**GENERAL SERVICES ADMINISTRATION**

**REGION xx**

Order Identification Number: XX ###XXX#T5

Client Agency Name

**STATEMENT OF WORK**

**(SOW)**

**CONNECTIONS II CONTRACT**

DATE: (dd mm yyyy)

1. **General.** Title of Task
2. **Points of Contact.**

**Client Representative (CR)**

name

address 1

address 2

city, state, zip

phone & fax

email

**Alternate Client Representative (ACR)**

name

address 1

address 2

city, state, zip

phone & fax

email

**Client's Security Officer** (Complete this section if clearances are involved, listing the clearance level needed, otherwise enter N/A.)

name

address 1

address 2

city, state, zip

phone & fax

email

**GSA Customer Service Representative (CSR / COTR)**

Contact Name

Agency Name

Address

Contact #’s

email

**GSA Contracting Officer**

Contact Name

Agency Name

Address

Contact #’s

email

**GSA Invoice Address**

Address

**GSA Client Acceptance Invoice Address**

Address

1. **Introduction, Overview, or Background.**

This section provides background and descriptions of the Agency's organizational structure, where the services are to be provided, the importance of the software development effort, any previous efforts germane to this effort, and the hardware and software resources in use. This section could also include agency or organization specific information about government furnished items, working hours, federal holidays, and a glossary to define terms used within the body of the work statement.

Provide a short description of the requirements without including the specific requirements.

Consider the following: How the requirement evolved; relationship to other projects; why work is needed. Summarize information which is essential for understanding the work and ensure technical information is understandable to potential readers of different disciplines.

**3.1 Contract Type.** State preference for type of contract.

**3.2 Place of Performance/Hours of Operation.** Please indicate all locations that the contractor may be asked to perform or state that it will be at the contractor’s facilities. If necessary, identify the main location, and approximately how far away any secondary locations are. Also, please specify how often the contractor may have to visit these locations. Identify normal working hours and how you wish to address overtime or extra hours.

**3.3 Period of Performance.** Please indicate the length of this project using this example: Duration of this task is from DATE through DATE or from date of award for one year. This project may be incrementally funded, which may result in extensions to the end date of this project.

**3.4 Privacy Act.** Work on this project may require 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.

**3.5 Personal Service.** The client has determined that use of the GSA contract to satisfy this requirement is in the best interest of the government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled “Personal services contract”.

**3.6 Security.** Please specify if this project is “Classified” or “Unclassified”. If “Classified”, specify to what level. All documentation (i.e. DD 254) required for security certification will be the responsibility of the contractor and the client organization.

**3.7 Key Personnel.**

**3.7.1** The client shall identify an Ordering Contracting Officer (OCO) under points of contact.

**3.7.2** The contractor shall identify key personnel in the technical proposal regardless of the type of task. NOTE: Key personnel may not be removed from the task without express approval of the CR. The CR will attach a copy of the request and determination to the project in IT Solutions Shop (ITSS) Web-Based Order Processing System.

**3.8 Definitions & Acronyms.** All terms that have meaning other than that contained in a dictionary and task-specific acronyms.

**3.9 Government Furnished Items.** The contractor shall specifically identify in their proposal the type, amount, and time frames required for any government resources, excluding those listed below.

The Government will provide the following: (If none, so state)

Lab space, office supplies, computer equipment and time, telephone, and reproduction facilities, and office supplies as required.

Standard Operational Procedures, applicable regulations, manuals, texts, briefs and other materials associated with the project and the hardware/software noted throughout this SOW.

Initial familiarization / orientation will be provided on site.

Training to be provided by the Government specific to this task.

**3.10 Contractor Furnished Items.** All items the contractor is to furnish during the contract.

**3.11 Packaging/Packing/Shipping Instructions.** Outline any unique requirements or specific instructions that deviate from basic contract, including multiple shipping addresses for applicable materials.

**4.0 Objective.**

This section includes a brief description of the purpose of the contract. What is the desired end result, if any (your expectations or goals of the contractor).

