plan

Task 3 – Local Area Network (LAN) and Office Automation Management.

Subtask 1 – Network Engineering and Office Automation. The contractor shall support the maintenance of the Agency LAN. The contractor shall provide network engineering and system administration services to the Government. The contractor shall assist with the installation, maintenance and trouble-shooting of hardware and software. The contractor shall provide desk-side assistance to office personnel on network or office automation problems. The contractor shall operate all systems in compliance with AR 25-3 and AR 380-19. The contractor shall administer Web server hardware.

Deliverables: Status Report.

Task 4 – System Security Certification and Accreditation.

The contractor shall provide security management services, which will ensure adequate security safeguards are provided to prevent deliberate or inadvertent unauthorized disclosure, denial of services, and unauthorized manipulation of information and unauthorized use of the Standard Government Management Information Systems. The services provided shall include coordination, risk management engineering, development, evaluation and assessment of specified subsystems. The contractor shall develop and update, as appropriate, the System Security Plan and Accreditation documentation in accordance with DoD 5200.28, DoD 5200.28-STD, DoD 5200.1-R, AR 380-5 and AR 380-19. The contractor shall coordinate and evaluate security test and evaluation (ST&E) activities and provide input to quality assurance in development of specific security tests. The contractor shall observe system tests for security adequacy and prepare after action reports. The contractor shall evaluate results of system tests and incorporate findings for certification and accreditation evidence.

Deliverables: System Security Plan and Accreditation Document; Test Analysis Report.

Task 5 – Test and Integration.

The contractor shall review and analyze the implementation and migration of new technologies and develop recommendations for supporting the integration of Standard Government Management Information Systems into an integrated baseline.

Deliverables: Studies and Analyses.

## Task 6 – Software Reengineering and Integration.

Subtask 1 – Requirement Analysis. The contractor shall participate in requirement analysis planning in support of the migration and integration of current legacy systems. The contractor shall examine systems for the purpose of achieving long term, full-scale integration required for the Government. The contractor shall develop options for process improvement and develop tools as directed to support analyses. The contractor shall maintain and upgrade system capabilities as directed. The contractor shall conduct the analysis but decisions remains with the government.

Deliverables: Data Flow Diagrams.

Subtask 2 – Intranet Analysis and Design. The contractor shall participate in the requirements analysis, development and implementation of Government intranet to support internal operations, business processes and the Governments reduction in the use of paper.

Deliverables: Computer Software Package.

## Task 7 – Prototyping.

Subtask 1 – Prototyping. The contractor shall design, develop, install, test and validate, operate and maintain prototype applications and databases to determine solutions for integration issues. The contractor shall develop schedules and implementation plans in accordance with Director guidance.

Deliverables: Computer Software Package.

Subtask 2 – Configuration Management of System Standards. The contractor shall examine, evaluate, and monitor baseline software to maintain version control integrity. The contractor shall perform analyses to ensure integration, viability and cost impact data for technology insertion. The contractor shall analyze information and report on initiatives that could be used in support of Government products.

Deliverables: Configuration Management Plan (CMP).

## Task 8 – Test and Evaluation.

Subtask 1 – Test Plans, Procedures and Reports. The contractor shall develop, write, update, revise, maintain and publish test plans, procedures and reports for IT Systems and computers. The contractor shall use benchmark test files, software and other industry and/or Government owned evaluation software for system acceptance.

Deliverables: Test and Evaluation Master Plan (TEMP); Software Test Plan.

Subtask 2 – Quality Assurance Testing. The contractor shall participate in and conduct quality assurance and acceptance testing of IT applications throughout the life cycle. The contractor shall develop, write, revise, evaluate, maintain and publish software quality assurance, acceptance test analysis reports and trip reports. .

Deliverables: Test Analysis Report.

## Task 9 – Database Design.

Subtask 1 – Data Modeling and Integration. The contractor shall develop logical data models from existing application software and across functional domains for the purpose of designing standard/common/ migration systems. The contractor shall evaluate process models within a functional area to facilitate data model development and data integration. The contractor shall participate in the development of data migration strategies to identify the plans and processes for the transition of current legacy data to shared data and the evolution of an Open System Environment (OSE).

Deliverables: System Integration and Migration Plan.

#### Task 10 – Software Development Efforts.

Subtask 1 – World Wide Web Development. The contractor shall develop and maintain interactive data driven Web applications for Agency and subordinate Product Managers and Project Officers. The contractor shall collect and analyze Web content information and create related multimedia displays. The contractor shall evaluate multiple technologies, tools, and techniques to include Web server software, Web page editors, various scripting languages, and database software.

Deliverables: Computer Software Product.

Subtask 2 – Software Development Cost and Schedule. The contractor shall develop software costs and schedules. The contractor shall review existing programs and shall assist in making refinements, reducing operating time and improving current techniques.

