

Statement of Work (SOW)

1.0 SCOPE OF REQUIREMENT – DOCUMENT CONVERSION SUPPORT

The General Services Administration, Federal Acquisition Service, Region 7, Greater Southwest Acquisition Center (GSAC) is located in downtown Fort Worth, TX. Due to numerous factors (i.e. office restructuring, reduced office space, the need for remote electronic access to working files to support telework initiatives and efforts to minimize the center's environmental footprint) a document conversion project has been ongoing for two years to convert numerous files into electronic documents, making them readily accessible through a network based document management system.

The objective of this task order is to provide administrative support in the conversion of paper documents to digital images, and in the uploading of converted files to a GSA network server for immediate access by employees of the Greater Southwest Acquisition Center.

1.1 PLACE OF PERFORMANCE

Work will be performed at the following federal government facility location:

The Fritz Lanham Federal Office Building
819 Taylor Street, Room 7A37
Fort Worth, TX 76102

1.2 GOVERNMENT FURNISHED RESOURCES

Facilities, Supplies and Services. Work shall be performed on-site at the government furnished facility listed above in Para. 1.1. The government shall furnish a workspace and computer resources necessary to perform this task. Government telephones are for official use only, with the stipulation that on-site personnel conform to existing government policy for personal use in the workplace. Any Government property destroyed or tampered with by the contractor's personnel shall be the responsibility of the contractor.

Information Sources. Agency personnel shall be available for technical exchanges.

Documentation. All applicable documentation shall be available on-site to the contractor at task start. All materials shall remain the property of the Government and shall be returned to the Contracting Officer Representative (COR) upon request or at the completion of this task.

1.3 HOURS OF OPERATIONS

Work schedule shall be from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding Federal Holidays. No overtime required.

1.4 PERIOD OF PERFORMANCE

Performance period is estimated to begin August 11, 2008, (or earlier if award and security requirements are met). As per the terms and conditions of the contract, position(s) will be filled for 120 workdays, with the ability to extend for an additional 120 workdays (not exceeding 240 days), if it is deemed necessary by the Contracting Officer, based upon additional funding availability and the contractor's performance.

1.5 POINTS OF CONTACT

Contracting Officer Representative (COR)

XXX

Contracting Officer (CO)

XXX

Invoice and Payment Processing Official

XXX

1.6 KEY PERSONNEL

Contractor shall demonstrate the ability to provide qualified and experienced personnel in the completion of this task. Key project personnel shall have successfully participated in the completion of similar projects. All contractors and subcontractor personnel working on this task order shall be U.S. Citizens.

Contractor shall identify key personnel in the technical proposal regardless of the type of task, and provide contact information for each. NOTE: Key personnel may not be added nor removed from the task without express approval of the Contracting Officer's Representative (COR). The COR will attach a copy of the request and approval to the CO via electronic mail.

1.7 GOVERNMENT SECURITY REQUIREMENTS

The successful contractor shall comply with GSA administrative, physical and technical security controls to ensure all Government security requirements are met.

Contractors shall comply with GSA Order 2100.1, "IT Security Policy", GSA Handbook ADM 9732.1C, "Suitability and Personnel Security", and OCHCO/OCIO HSPD-12 Personal Identity Verification and Credentialing Standard Operating Procedure (SOP). Background investigations and satisfactory adjudications are required for access to GSA buildings and information systems.

At a minimum, this contract/Task order requires the individuals to undergo a National Agency Check & Inquiries (NACI) [or a Minimum Background Investigation (MBI) or a Limited Background Investigation (LBI), or a National Security Background Investigation (Confidential, Secret, Top Secret)].

1.8 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (SEPT 2007)

(a) 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.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

1.9	GSAR 552.237-71	QUALIFICATIONS OF EMPLOYEES (MAY 1989)
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(a) The contracting officer or a designated representative may require the Contractor to remove any employee(s) from GSA controlled buildings or other real property should it be determined that the individual(s) is either unsuitable for security reasons or otherwise unfit to work on GSA controlled property.

(b) The Contractor shall fill out and cause each of its employees performing work on the contract work to fill out, for submission to the Government, such forms as may be necessary for security or other reasons. Upon request of the Contracting Officer, the Contractor and its employees shall be fingerprinted.