**5.0 Scope.**

This section defines how the contracting effort fits within the existing or intended customer environment both technically and organizationally. Examples of items to include here are a detailed description of the software development requirement(s), the number and location of users, the target processing environment includingoperating systems, system and data architecture(s), communications topology, and any other pertinent information.

A brief description of: Size of the anticipated effort; summary of actions to be performed; results expected; timeframes, including specific phases of work; and special areas of interest.

**6.0 Performance Requirements.**

Performance requirements are statements describing the required services in terms of output. They should express the outputs in clear, concise, commonly used, easily understood, measurable terms. They should not include detailed procedures that dictate how the work is to be accomplished. The following statements are examples of the kinds of information to be included in the performance requirements section:

For New and/or Conversion Software Development:

* During the life of the contract verify conformance with agency specific information processing standards and functional requirements. Prior to delivery of new software, demonstrate the operational capability of the system software.
* Interfaces must contain compatibility among system components in the operational environment.
* Documentation for deliverables must match the agency specific system processing and operational procedures.
* Meet the following delivery dates/milestones; phasing is an optional approach. Dates are specified according to agency delivery requirements.
* Training may vary according to user levels/needs (e.g. end users, administrators, analysts, help desk support, management, etc.).
* Security - meet all Government and agency specific requirements.

For New Software Development:

* For new software development, delivery of fully operational systems conforming to the operational environment and specified user requirements.
* Newly developed software shall not adversely affect system performance.
* New releases of software must maintain previously provided functionally, while providing enhanced capabilities or systems corrections.

For Conversion Software Development

* For software conversion projects, provide an inventory of programs and a description of the complexity of the existing systems and programs for transfer to another processing system or hardware and software platform operational environment including but not limited to databases, files, programs, lines of code, and interdependencies.
* For software conversion efforts involving rehosting to another platform, architecture, operating system, data base, programming language, and/or communications system provide an inventory of system and application programs, descriptions of the current hardware and software environment, and if applicable data distribution methods.
* For conversion projects of mission critical systems, provide parallel processing and/or system validation of the old and new systems prior to implementation.

For each requirement, there should be a corresponding standard(s), a statement of the maximum allowable degree of deviation from the standard, the method of surveillance to determine whether the standard is met, and a positive and/or negative incentive based on adherence to the standard.

**6.1 Records/Data.** Indicate data normally generated in the performance of this task and ownership of the data at the end of the task. In addition, identify the format of the data.

**6.2 Applicable Documents.** Provide a listing of all documents cited in the SOW including Government directives, formal specifications and standards, and other documents cited. Identify each by title, number, and the date of edition or revision. Sample: Specifications Practices, MIL-STD-490, dated 30 Oct 1998, Software Development Criteria such as the Capability Maturity Model and Software Engineering Institute Standards/Levels.

**7.0 Performance Standards.**

The performance standards establish the performance level(s) required by the Government. These standards are driven by the application system(s) being converted or developed. The agency should ensure that each standard is necessary, is carefully chosen, and not unduly burdensome. (See Performance Requirements Summary for a listing of examples of standards.)

**8.0 Quality Assurance Plan.**

The quality assurance plan gives the Government flexibility in measuring performance and serves as a tool to assure consistent and uniform assessment of the contractor's performance. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, the maximum acceptable defect rate(s), and the value of each performance requirement as a percentage of the overall contract. A good quality assurance plan should include a surveillance schedule and clearly state the surveillance methods to be used in monitoring the contractor's performance.

The acceptable quality level as defined in the quality assurance plan establishes a maximum allowable error rate or variation from the performance standard(s).

Depending on agency level policy and procedures the quality assurance plan may or may not be included as part of the performance work statement in the contract; however, the methodology for evaluating performance of the contract must be included.

Indicate any special concerns about the contractor’s quality control for this task. The contractor shall provide a description of their Quality Control plan to the client.