Deliverables: Progress Report (Studies).

Subtask 3 – Technical Support. The contractor shall provide technical support and evaluation in the areas of specialized software products to include communications, operating system, client server, and RDBMS software. The contractor shall evaluate Government and commercial off-the-shelf (COTS) software packages to assist in the development of software standards across agency software.

Deliverables: Computer Programming Standards.

#### Task 11 – Implementation Plans.

The contractor shall develop plans and methodologies for the successful migration of current legacy systems, databases and infrastructures to an integrated environment. The contractor shall assist in the development of engineering plans to support the migration of the current system development efforts to new and emerging technologies.

Deliverables: Implementation Plan.

#### Task 12 – System Synchronization Efforts.

Subtask 1 – System Synchronization Efforts. The contractor shall participate in the fielding effort by ensuring the synchronization of fielding tasks (i.e., hardware, software, and training schedule).

Deliverables: Report/Minutes, Record of Meeting.

Subtask 2 – System Engineering Support. The contractor shall provide system engineering services for Government. The contractor shall coordinate fielding schedules and plans with installation force modernization offices. The contractor shall conduct New Materiel Introductory Briefings at fielding sites. The contractor shall participate in planning and implementing future system interfaces.

Deliverables: Progress Report (Studies).

Subtask 3 – Fielding Support. The contractor shall provide fielding support for applications in CONUS and OCONUS installations as directed. The contractor shall coordinate with headquarters and installation personnel on the fielding of applications. The contractor shall coordinate fielding schedules and plans with installation force modernization offices. The contractor shall participate in site surveys and fielding efforts to ensure the synchronization of fielding tasks (i.e., hardware, software and training schedule) and identify potential problems. The contractor shall conduct briefings and presentations at fielding sites. The contractor shall participate in planning and implementing future system interfaces.

Deliverables: Site Survey Reports.

Task 13 – Software Modification and Configuration Management.

The contractor shall provide technical and operational support to include network administration services, documentation maintenance, and routine system problem identification and correction. The contractor shall participate in software modifications, testing, installation and ongoing quality assurance.

Deliverables: Engineering Change Proposal (ECP).

1.4 PLACE OF PERFORMANCE

The work is to be performed at the Government’s site. The managerial point of contact is the Primary CR or a designated alternate. Travel will be required to facilitate the production of any deliverable, and will be conducted on a cost reimbursable basis in accordance with the basic contract and must be in accordance with the Federal Travel Regulations and Joint Travel Regulations. All non-local travel will require Travel Approval Request (TAR) approval from the CR with the approved TAR submitted to the Government prior to performance.

1.5 HOURS OF WORK

The Contractor shall provide support from 7:30 AM to 4:00 PM local time, Monday through Friday, excluding Federal Holidays and government facility closures. Other support (including technical) may be provided from 7:00 AM to 7:00 PM local time, Monday through Sunday, excluding Federal Holidays and government facility closures. Schedules are to be coordinated with the CR for any differences other than the time listing provided. Any overtime work must be submitted and pre-approved by the CR and by the Contractor.

1.6 WORK SPACE

The Government will provide workspace for Contractor personnel.

1.7 TRAVEL

Projected travel follows:

From	Destination	Number of Trips	Duration Per Trip (Days)
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1.7.1 The Contractor shall perform travel, as necessary, to attend meetings, conferences, demonstrations and working groups to perform the tasks described in this task order. It is anticipated that extensive travel will be required for both CONUS and OCONUS travel.

1.7.2 The following clauses are incorporated as applicable when deployment of contractors is anticipated.

DFARS 252.228-7003 Capture and Detention

DFARS 252.225-7043 Antiterrorism/Force Protection Policy for Defense Contractors Outside the U.S.

DFARS 252.209-7001 Disclosure of Ownership or Control by the Government of a Terrorist Country

FAR clauses incorporated into procurement:

FAR Clause 52.217-5 Evaluation of Options (July 1990):

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government’s best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).



FAR Clause 52.217-8 Option to Extend Services (NOV 1999):

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

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

- (a) The Government may extend the term of this contract by written notice to the Contractor within 30 days of contract expiration; 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.
- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
- (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years.

HSPD-12 and FISMA

52.204-9 Personal Identity Verification of Contractor Personnel (Sept 2007)

The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

The Contractor shall insert FAR clause 52.204-9 in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

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 have been issued identification in compliance with HSPD-12 policy. In the proposal, offerors 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	
Office Symbol	
Address	
City, State, Zip	
Email address	
Telephone #	

POC

Federal Information Security Management Act (FISMA) of 2002 Compliance

The Information Technology security provisions of the Federal Information Security Management Act of 2002, (Title III of the E-Government Act of 2002) have been implemented and can be found at <http://iase.disa.mil/fisma/index.html>. The point of contract information regarding FISMA is:

POC-Name	
Office-Symbol	
Address City, State Zip	
Email address	
Telephone #	
FAX #	

All costs associated with obtaining necessary clearances shall be borne by the contractor, except as otherwise stated in the PWS or IAW the Government

1.7.3 The Contractor shall ensure that all employees performing in Germany while in a TDY status apply for exemptions from the German work permit. The “Request for Confirmation of Exemption from the Requirement to Obtain a Work Permit” application shall be processed with the State Labor Office, Stuttgart GE. Information can be obtained from the Civilian Human Resource Management Agency.