(c) Each employee of the Contractor shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form I-151, or, who presents other evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

1.10	SUITABILITY DETERMINATIONS
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(a) All contract employees requiring routine unescorted access to Federally-controlled facilities and/or information systems for more than 6 months (Regular Employees) will be required to undergo a suitability determination before a facility identification card is issued. Prior to the time that an identification card is issued, such Regular Employees will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.

(b) Failure of a Regular Employee to receive a favorable suitability determination shall be cause for removal of the employee from the work site and from other work in connection with the Contract.

(c) Contract employees working less than 6 months (Temporary Employees) may, at the Government's option, be required to undergo a lesser form of suitability determination. Prior to the time that an identification card is issued, if at all, such Temporary Employees will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.

(d) Temporary Employees who have not received a favorable suitability determination shall be escorted at all times while in non-public space, as directed by the Government.

(e) The Government, at its sole discretion, may grant temporary suitability determinations to Regular or Temporary Employees. However, the granting of a temporary suitability determination

to any such employee shall not be considered as assurance that a favorable suitability determination will follow.

(f) The Contracting Officer or his/her designated representative shall provide the Contractor with required forms for obtaining necessary clearances. The Contractor shall be required to cause such forms to be returned to the Government for processing not later than 14 days following being provided by the Government.

(g) The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse to any Contractor performance under the Contract.

1.11 COMPLIANCE WITH SECURITY REQUIREMENTS

(a) The Contractor shall comply with all GSA and tenant agency security requirements in the building(s) where work is being performed.

(b) When a controlled personnel identification access system is used by a tenant agency at a site where work is performed, the tenant agency will be responsible for providing any required access credentials. Credentials shall be displayed at all times or as otherwise required by the tenant agency.

1.12 IDENTIFICATION CREDENTIAL

(a) Upon receipt of a favorable suitability determination, each Regular or Temporary Employee shall be issued an identification credential (Credential) permitting regular access to the building(s) where work is being performed.

(b) Regular or Temporary Employees with Credentials shall be required to comply with all applicable access security screening procedures applicable to Government or other personnel possessing similar Credentials.

(c) All Contractor or subcontractor employees possessing Credentials shall visibly display their Credentials at all times while in the building(s) where work is being performed.

(d) The contractor shall display, at all times, a company logo at each work station occupied by their employees

(e) The Contractor shall be responsible for ensuring that all identification credentials are returned to the Government when a particular Contractor or subcontractor employee will no longer be providing service under the Contract at the building(s) covered by the Credential.

(f) The Contractor will notify the Government when Credentials are lost. In that event, the Contractor will be responsible for reimbursing the Government for its cost in issuing a replacement Credential.

1.13 STANDARDS OF CONDUCT

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to its employees as may be necessary.

1.14 REMOVAL FROM CONTRACT WORK

(a) As provided in the clause entitled "Qualifications of Employees", the contracting officer or a designated representative may require the Contractor to remove any employee(s) from GSA controlled buildings or other real property should it be determined that the individual(s) is either unsuitable for security reasons or otherwise unfit to work on GSA controlled property. This shall include, but not be limited to, instances where an employee is determined, in the Government's sole discretion, to be incompetent, careless, insubordinate, unsuitable or otherwise objectionable.

(b) A contractor employee may also be removed where the continued employment of the contractor employee in connection with the Government work is deemed, in the Government's sole discretion, contrary to the public interest, inconsistent with the best interests of security, or a

potential threat to the health, safety, security, general well being or operational mission of the facility and its population.

(c) Where a contractor employee is granted a temporary suitability determination, and an unfavorable final suitability determination is later rendered, the Government may insist on the employee's removal from the work site and from other work in connection with the Contract.

(d) The Contractor shall be responsible for providing replacement employees in cases where contract employees are removed at no additional cost to the Government.

2.0 DESCRIPTION OF REQUIREMENT

2.1 PREPARE AND PACK UP PAPER DOCUMENTS

Paper documents shall be prepared and packaged for pick up at a time agreed upon by the government after award. The Contractor shall perform the required services onsite facility. GSA will package the files to be converted in corrugated fiberboard boxes for contract documents to be sent to an external contractor (bounded catalogs, publications, disks, etc) or package files in their paper form with an agreed upon submission form. For files packaged in boxes, the contractor shall mark the boxes with a legend to identify the type of documents contained with the box and an identifying number as agreed upon by the contractor and GSA. The contractor shall be responsible for document preparation, to include removing from the file folders, removing staples, fasteners, binder clips, rubber bands, or any binding, etc. Post-it notes will be removed and placed on a blank page before scanning unless other instructions are provided on the Center's contract submission form. After scanning, the documents shall be placed loose in the original file folders and in the same order prior to removal. A separate line items price shall be included for additional document preparation that entails securing the documents bark in the brads located in the contract folder, if applicable.