**9.0 Incentives – Positive and Negative.**

Incentives should be used when they will encourage better quality performance and may be either positive, negative, or a combination of both; however, they do not need to be present in every performance based contract as an additional fee structure. In a fixed price contract, the incentives would be embodied in the pricing and the contractor could either maximize profit through effective performance or have payments reduced because of failure to meet the performance standard.

Positive Incentives - Actions to take if the work exceeds the standards. Standards should be challenging, yet reasonably attainable.

Negative Incentives - Actions to take if work does not meet standards.

The definitions of standard performance, maximum positive and negative performance incentives, and the units of measurement should be established in the solicitation. They will vary from contract to contract and are subject to discussion during a source selection. It is necessary to balance value to the Government and meaningful incentives to the contractor. Incentives should correlate with results. Follow-up is necessary to ensure that desired results are realized, i.e., ensure that incentives actually encourage good performance and discourage unsatisfactory performance.

**10.0 Section 508.**

All electronic and information technology (EIT) procured through this task order, must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&tpl=/ecfrbrowse/Title36/36cfr1194_main_02.tpl>.

The contractor shall indicate for each line item in the schedule whether each product or service is compliant or noncompliant with the accessibility standards at 36 CFR 1194. Further, the proposal must indicate where full details of compliance can be found (e.g., vendor's website or other exact location).

**11.0 Proposal Submission.**

The Government will request proposals for this task utilizing the IT Solutions Shop (ITSS) Web-based Order Processing System. To receive a potential Request For Proposal (RFP), the potential offerors shall register their organization and their authority to submit quotes at the following Web Site: http://it-solutions.gsa.gov.

The contractor shall submit a written cost and technical proposal for consideration before the due date and time for this RFP. If the proposal is for a Firm Fixed Price Type of Task Order, the contractor shall submit a payment schedule as part of the cost proposal. In addition, the contractor shall submit these proposals electronically utilizing the ITSS system. At the completion of negotiations, the contractor will ensure his Cost and Technical proposal reflects agreements and, if appropriate, submit revised proposals to the ITR via ITSS.

**11.1 Travel**. As part of the Cost Proposal, the contractor shall provide any anticipated travel costs, if known, to include: origination; destination; number of trips; number of persons; and a breakdown of lodging, meals, transportation and related costs. Actual expenses are limited by the Government Travel Regulations and must be pre-approved by the client.

**11.2 Other Direct Costs (ODCs).** The contractor shall provide a breakdown of any ODCs in the Cost Proposal. The breakdown shall include an identification of any “open market items" or the contracting vehicle used for the ODCs.

**11.3 Deliverables and Reports.** In addition to the applicable requirements, the contractor shall provide the following deliverables and reports.

**11.3.1 Progress Reports.** Progress reports must be submitted to the COR and ITR/AM via ITSS no later than the 5th workday of every month or other negotiated date. Status reports must be submitted on the prime contractor’s letterhead and be accompanied by a copy of that month’s invoice, with written approval of the invoice by the CR. Failure to provide reports correctly will cause resubmission by your company. The Monthly Progress Report will include the items identified in Appendix B. A staffing report shall be integrated into the Monthly Progress Report.

**11.3.2 Other Reporting Requirements.** In addition to the Monthly Status Reports, the contractor shall provide the following:

**11.3.2.1** The contractor shall inform the CR and ITR in writing of the actual task starting date on or before the starting date.

**11.3.2.2** The contractor shall bring problems or potential problems affecting performance to the attention of the CR and ITR as soon as possible. Verbal reports will be followed up with written reports when directed by the CR or ITR.

**11.3.2.3** The contractor shall notify the CR and ITR when 75 % of the amount of the task has been expended (for time-and-materials task orders).

**11.3.2.4** Additional written reports may be required and negotiated.

**11.4 Delivery Instructions.** All deliverables shall be delivered to the client no later than the date specified in the SOW. Deliverables are to be transmitted with a cover letter, on the prime contractor’s letterhead, describing the contents. Concurrently, a copy of the cover letter shall be attached to the task in ITSS.

**11.5 Inspection and Acceptance.** In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the CR’s and ITR’s findings within 5 work days of normally scheduled review. If the deliverables are not acceptable, the CR will notify the ITR/AM immediately.