1.7.4 Coverage by and compliance with a SOFA may be necessary during performance of this task. If a SOFA becomes applicable, the contractor will be responsible for providing the necessary documentation for the application for coverage of the SOFA and for acting in accordance with the terms of the SOFA if coverage is granted.

1.7.5 All terms and conditions of the Federal Travel Regulations/Joint Travel Regulations shall apply to all travel and travel-related matters under this task order. Travel must be approved in advance.

1.8 CONTRACT DELIVERABLES

All deliverables shall be delivered in electronic format. Unless otherwise specified, the Contractor shall provide the deliverable as an attachment(s) to an Email. The Contractor shall develop documentation to be placed on the Web in Portable Document Format (PDF) and the latest Microsoft Office suite products. No other office automation software shall be used.

1.9 SCHEDULE

All deliverables shall be delivered in electronic format. Unless otherwise specified, the Contractor shall provide the deliverable as an attachment(s) to an Email. The Contractor shall develop documentation to be placed on the Website in Portable Document Format (PDF) and the latest version of the Microsoft Office Suite.

PWS Task#	Deliverable Title	Number/Format	Calendar Days After TO Start
1	Task Order Management Plan	Standard Distribution	Draft - 15 Final - 30
1	Financial Status Report	Standard Distribution	Monthly, on 10th Workday
1	Status Report	Standard Distribution	Monthly, on 10th Workday
2	Acquisition Strategy	Standard Distribution	Develop/Maintain 365
2	Acquisition Program Baseline	Standard Distribution	Develop/Maintain 365
2	Briefings and Presentations	Standard Distribution	Develop/Maintain 365
2	Risk Management Plan	Standard Distribution	Develop/Maintain 365
2	Study Plan	Standard Distribution	Develop/Maintain 365
2	Cost Analysis Requirement	Standard Distribution	Develop/Maintain 365
2	Lifecycle Cost Estimate	Standard Distribution	Develop/Maintain 365
2	Reports, Minutes	Standard Distribution	Develop/Maintain 365
2	Progress Report	Standard Distribution	Develop/Maintain 365
2	Project Management Plan	Standard Distribution	Develop/Maintain 365
2	Quality Assurance Plan	Standard Distribution	Develop/Maintain 365
2	Acquisition Decision Memorandum	Standard Distribution	Develop/Maintain 365
2	Transition Plan	Standard Distribution	Develop/Maintain 365
2	System MANPRINT Management Plan	Standard Distribution	Develop/Maintain 365
3	Status Report	Standard Distribution	Develop/Maintain 365
4	System Security Plan and Accreditation Document	Standard Distribution	Develop/Maintain 365
4	Test Analyses Report	Standard Distribution	Develop/Maintain 365

PWS Task#	Deliverable Title	Number/Format	Calendar Days After TO Start
5	Studies and Analyses	Standard Distribution	Monthly, on 5th Workday
6	Data Flow Diagrams	Standard Distribution	Develop/Maintain 365
6	Computer Software Packages	Standard Distribution	Develop/Maintain 365
7	Computer Software Packages	Standard Distribution	Develop/Maintain 365
7	Configuration Management Plan	Standard Distribution	Develop/Maintain 365
8	Test and Evaluation Master Plan	Standard Distribution	Develop/Maintain 365
8	Software Test Plan	Standard Distribution	Develop/Maintain 365
8	Test Analysis Report	Standard Distribution	Develop/Maintain 365
9	System Integration and Migration Plan	Standard Distribution	Develop/Maintain 365
10	Computer Software Product	Standard Distribution	Develop/Maintain 365
10	Progress Report	Standard Distribution	Develop/Maintain 365
10	Computer Programming Standards	Standard Distribution	Develop/Maintain 365
11	Implementation Plan	Standard Distribution	Develop/Maintain 365
12	Reports/Minutes	Standard Distribution	Develop/Maintain 365
12	Progress Report (Studies)	Standard Distribution	Develop/Maintain 365
12	Site Surveys	Standard Distribution	Develop/Maintain 365
13	Engineering Change Proposal	Standard Distribution	Develop/Maintain 365

Standard Distribution

1 copy of the transmittal letter without the deliverable to the Contracting Officer;  
1 copy of the deliverable with the transmittal letter to the Primary Task Monitor