2.2 PAPER DOCUMENTS CONVERTED TO ELECTRONIC MEDIA

The Contractor shall convert the original documents' text and graphic images to digital data allowing immediate access to all of the employees in the Greater Southwest Acquisition Center, Region 7, and other GSA divisions and departments through a GSA network server. Customized coding and indexing are also required as a part of the document conversion process. Multiple indexes and cross-referencing are required for most document types. The government shall submit all contract documents for scanning on the GSAC Contract File Submission and GSAC Offer Rejection forms located in Appendix A.

The government shall provide the necessary resources, equipment, and software to effectively scan, index, and convert the documents to electronic form. The type of documents and indexed

fields for Contract Files (GSAC) include at a minimum Contract Number, Solicitation Number, Buyer Code, DUNS Number, and Schedule Number. The government, based on its business necessity, can modify (add or delete) types of documents and indexed fields.

2.3 RETRIEVAL OF CONTRACT FILES FROM EXTERNAL SOURCES

When required, the contractor shall facilitate the process of retrieving specific files from the conversion process and return to the government for immediate use via overnight delivery. The government reserves the right to determine what files may need to be advanced through the conversion process based on urgency determined at the government's discretion. The contractor shall facilitate the ability to retrieve the converted documents from the stored media using an indexed field.

2.4 ESTIMATION OF CONTRACT FILE SIZE

Contract files may be from 100 to 500+ pages. Each contract file has forty-two (42) tabs. The electronic file(s) will be configured in a fashion that allows direct access to any tab without downloading or opening the entire document. Some tabs may be empty or missing in specific contracts files; however, the tab shall be loaded for potential future use. The tabs may be identified by number or name or both. The contract files will be from one commodity or more commodity centers within Region 7 Federal Acquisition Service. The contract files may be received electronically requiring appropriate placement in the file as dictated by the contract submission form or via hard paper copy. The Greater Southwest Acquisition Center (GSAC) processes 1150 contract awards and offers, and 7300 modifications annually. Not all awards/offers/modifications will come to the contractor for processing. The GSAC staff are in the beginning stages of the "Build-As-U-Go" phase of document conversion transitions, and will eventually create the bulk of conversion to the electronic contract file format. GSAC staff are encouraging contractor's to submit all incoming correspondence via electronic files, thus reducing future scanning requirements. On average, pages needing conversion can range from 500-4,000 per contract. Thus far over 6200 contract files representing over 7 million images have been put through the conversion process. From January – June 2008, an average 400 contract documents with varying degrees of difficulty (i.e. duplexing, scanning files from DVD or CD, etc.) have been put through the process on a monthly basis.

2.5 VERSATILITY OF CONTRACT FILES

Contract files may contain up to 50 percent duplex documents. To clarify, a document is the same as a file folder in a drawer. Documents will be retrieved using one of the indexes (solicitation, contract number, etc.). Accessing one of the documents will allow the user to view all of the associated pages.

2.6 CONTRACT DOCUMENT UPDATES AND FILE FORMATS

As updates are made to existing files, the new information shall be capable of being appended to the previously scanned files by users so that it is retrievable using the same index and multiple indexed documents. The contractors will input documents into the system for numerous document formats including MS Word, Excel, PowerPoint, digital photographs, AutoCAD dwf files, Internet files, and others. The contract shall be required to import electronic files into previously scanned and converted files.

The resulting files shall be provided in a portable document format (pdf) as acceptable to the U.S. National Archives & Records Administration (see http://www.archives.gov/records/management/initiatives/pdf_records.html).

Steps taken to ensure the documents' integrity and security shall be outlined in the offeror's proposal. The contractor shall deliver electronic media compatible with PC's (e.g. CD, DVD, and external hard drive, etc.) for network uploading to a GSA server by GSA Systems Administrators.