**11.6 Procedures for Payment.** Billing and payment shall be accomplished in accordance with the contract. The contractor shall have the invoice certified by the CR. The contractor’s invoice will be for one month for services performed in the previous month. The contractor may invoice only for the hours, travel and unique services ordered by GSA and actually used in direct support of the client representative’s project. Invoices submitted for payment must be accompanied by a copy of the government’s document(s) (i.e. DD250 or similar form) accepting the covered services. A copy of the invoice will be attached to the task in ITSS along with the Monthly Status Report. Failure to comply with the procedures outlined above may result in your payment being delayed.

**12.0 Performance Requirements Summary.**

The performance requirements summary can be presented as a matrix similar to the examples starting on the next page. This type of chart could be included in the performance work statement or placed elsewhere in the contract to summarize the requirements and display the relationships of each of the elements in the performance work statement. The summary chart is a tool that can easily summarize the elements presented in the performance work statement. Notice, for each requirement there can be one or more standards, defined maximum allowable degree of deviation from the standard(s), method(s) of surveillance to determine adherence to the standard(s), and positive and negative incentives for meeting, exceeding, or failing to meet the standard(s).

| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| --- | --- | --- | --- | --- |
| 1. During the life of the contract verify conformance with agency specific information processing standards and functional requirements. Prior to delivery of new software, demonstrate the operational capability of the system software. | Functionality of the software to meet required systems architecture and processing capabilities | All requirements mandated by law or regulation must be 100% compliant.  Functionality defined in the requirements must be prioritized and tolerances for deviation assigned for each component. %\* of operational capability is acceptable, as determined by the Quality Assurance Plan. \* Value to be determined by the Agency's requirements, on a case-by-case basis. | Independent verification & validation (IV&V) for testing new releases of software to determine that previous functionality is maintained.  Customer satisfaction as measured through limited validated customer complaints, feedback, and surveys. For conversion projects, independent verification & validation (IV&V) for developing or maintaining system processing/benchmark during parallel processing. | 100% payment for meeting all mandated requirements. Nonconformance is unacceptable. Payment is contingent on amount or degree of functionality delivered, according to priority of each function.\*  \* Value to be determined by the Agency's requirement on a case-by-case basis. Percentage of payment for each component shall be determined in the Quality Assurance plan. |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 2. Interfaces must maintain compatibility among system components in the operational environment | Service Levels for software: Through-put in terms processing response time, number of transactions processed per second; volume of data processed over time. Compatibility with particular hardware and software within the existing processing environment. Functionality of software to meet required systems architecture & processing capabilities. | No deviation | Customer satisfaction as measured through limited validated customer complaints, feedback and surveys. Operational monitoring by use of system statistics and logs Independent verification and validation (IV&V) for testing new software, including verifying results to determine that requirements and specifications are met. | 100% payment |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 3. Documentation for deliverables must match the agency specific system processing and operational procedures | Documentation meets agency specific formats for accuracy and completeness | %\* of deviation. \* Values to be determined by the agency's requirements on a case-by-case basis. | Independent verification and validation (IV&V) for determining that documentation delivered by the contractor matches the system processing and operational procedures. | 100% payment |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 4. Meet the following delivery dates/milestones (phasing is an optional approach)  Dates are specified according to agency (delivery) requirements | Delivery dates are met, or exceeded | %\* of deviation.  \*Values to be determined by the agency's requirements on a case-by-case basis. | 100% inspection | Early delivery bonus\*  \*Value determined by the agency's on a case by case basis. There may be excusable delays in which it may be in the Government's best interest to grant forbearance, on a case-by-case basis. Forbearance or excusable delays to be considered on a case-by-case basis. |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 5. Training (may vary according to user levels/needs) (e.g. end users, administrators, analysts, help desk support, management, etc.) | Proficiency levels on software required for job performance ( %) of students at level of competency)\*  (Levels: Knowledge, Comprehension, Application, Analysis)  \*Values to be determined by the agency's requirements. | % of students not performing at required level of proficiency | Surveys  Proficiency exams  Validated customer calls to help desk  Random evaluation of training. | Proportional reduction in contract line item price, or overall contract value, attributable to training. |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 6. Security | Meet all Government and agency specific requirements | No deviation | 100% inspection to ensure that all Government and Agency specific requirements have been met.  Independent verification of security procedures-defined by agency (could be performed by a third party or another agency according to current security regulations and measures. | 100% Payment |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 7. For new software development, delivery of fully operational systems conforming to the operational environment and specified user requirements. | Service levels for software: Through put in terms of processing response time, number of transactions processed per second; volume of data processed over time. Compatibility with particular hardware & software within the existing processing environment.  Functionality of software to meet required systems architecture and processing capabilities. | All requirements mandated by law or regulation must be 100% compliant.  Functionality defined in the requirements must be prioritized and tolerances for deviation assigned for each component.  %\* of operational capability is acceptable as determined by the Quality Assurance Plan.  \*Values to be determined by the Agency’s requirements on a case by case basis. | Customer satisfaction is measured through limited validated customer complaints and surveys.  Independent verification software functionality to meet required systems architecture and processing capabilities.  Operational monitoring by use of system statistics and logs. | 100% payment for meeting all mandated requirements.  Payment is contingent on the amount or degree of functionality delivered according to priority of each function.\*  \*Value to be determined by the agency’s requirements on a case by case basis.  Percentage of payment for each component shall be determined in the Quality Assurance Plan. |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 8. Newly developed  software shall not adversely  affect system performance. | Standards affecting system performance include but are not limited to: response time for resolving problems; CPU busy; response time; memory  utilization; storage utilization | Base line functionality is met at 100% Non critical functionality is met at %\*  \*Values to be determined by the Agency's requirements on a case-by-case basis. | Operational monitoring by use of system statistics and logs | 100% payment for meeting all mandated requirements. Nonconformance is unacceptable. Payment is contingent on amount or degree of functionality delivered, according to priority of each function.\* \* Value to be determined by agency's requirements on a case-by-case basis. % of payment for each component is determined in QA Plan. |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 9. New releases of software must maintain previously provided functionality, while providing enhanced capabilities, or systems corrections. | Software adds value and improves existing functionality without negatively impacting the existing operational environment. | Base line functionality is met at 100%.  Non critical functionality is met at %\*  \*Values to be determined by Agency's requirement, on a case-by-case basis. | Independent Verification and Validation (IV&V) for testing new releases of software to determine that previous functionality is improved.  Customer satisfaction is measured through validated customer complaints and surveys. | 100% payment for meeting all mandated requirements.  Nonconformance is unacceptable.  Payment is contingent on amount or degree of functionality delivered, according to priority of each function.\*  \* Value to be determined by the agency's requirement on a case-by-case basis. Percentage of payment for each component shall be determined in the Quality Assurance Plan. |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 10. For software conversion projects, provide an inventory of programs and a description of the complexity of the existing systems and programs for transfer to another processing system or hardware and software platform operational environment including, but not limited to: databases, files, lines of code and interdependencies. | Inventories shall be complete and accurate. Systems descriptions accurately identify the existing systems complexity.  Adhere to Agency configuration management standards. | Less than %\* of inventory omissions. \* Value to be determined by the Agency's requirement. | Independent verification and validation (IV&V) of the software inventory and system descriptions.  For conversion projects, Independent verification and validation (IV&V) adherance to Agency configuration management standards.  . | 100% payment for meeting all mandated requirements.  Proportional reduction in contract line item price, or overall contract value, attributable to inventory omissions |