## 1.10 PERSONNEL LIST

The Contractor shall submit a Personnel List spreadsheet (to be used for information purposes only) to the CR within 10 (ten) working days of Task Order Award. Anytime a change in personnel takes place, an updated spreadsheet shall be submitted to the CR within ten (10) working days of the change. The first line of the spreadsheet shall contain the Task Order #, Organization Name being supported, and columns labeled as follows:

Name of Individual  
Clearance Level  
Individual CLIN/SLIN  
Job Title  
ADP Sensitivity Level (I, II or III)  
Status of Defense NAC with Written Inquiries (DNACI) – Yes/No.  
Date – Use: Approved dd/mm/yyyy or Projected dd/mm/yyyy

## 1.11 SECURITY

Security clearances required will be in accordance with the DoD 5200.2-R, DoD Personnel Security Program, requires DoD military and civilian personnel, as well as DoD consultant and Contractor personnel, who perform work on sensitive automated information systems (AISs), to be assigned to positions which are designated at one of 3 sensitivity levels (ADP – I, ADP – II or ADP – III). These designations equate to Critical Sensitive and Non-Critical Sensitive positions. It is anticipated that all Logistics Information Systems support under this Task Order shall be designated ADP Sensitivity Level III. ADP Sensitivity Level III are individuals assigned to positions where daily unsupervised access to DoD networks and information systems containing Sensitive but Unclassified or Sensitive Classified up to and including Collateral Secret Information is a portion of their duties. The investigation requirements for these positions are successful completion of a Defense National Agency Check with Written Inquiries (DNACI) with favorable results.

The Contractor shall ensure that all classified material produced by or made available to Contractor personnel under this delivery order shall be protected IAW the provision of the Industrial Security Manual (ISM) DoD 5200.20.

The Contractor shall provide the proper level of clearance in accordance with the requirements of the Task Order.

## 1.12 PRIVACY ACT

Work on this contract requires that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, section 552a and applicable agency rules and regulations. This task order is subject to the terms of FAR 52.224-1, "Privacy Act Notification," and FAR 52.224-2, "Privacy Act."

## 1.13 NON-DISCLOSURE AND PROPRIETARY INFORMATION

The Contractor may have access to acquisition sensitive information during the performance of this task order. The Contractor shall ensure that all Logistics Information Systems project(s) acquisition information is tightly controlled and remains within the government domain. The Contractor agrees that all personnel having access to all Logistics Information Systems non-public information shall sign a non-disclosure statement. A copy of each non-disclosure shall remain on file in the Contracts Management Office for the duration of this delivery order. The Contractor also agrees to enter into associate Contractor agreements with each Logistics Information Systems product Contractor that shall, among other things, protect the unauthorized use of disclosure of proprietary information of those companies.

## 2.0 GOVERNMENT FURNISHED FACILITIES AND EQUIPMENT

2.1 The Government will provide on-site facilities to perform any work required under this task order. On-site facilities will usually consist of a desk, chair, telephone, computer equipment with LAN/WAN interface, document file cabinets, access to

copier and fax machine. The Government will provide, if available, GSA Fleet vehicles to be utilized for local travel and short distance TDY authorized per FAR Subpart 51.2. The Contractor must ensure that he has the proper amount of corporate liability insurance and that Contractor personnel utilizing the GSA Fleet vehicles shall have completed the required Government defensive driving course. All hardware and software required in performance of this task order will be provided as GFE.

2.2 The Contractor shall provide all necessary qualified personnel, supervision, management, non-personal technical services to accomplish the work described within this task order.

2.3 The Contractor will provide comprehensive contracts performance measurement data. Such data is to consist of actions being worked to accomplish tasks by personnel, task milestones, hours expended by personnel on a given tasks and task activities. Data is to reflect the contracts performance as it relates to timeliness adequacy and completeness.

2.4 Information Sources: The Contractor will use the Defense Acquisition Desk Book as the source for up-to-date information addressing acquisition in DoD. The URL is <http://web2.deskbook.osd.mil>

2.5 Government Property. Government property is subject to the terms of FAR 52.245-5 Government Property (Cost-Reimbursement, Time and Material, or Labor-Hour Contracts). A joint inventory of Government Property shall be accomplished within 10 calendar days after date of award of this task order. Closing joint inventory of Government Property to be turned in to the Government shall be accomplished NLT the final week of the task order performance period.

2.6. Badges. Contractor personnel shall wear and clearly display an identification badge with their full name and corporate affiliation at all times while performing contracted Government-site duties, and while at TDY locations on official business.