The media shall be identified with the date of creation. The contractor shall deliver the media weekly of the files scanned during the previous week. Paper and electronic media are the physical and intellectual property of the U.S. General Services Administration, Region 7, Federal Acquisition Service.

2.7 DAY FORWARDING PROCESS

The day forward process shall include the conversion of newly-developed files from the GSAC. The monthly requirements for the GSAC are approximately 50 new contract files (estimated size – 250 pages per file) and 30 rejected contract offers (estimated size – 150 pages per file). These requirements are subject to change as the process evolves and the day-to-day requirements are further defined. Documents generated during back-file conversion will be considered part of the day forward process.

2.8 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The contractor shall submit as part of their proposal, a quality assurance surveillance plan (QASP), detailing how they will ensure that quality work will be produced. In addition, the QASP shall include procedures for ensuring sensitive information is safeguarded. The contractor shall submit as part of their proposal, a timeline for implementation and milestone for task completion. The specific priority for file conversion will be determined after award.

2.9 INSPECTION AND ACCEPTANCE

Only the Contracting Officer (CO) or Contracting Officer's Representative (COR) has the authority to inspect, accept or reject all deliverables. All rejected deliverables will be corrected at the contractor's expense with no additional cost to the government. Final inspection of all deliverables shall be provided in writing by GSA, FAS, GSAC.

2.9 PAYMENT AND INVOICING

Billing and payment shall be accomplished in accordance with the contract. The contractor shall have the invoice certified by the COR. The contractor shall then submit the invoice monthly to the Invoice and Payment Official specified in Para 1.5.

3.0 REPORTING DELIVERABLES

3.1 BI-MONTHLY STATUS REPORT

The contractor shall provide the customer with a bi-monthly status report. The report shall include (1) the number of images scanned, (2) the number of boxes and the type of documents contained in the boxes onsite waiting to be scanned, and (3) the estimated output for the following month. The report will be submitted in a standard electronic format via email to the individual or individuals specified by the CO upon issuance of the task order or at a specified time thereafter. Copies of this report must accompany the monthly invoice submitted for payment. At the contractor's option, status reports may be provided on a more frequent basis.

3.2 WEEKLY SCAN ACTIVITY REPORT

The weekly activity report shall be provided in an excel spreadsheet format and contain roll up of scan activity per schedule per day as well as monthly.

4.0 PERFORMANCE MEASUREMENT AND QUALITY STANDARDS

The performance on the contract shall be measured against the extent to which the contractors meet or exceeds performance standards and acceptable quality levels. Table 1 contains the expected outcome associated with required services, performance standards, surveillance methodology, and acceptable quality level.

Outcome	Required Services	Performance Standard	Method of Surveillance	Acceptable Quality Level
No back log exist for more than 30 contracts or contract activity	Personnel scans in contract documents	Weekly periodic inspections results are 97-100% accurate 100% completion within 120 days	Refer to QASP, Customer Feedback Periodic Evaluations Weekly Activity & Bi-Monthly Status Reports submitted by contractor	95-97% of back log completed within 60 days.
All contract files are sorted and filed according to the prescribed format	Personnel accurately scans and files all estimated documentation in accordance with 42 tab	100% completion within 60 days Periodic inspections results are 97 - 100% accurate	Refer to QASP, Customer Feedback Periodic Evaluations Weekly Activity & Bi-Monthly Status Reports submitted by contractor	95-97% of contract files are scanned and filed according to the prescribed format as needed.
All contract files are accurately boxed and ready for distribution according to established procedures and Federal Regulations Subpart 4.805(b)	Personnel accurately package and prepare for shipment identified files.	Periodic inspections results are 97-100% accurate 100% completion	Refer to QASP, Customer Feedback Periodic Evaluations Weekly Activity & Bi-Monthly Status Reports submitted by contractor	95-97% of the contract files identified to be shipped are shipped within 5 business days of receipt.
Scan and file all Multiple Award Schedules (MAS) contract/offer/modification files that are backlogged	All MAS contract files are scanned and filed IAW prescribed guidance and Standard Operating Procedures (SOP) provided to contractor upon award.	Periodic inspections results are 97 – 100% accurate 100% completion in 90 days or less.	Refer to QASP, Customer Feedback Periodic Evaluations Weekly Activity & Bi-Monthly Status Reports submitted by contractor	100% completion
Contract documents scanned in a timely manner	Contract documents that do not require shipment should be scanned in a timely manner	Scanned with accuracy between 7-10 business days	Refer to QASP, Customer Feedback Periodic Evaluations Weekly Activity & Bi-Monthly Status Reports submitted by contractor	100% completion

5.0 METHOD OF AWARD

5.1 SCHEDULE CONTRACT TASK ORDER

Award is expected to be made to a Contractor with a GSA Multiple Award Schedule (MAS) contract under Schedule 736 – Temporary Administrative and Staffing Services, Special Item Number 736-1 – Administrative Support and Clerical Occupations. Contractors are encouraged to propose only those services that have been awarded under their MAS Contract.