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| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 11. Software conversion effort for rehosting from one platform, architecture, operating system, database, communication system, programming language, and/or data distribution method to another | Service Levels for  software:  Through-put in terms of processing response time, number of transactions processed per  second; volume of  data processed over time.  Compatibility with particular hardware and software within the existing processing environment.  Functionality of required systems architecture and processing capabilities.  Delivery dates are met or exceeded. | Base line functionality is met at 100%.  Noncritical functionality is met at %.\*  \* Value to be determined by the Agency's requirement. | Customer satisfaction is measured through limited validated customer complaints and surveys.  Independent verification and validation (IV&V) for testing new releases of software to determine that previous functionality is maintained.  For conversion projects Independent verification and validation (IV&V) for developing or maintaining system processing/ benchmarking during parallel processing. | 100% payment for meeting all mandated requirements.  Proportional reduction in contract line item price, or overall contract value, attributable to loss in functionality, or degraded system performance.  % of overall contract payment will be witheld until \* number of production processing cycles.  \* To be determined by the Agency's requirement. |
| REQUIRED SERVICE  (Performance Requirements) | STANDARD  (Performance Standards) | MAXIMUM ALLOWABLE DEGREE OF DEVIATION REQUIREMENT (AQL) | METHOD OF SURVEILLANCE  (Quality Assurance) | MAXIMUM PAYMENT PERCENTAGE FOR MEETING/EXCEEDING THE AQL  (Incentives) |
| 12. For conversion projects of mission critical systems, provide parallel processing and/or system testing of the old and new systems prior to implementation. | Service Levels for software: Through-put in terms of processing response time, number of transactions processed per second, volume of data processed over time. Compatibility with particular hardware and software within the existing processing environment. Functionality of software to meet required systems architecture and processing capabilities. | Data must be 100% accurate. | Pre production testing of all functional components within the processing environment (e.g., hardware, software operating system, interfaces, etc.)  Independent verification and validation (IV&V) for testing new software including verifying results to determine that requirements and specifications are met. | 100% payment for meeting all mandated requirements.  Nonconformance is unacceptable. |

**Performance-Based SOW Worksheet**

**Example 1: Software Integration**

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| **Requirement**  **(1)** | **Indicators**  **(2)** | **Standards—Criteria for Acceptance**  **(3)** | **Acceptable Quality Level**  **(4)** | **Method of Surveillance**  **(5)** | **“Incentives” Positive or Negative**  **(6)** |
| State the end results or outputs that you, the customer, will formally accept or reject. Include all deliverables, submittals and reports, etc. | For each “Requirement”, state feature(s) of each end result in Column 1 that can be measured quantitatively or qualitatively. (May be more than one indicator per requirement.) | For each “Indicator”, state performance level that, then met, means the task has been satisfactorily performed | For each “Standard”, state how perfect must performance be | For each “Standard”, state method to be used to check performance (i.e. random sampling, 100% inspection, periodic, validated customer complaints) | 100% of Contract Line Item Number (CLIN) 3 paid if all Standards in Column 3 are met  or  From 0 – 100% of Award Fee Pool Available ($10,000) |
| Example:  Task 1. Software Integration | Functionality  Compatibility  Affect on system performance  Documentation  Timeliness | 100% functional  Compatible with existing hardware/software  No adverse affect  User and technical manuals are complete and delivered by 6/15/2000  Met delivery schedule (installed by 6/15/2000, accepted by 7/15/2000) | 100% compliance  100% compliance  100% compliance  100% compliance  100% compliance | Random Sampling  Customer Complaints  100%/IV&V specific diagnostic software will be use  100% inspection  100% inspection |  |