### 3.0 QUALITY CONTROL PROGRAM

3.1 The contractor shall establish a quality control program encompassing all aspects of the contract. The contractor shall implement the quality control program in accordance with the Quality Control Plan (QCP). The QCP shall include the following:

Quality Control (QC). The contractor shall develop and maintain an inspection system that encompasses all requirements of the task order. The inspection system shall satisfy the requirements within this PWS and shall be designed to keep the contractor's management informed of all issues affecting quality. The QC records if the stated software requirements were met IAW agreed upon specifications.

Quality Status Reports (QSRs) shall be generated on a monthly basis. Details of audits and inspections accomplished, significant deficiencies noted, trend analysis of contract performance, and current status of all issues yet to be resolved (dealing with the particular module/phase which is under development during that time frame). QSRs shall be distributed to the contractor's program management and Government representatives concurrently. At a minimum, the QSRs must include metrics, which verify whether the performance standards in the PWS have been met (see example at Appendix C).

The QC function shall ensure that timely and effective corrective action is obtained for all deficiencies identified by the Government. All deficiency responses shall include identification of the cause of the deficiency (if the software "bug" is known at the time of inspection).

3.1.4 The contractor may be required to conduct special inspections at the contracting officer's written request. Results of the inspection or audit shall be provided, in writing, in a timely manner as determined by the CO.

3.1.5 Inspection Instructions. Inspecting, auditing, and testing shall be prescribed by clear, complete, and current instructions. The inspection instructions shall include the specific criteria for approval and rejection of services that will be used in each inspection or audit. The contractor's inspection instructions shall be documented and shall be available for review by the Government representatives throughout the life of the contract. The contractor shall notify the on-site Government representatives in writing of any changes to his inspection instructions.

3.1.6 Quality Control Plan. With the proposal, the contractor will submit a Quality Control Plan addressing all of the elements found in PWS Section 2.3 Requirements. A draft Quality Assurance Surveillance Plan can be found in Appendix A.

4.0 LABOR CATEGORY

For evaluation purposes, the following anticipated distribution of labor hours by labor categories can be used by offerors in preparing their price proposal. If the offeror uses labor category terminology other than that used below, provide a matrix relating the proposed labor category terminology to these categories.

LABOR CATEGORY	Estimated Positions
Project Manager – Senior	1
Subject Matter Expert	5
Applications Systems Analyst (Senior)	13
Applications Systems Analyst (Journeyman).	7
Administration Clerk (Journeyman)	3
Network Specialist (Journeyman)	1
Graphics Specialist	1
Applications Systems Analyst (Senior) (OCONUS)	2

Include any skill categories and estimated hours expected to perform outside the U.S. with costs for any expenses for work outside the U.S. expected to be borne by the Government. Include methodology for determining these costs.

The period of performance is from date of award for a one-year base period with four one-year option periods the Government may exercise. Exercise of options to extend the term of this task order will extend the period of performance through the completion date specified for the option. However, the total duration of this task order, including the exercise of any options, is not anticipated to exceed 5 years.

- Base: One Year
- Option #1: One Year
- Option #2: One Year
- Option #3: One Year
- Option #4: One Year

5.0 TASK ADMINISTRATION

5.1 DISCOUNTS IN PRICE PROPOSAL

In an effort to receive the highest quality solution at the lowest possible price the Government requests all available discounts on all materials and services offered by contractors for this requirement. Contractors are encouraged to offer discounts. When discounts are offered, proposals must clearly identify both the contract and the discount price for each hardware item or labor rate being discounted. A copy of your Alliant Contract rates must be enclosed with your proposal.

## 5.2 GENERAL AND ADMINISTRATIVE EXPENSE

G&A or any multiplier/handling fee will be allowed only if the contractor submits clear and convincing evidence that the cost is specifically allowed under the basic contract. A statement is required certifying that the G&A expense is only in ODC and is not duplicated in labor rates. This information must be provided in the proposal.

## 5.3 T&M BEST EFFORT TASK ORDER

Best Effort is defined as that effort expended by the contractor to perform within the awarded ceiling price for all work specified in this task order and all other obligations under this and the basic contract. This effort includes providing required qualified personnel, properly supervised, and following industry accepted methodologies and other practices. The effort is further characterized by operating at all times with the Government's best interest in mind, using efficient and effective methods, and demonstrating sound cost control.

## 5.4 TRAVEL TO BE INVOICED TO THE GOVERNMENT

A Travel Authorization Request will be submitted first to the Client Representative for approval and signature. This request shall include dates of travel, destination, reason for travel, person(s) by name who is traveling, an estimate of all charges to be invoiced to the government.

Once travel has been performed, contractor shall submit a completed and signed (by person traveling and contractor official) Travel Expense Report which includes all charges itemized that will be invoiced to the government. This expense report shall be approved by the government prior to actual invoicing.

Once the Travel Expense Report has been approved, the travel charges shall be invoiced on the next invoice. If the above requirements are not met, invoice shall be rejected until an acceptable invoice following the steps above is submitted.

All travel associated with this task order will be in accordance with the Joint Travel Regulation.