5.2 EVALUATION FACTORS

Award will be made as the Best Value to the Government. The evaluation factors are (1) Technical Approach, (2) Past Performance, and (3) Price. When considered together, the non-price related factors are of greater value than price. The Government reserves the right to award to other than the lowest priced offeror based on its best value trade-off decision, but may be limited by budgetary constraints.

5.3 TECHNICAL FACTORS

Technical factors and evaluation will concentrate on the suitability of contractor's approach to the document conversion solution, and the thoroughness of the contractor's QASP. Technical proposal should specify the designated labor categories, and quantity of each.

5.4 PAST PERFORMANCE

The Contractor shall describe two projects the firm has completed within the past three years, which are equal to or similar in scope of this requirement. The Contractor shall include points of contact, titles, telephone numbers, and e-mail addresses (if available). The Contractor shall provide the task dates and pertinent information in order to demonstrate how the previous tasks are comparable to this requirement.

5.5 FIRM-FIXED PRICE SUBMISSION

Contractor's solutions will be evaluated to determine price realism and reasonableness. Prices which are excessively high or low may be considered unrealistic and unreasonable for the solution proposed, and may receive no further consideration.

5.6 PROPOSAL SUBMISSION CONTENT AND FORMAT

Contractors shall provide written proposals in response to this SOW. The proposals for this task order shall be presented in the form of a written proposal limited to a total of 10 single spaced pages, printed on one side only using no less than 12 pt types or 10 pt types for charts. To assist the Contracting Officer in the evaluation of the technical aspects and price realism of this acquisition, please utilize the following table format to summarize the proposal.

Labor Categories	Qty Proposed	GSA Contract Hourly Rate	Total # of Hours	Extended Total

5.7 AWARD METHOD

The Government intends to award on the evaluation of the initial proposal from the contractor, and there is no expectation of request for a Final Revised Proposal. However, the Government reserves the right to open discussions. Final terms and conditions agreed upon after negotiations must be submitted via a Revised Final Proposal (RFP) to the CO.

K-FSS-1 AUTHORIZED NEGOTIATORS (MAR 1998)

The offeror shall, in the spaces provided below, fill in the names of all persons authorized to negotiate with the Government in connection with this request for proposals or quotations. (*List the names, titles, telephone numbers and electronic mail address of the authorized negotiator[s].*)

G-FSS-900-A CONTRACT FOR CONTRACT ADMINISTRATION (JAN 1994)

Offerors are required to designate a person to be contacted for prompt contract administration.

NAME: _____

TITLE: _____

ADDRESS: _____

TELEPHONE NO.: () _____ FAX NO.: () _____

E-MAIL ADDRESS:

APPENDIX

A

SAMPLES

- (1) GSAC Contract File Submission Form
- (2) GSAC Offer Rejection Forms

GSAC Contract Files Submission

Date Sent to File Room: _____

Date Received File Room: _____

Contract # / Offer # (39 Characters) _____

(Circle one of above)

Identify Tab sections to be Scanned.

Solicitation Number _____

Contractor Name (39 Characters) _____

Buyer Code _____

Schedule number _____

Point of Contact / Phone # _____

E-Mail Address (for confirmation) _____

Date Scanned: _____

NOTES

GSAC Offer Rejection Files

Date Sent to File Room: _____

Date Received File Room: _____

Offer # (39 Characters)____ _____ TAB 00

(Circle one of above)

No staples or TABS please. Place in GSAC-rejection Drawer in TAB 00

Solicitation Number _____

Contractor Name (39 Characters) _____

Buyer Code _____

Schedule number _____

Point of Contact / Phone # _____

E-Mail Address (for confirmation) _____

Date Scanned: _____

NOTES