**Performance-Based SOW Worksheet**

**Example 2: Help Desk /Technical Support**

| **Requirement**  **(1)** | **Indicators**  **(2)** | **Standards—Criteria for Acceptance**  **(3)** | **Acceptable Quality Level**  **(4)** | **Method of Surveillance**  **(5)** | **“Incentives” Positive or Negative**  **(6)** |
| --- | --- | --- | --- | --- | --- |
| State the end results or outputs that you, the customer, will formally accept or reject. Include all deliverables, submittals and reports, etc. | For each “Requirement”, state feature(s) of each end result in Column 1 that can be measured quantitatively or qualitatively. (May be more than one indicator per requirement.) | For each “Indicator”, state performance level that, then met, means the task has been satisfactorily performed | For each “Standard”, state how perfect must performance be | For each “Standard”, state method to be used to check performance (i.e. random sampling, 100% inspection, periodic, validated customer complaints) | 100% of Contract Line Item Number (CLIN) paid if all Standards in Column 3 are met  or  From 0 – 100% of Award Fee Pool Available ($10,000) |
| C3.1  Provide customer on-site & off-site problem resolution service |  |  |  |  |  |
| C3.1.1  Verbally acknowledge receipt of customer problem | Timeliness | A1 list callers—15 minutes  A2 list callers—15 minutes  Others—1 hour | 100% compliance  100% compliance  100% compliance | Customer Compliant  Customer Complaint  Customer Complaint | Pay 100% of Contract Line Item Number (CLIN) paid if all Standards in Column 3 are met |
| C3.12  Issue tickets | Format  Timeliness | 100% compliance IAW Attach 1  100% issuance of ticket upon receipt of call | 100% compliance  100% compliance | Random Sampling  Random Sampling |  |
| C3.13  Closeout tickets | Timeliness | 100% tickets will be closed out within 24 hours of problem resolution | 100% compliance | Random Sampling |  |
| C3.2  Resolve customer problems | Quality  Timeliness | Problem does not recur  Resolved ASAP. Questions of priority will be resolved by the COTR | 95 % compliance  95 % compliance | Customer Complaint  Customer Complaint |  |

**Appendix A. Delegation of Authority for the Client Representative (CR).**

**1.0 Delegated Authority.** You are specifically delegated the following duties:

**1.1** **Administration.**

**1.1.1** Act as the Government technical representative for the contract administration.

**1.1.2** Represent the Government in conferences with the contractor and prepare memorandums for the record of the pertinent facts.

**1.1.3** Maintain a filing system.

**1.1.4** Initiate requests for letters of accreditation for logistical support of individuals performing work on this task order, in accordance with all applicable regulations.

**1.2 Inspection and Acceptance.**

**1.2.1** Review all deliverables for full compliance with the contract requirements.

**1.2.2** Promptly reject all work that does not comply with the contract requirements and notify the contracting officer and/or GSA ITR.

**1.2.3** Accept deliverables that conform with contract requirements.

**1.2.4** Prepare and maintain a running list of items that remain at variance with contract requirements, apprising both the contractor and contracting officer of corrective action or the need for it.

**1.2.5** Maintain a master copy of the official list of defects and omissions.

**1.2.6** Ensure that all defects and omissions are corrected or completed.

**2.0 Not Delegated.** The following functions are NOT delegated:

**2.1** Award, agree to, or execute a contract or contract modification.

**2.2** Obligate, in any way, the payment of money by the Government.

**2.3** Make a final decision on any matter that would be subject to appeal under the Disputes Clause of the Contract.

* 1. Re-designate any of your assigned duties unless specifically authorized to do so.

**2.5** Cause the contractor to incur costs not specifically covered by the contract, and this delivery task order, with the expectation that such costs will be reimbursed by the Government.

**2.6** Terminate for any cause the contractor’s right to proceed.

This designation as CR shall remain in effect until revocation by the contracting officer or the completion of the specified task order.

**Appendix B. Monthly Status Reports**.

1. Task Information.
   1. GSA contract number and Project number.
   2. GSA ITR assigned
   3. Accounting Control Transaction (ACT) number and reporting period.
   4. Client agency and location
   5. Brief task description
2. Reporting Period Information.
   1. For each employee: name, skill level, regular and overtime hours worked (denoting on or off site), and cumulative regular and overtime hours worked.
   2. The portion of the report described above must contain the following statement: “I certify to the best of my knowledge and belief that the above named employee(s) worked the hours shown at the skill levels indicated.” Signature and date of the (Contractor) Program Manager of his/her designee directly following this statement.
   3. A narrative review of work accomplished during the reporting period and significant events.
   4. Deliverable process
   5. Problem areas
   6. Anticipated activity for the next reporting period
   7. Description of any travel or unique services provided
   8. Other relative information as necessary