## 5.5 INVOICE SUBMISSION

For all invoices, the contractor shall provide invoice backup data, including labor categories, rates and quantities of labor hours. The contractor shall utilize Government's electronic system to submit invoices.

A monthly invoice for each task order shall be submitted not later than 5 work days after acceptance by the Government of the product, service, and/or cost item. A separate invoice for each task order shall be submitted on official company letterhead with detailed costs for each of the following categories:

- Total labor charges
  
- Total invoice amount
  
- Prompt payment discount offered (if applicable)

For Labor Hour tasks, the amount invoiced shall include labor charges for actual hours worked and other actual expenses based upon contract rates and conditions, not to exceed the limits specified in the task order and that have been accepted by the Government.

For other direct costs such as equipment, travel, per diem, subcontractor labor, etc., invoices shall reflect the contractor's actual expense for the item, plus General and Administrative costs (G&A) These charges shall not exceed limits specified in the task



order. No charges will be paid by the Government, which are not specifically detailed in the individual task order, and specifically approved in the underlying contract.

Invoices for final payment must be so identified and submitted when tasks have been completed and no further charges are to be incurred. These close-out invoices, or a written notification that final invoicing has been completed, must be submitted to the ordering agency within 30 days of task order completion. A copy of the written acceptance of task completion must be attached to final invoices. If the contractor requires an extension of the 30- day period, a request with supporting rationale must be received prior to the end of the 30-day period.

Labor hours of subcontractors shall not be billed at a rate other than the fully burdened hourly rates agreed to in the task order or at a rate specifically authorized for the task order as ODC's.

#### 5.6 TASK ORDER FUNDING

This award will be incrementally funded.

The Contractor shall notify the Contracting Officer and the COR, in writing, whenever the contractor has reasons to believe that the costs it expects to incur under this order in the next thirty (30) days, when added to all costs previously incurred, will exceed 75% of the total amount so far allotted to the order. The notice shall state the estimated amount of additional funds required to continue performance for the period specified in the task order.

The Government is not obligated to reimburse the Contractor for costs incurred in excess of the total amount funded on this order by the Government; and the Contractor is not obligated to continue performance under this order or otherwise incur costs in excess of the total amount funded under this order.

Contractor is put on notice that only the GSA Contracting Officer has the authority to modify this task order. Contractor must not accept direction to change the award in any way from any other source. Agreements made without the knowledge and agreement of the GSA CO will not be honored.

#### 5.7 MONTHLY TASK STATUS REPORT

The actual report is for information only. The form itself does not have a signature block for the client - only the Vendor Program Manager (or alternate) is required to sign. The COR may use this report to correlate with invoices as necessary. Monthly Task Status Report will be attached to the Acceptance Report document along with the invoice and submitted in ITSS or its replacement system on a monthly basis in accordance with customer's requirements.

#### 5.8 TASK ORDER CLOSEOUT

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

#### 5.9 CONTRACTOR'S PURCHASING SYSTEMS

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

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

## 5.10 DATA RIGHTS

The Government requires unlimited rights in any material first produced in the performance of this task order, in accordance with the FAR clause at 52.217-14. In addition, for any material first produced in the performance of this task order, the materials may be shared with other agencies or contractors during the period of performance of this task order, or after its termination. For any subcontractors or teaming partners, the Contractor shall ensure at proposal submission that the subcontractors and /or teaming partners are willing to provide the data rights required under this task order.

## 5.11 SECTION 508 COMPLIANCE

The Industry Partner shall support the Government in its compliance with Section 508 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:

<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 proposal where full details of compliance to the identified standards can be found, such as vendor's website, etc

## 5.12 CONTRACTOR PERFORMANCE ASSESSMENT REPORT SYSTEM (CPARS)

The contractor's performance on this contract will be entered into DoD's Contractor Performance Assessment Report (CPARS) by the Government at the completion of each contract year. Performance will be rated based on the performance measurements listed in the Quality Assurance Surveillance Plan and Performance Requirement Summary. The COTR will, in addition to providing documentation to the CO, maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function. The COTR shall retain all such records for the life of this contract and forward to the CO at termination or completion of the contract. Completion of the Performance Assessment Report is a requirement of this contract to be completed at the end of each one year performance period by the COTR and submitted to DoD's CPARS. CPARS is a web-enabled application that collects and manages the library of automated Contractor Performance Assessment Reports. A CPARS assesses a contractor's performance and provides a record both positive and negative, if any, on a given contract during a specific period of time. Contractors have the ability to electronically submit comments regarding the Government's assessment and to indicate concurrence or non-concurrence with the overall evaluation.

## 6.0 APPENDICES

Appendix A: Quality Assurance Surveillance Plan

### APPENDIX A

#### QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) FOR XXXXX

##### 1. Introduction.

a. Purpose. This Quality Assurance Surveillance Plan has been developed in conjunction with the Performance Work Statement (PWS) to assist the Contracting Officer's Representative (COR) in evaluating contractor performance. This plan will serve as a guide for the COR to perform evaluations, assess performance, and ensure contract compliance. This plan is based on the premise that the contractor is responsible for delivering quality products and services to the Government. This QASP will ensure that the contractor performs in accordance with the Performance Objectives (metrics) set forth herein (and in the contract documents), that the Government receives the service outcomes called for in the contract, and that the Government only pays for acceptable levels of service. This QASP identifies the roles and responsibilities of participating Government officials; it identifies the services to be under surveillance and the applicable performance standards; and it identifies the surveillance methodology to be utilized to include scheduling, observing, documenting, accepting services, and determining payments due.

## 2. Roles and Responsibilities.

- a. Administrative Contracting Officer – A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the Government. The Contracting Officer (CO) is located at xxxx. The CO ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract, and safeguards the interest of the United States in the contractual relationship. The CO will be responsible for appointing the Contracting Officer Representative (COR) and reviewing the COR's assessment of the contractor's performance and resolving any differences that may exist between the COR's version and the contractor's version. The CO will determine the appropriate course of action when performance problems occur and are ultimately responsible for the final determination of the adequacy of the Contractor's performance.
- b. COR – An individual designated in writing by the CO to act as his/her authorized representative to assist in the technical administration of the contract. The source and authority for a COR is the CO. COR limitations are contained in the written letter of designation. The COR is responsible for the overall technical administration of the contract and assures proper Government surveillance of the Contractor's performance in accordance with the QASP. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the contractor deems may affect contract, price, terms or conditions shall be referred to the CO for action. The COR will have primary responsibility for ensuring that the contractor is providing the services identified in the performance work statement. The COR shall also have the overall responsibility to maintain accurate and complete documentation of all surveillance activities. This should also include minutes of any meetings and all correspondence between the Government and the contractor.

## 3. Performance Objectives.

The Performance Objectives in paragraph 6.c.(metrics) are the service outcomes that are required to be under surveillance on a monthly or as-required basis to ensure acceptable contractor performance.

4. Types of Surveillance Forms. For each Performance Objective to be assessed, a chart (see paragraph 6.c.) has been developed to delineate how often the performance will be inspected and the maximum degree of deviation from requirement.

- a. Surveillance Methods. Performance will be inspected on a periodic basis. This is a method that may be done monthly, quarterly or as required. These inspections include unscheduled/impromptu inspections (the COR may conduct unscheduled and impromptu evaluations whenever the need arises).

- b. Performance Standards and maximum degree of deviation from requirement. The performance standard is the standard the contractor must meet for a particular inspection to be deemed acceptable. The maximum degree of deviation from the requirement is the percent defective or the maximum number of deviations that can be reached without the performance being considered overall unsatisfactory for a particular Performance Objective. Exceeding the number of deviations will cause the service to be deemed unsatisfactory.
- c. Quality Assurance Checklist(s). The COR will use a checklist to conduct unscheduled and impromptu evaluations of PWS tasks. All evaluations conducted using the checklist will be rated as satisfactory or unsatisfactory. All unsatisfactory ratings will be fully documented for appropriate use by the CO to enforce the contract. Deficiencies may also be documented in the form of a memorandum, which cites the specific contract paragraph.
- d. Contract Discrepancy Reports (CDR). The CDR will be used whenever necessary in the administration of the contract to formally document unacceptable performance. The COR will initiate a CDR (complete the form and attach the supporting documentation), forward it to the CO, and review/approve the Contractor's response. The COR will initiate a CDR, as a minimum, whenever; unacceptable performance is determined critical in nature and requires immediate correction; trends develop in unacceptable performance (repetitive deficiencies) are recorded and require correction.
- e. Performance Requirement Summary. The PRS, as used in this QASP, is a tool to provide information and documentation to the CO to aid in evaluation of overall performance. It is also used to document any trends that may have a negative impact on contract performance which would be forwarded to the CO for any action deemed necessary. The performance objectives listed in the PRS are considered to be major elements for successful execution of the mission support contract.

5. COR Files. The COR will, in addition to providing documentation and recommendations to the CO, maintain a file IAW their Letter of Designation. Files will be established and maintained IAW the Government Record Keeping System. The COR will dispose of the contract file IAW the CO instructions. The COR file will contain as a minimum:

- a. Copies of the COR and Alternate COR Letters of Designation.
- b. A copy of the contract with attachments and all modifications.
- c. Copies of all evaluations.
- d. Copies of all Contract Deficiency Reports (CDR's).
- e. Copies of all correspondence; e.g. letters to/from CO and Contractor, memorandums to/from the COR and CO, and memorandums of record, to include telephone calls.

f. of Contractor's invoices.

g. All other correspondence, Results, records, photographs and reports to support documentation of performance.

6. Performance Inspection.

a. The Performance Requirement Summary identifies the Performance Objectives that are considered critical in determining successful contractor performance for the mission support contract. It identifies both the Performance Objectives and the performance standard required for each Performance Objective from the Performance Work Statement.

b. Performance Evaluation. Performance of a service will be evaluated to determine whether or not it meets the performance standard. Inspections may be performed by the COR or any tenant of the facilities designated by the COR. Re-performance/correction of action is the preferred method of correcting any unacceptable services. If an unacceptable service is annotated on a Contract Discrepancy Report (DA Form 5479-R) the contractor shall provide the Government written response stating why the performance standard was not met, how the performance will be returned to acceptable levels, and how recurrence of the cause will be prevented in the future.

c. Performance Requirement Summary

TASK	METHOD OF SURVEILLANCE	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	FREQUENCY CONTRACTOR PERFORMS	FREQUENCY INSPECTED
Task order Management Plan	Periodic	In accordance with Task 1	No deviation	As required	Monthly and Quarterly
Financial Status Report	Periodic	In accordance with Task 1	No deviation	Monthly	Monthly
Status Report	Periodic	In accordance with Task 2	Submitted not later than 5 calendar days following the end of the month	Monthly	Monthly
Acquisition Strategy	Periodic	In accordance with task 2	No deviation	As required.	Quarterly

TASK	METHOD OF SURVEILLANCE	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	FREQUENCY CONTRACTOR PERFORMS	FREQUENCY INSPECTED
Acquisition Program Baseline	Periodic	In accordance with task 2	Submitted not later than 5 calendar days following the end of the month.	Monthly	Quarterly evaluations
Briefings and Presentations	Periodic	In accordance with task 2	No deviation	As required	As required
Risk Management Plan	Periodic	In accordance with task 2	No deviation	As required	As required
Study Plan	Periodic	In accordance with task 2	No deviation	As required	As required
Cost Analysis Requirement	Periodic	In accordance with task 2	No deviation	As required	As required
Lifecycle Cost Estimate	Periodic	In accordance with task 2	No deviation	As required	As required
Reports, Minutes	Periodic	In accordance with task 2	No deviation	As required	As required
Progress Report	Periodic	In accordance with task 2	No deviation	As required	As required
Project Management Plan	Periodic	In accordance with task 2	No deviation	As required	As required
Quality Assurance Plan	Periodic	In accordance with task 2	No deviation	As required	As required
Acquisition Decision Memorandum	Periodic	In accordance with task 2	No deviation	As required	As required
Transition Plan	Periodic	In accordance with task 2	No deviation	As required	As required
System MANPRINT Management Plan	Periodic	In accordance with task 2	No deviation	As required	As required
Status Report	Periodic	In accordance with task 3	No deviation	As required	As required
System Security Plan and Accreditation Document	Periodic	In accordance with task 4	No deviation	As required	As required
Test Analyses Report	Periodic	In accordance with task 4	No deviation	As required	As required

TASK	METHOD OF SURVEILLANCE	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	FREQUENCY CONTRACTOR PERFORMS	FREQUENCY INSPECTED
Studies and Analyses	Periodic	In accordance with task 5	No deviation	As required	As required
Data Flow Diagrams	Periodic	In accordance with task 6	No deviation	As required	As required
Computer Software Packages	Periodic	In accordance with task 6	No deviation	As required	As required
Computer Software Packages	Periodic	In accordance with task 7	No deviation	As required	As required
Configuration Management Plan	Periodic	In accordance with task 7	No deviation	As required	As required
Test and Evaluation Master Plan	Periodic	In accordance with task 8	No deviation	As required	As required
Software Test Plan	Periodic	In accordance with task 8	No deviation	As required	As required
Test Analysis Report	Periodic	In accordance with task 8	No deviation	As required	As required
System Integration and Migration Plan	Periodic	In accordance with task 9	No deviation	As required	As required
Computer Software Product	Periodic	In accordance with task 10	No deviation	As required	As required
Progress Report	Periodic	In accordance with task 10	No deviation	As required	As required
Computer Programming Standards	Periodic	In accordance with task 10	No deviation	As required	As required
Implementation Plan	Periodic	In accordance with task 11	No deviation	As required	As required
Reports/Minutes	Periodic	In accordance with task 12	No deviation	As required	As required
Progress Report (Studies)	Periodic	In accordance with task 12	No deviation	As required	As required
Site Surveys	Periodic	In accordance with task 12	No deviation	As required	As required
Engineering Change Proposals	Periodic	In accordance with task 13	No deviation	As required	As required

All task elements are subject to periodic or impromptu inspection by the COR due to the critical nature of the safety of the personnel residing in the buildings.