

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.

1.	INTRODUCTION	3
2.	OBJECTIVE	3
3.	SCOPE.....	3
4.	REQUIREMENTS AND TASKS	4
4.1	REQUIREMENTS	4
4.2	SPECIFIC TASKS	5
5.	OPTIONAL TASK.....	8
6.	DELIVERABLES AND DELIVERY SCHEDULE.....	9
6.1	DELIVERY SCHEDULE	10
6.2	NOTICE REGARDING LATE DELIVERY	11
7.	PERSONNEL	11
7.1	KEY PERSONNEL.....	11
7.2	RESUMES.....	11
8.	QUALITY ASSURANCE AND MONITORING OF WORK DELIVERABLES	11
8.1	GENERAL ACCEPTANCE CRITERIA	12
8.2	QUALITY ASSURANCE.....	12
9.	GOVERNMENT FURNISHED EQUIPMENT, GOVERNMENT FURNISHED INFORMATION AND APPLICABLE DOCUMENTS	12
9.1	GOVERNMENT FURNISHED EQUIPMENT (GFE).....	12
9.2	GOVERNMENT FURNISHED INFORMATION	13
9.3	APPLICABLE DOCUMENTS	13
10.	PLACE OF PERFORMANCE.....	13
11.	PERIOD OF PERFORMANCE.....	13
12.	ESTIMATED LEVEL OF EFFORT	13
12.	ADMINISTRATIVE CONSIDERATIONS.....	13
12.1	HOURS OF WORK	13

13.	NON-PERSONAL SERVICES:.....	14
14.	POST AWARD ADMINISTRATION.....	14
14.1	PRESERVATION, PACKAGING, PACKING, AND MARKING.....	14
14.2	PLACE OF INSPECTION AND ACCEPTANCE	14
14.3	SCOPE OF INSPECTION	15
14.4	INITIAL DELIVERABLES.....	15
14.5	NON-CONFORMING PRODUCTS OR SERVICES	15
15.	ACCESS TO GOVERNMENT ELECTRONIC MAIL.....	15
16.	INVOICE SUBMISSION.....	16
17.	INVOICING INSTRUCTIONS	16
18.	TRAVEL	17
18.1	TRAVEL REGULATIONS	17
19.	CONTRACTING OFFICER’S TECHNICAL REPRESENTATIVE (COTR).....	18
20.1	ORGANIZATIONAL CONFLICT OF INTEREST	19
20.2	NON DISCLOSURE REQUIREMENTS	19
21.	SECURITY CONSIDERATIONS	19
22	TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS TO FOLLOW-ON CONTRACTORS.....	19
23.	PRIVACY ACT	19
24.	TASK ORDER CLOSEOUT	19
25.	PAST PERFORMANCE INFORMATION.....	20
26.	CONTRACTOR’S PURCHASING SYSTEMS	20
27.	DATA RIGHTS	20
28.	FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES (http://www.arnet.gov/far/).....	20

STATEMENT OF WORK

Project Name & ID: _____

May 1, 2011

1. INTRODUCTION

The Office of the Chief Information Officer (OCIO) provides institute wide computer support to support this mission. This includes helpdesk support, infrastructure operation and management, and the development and operations of the computer applications needed to manage scientific and administrative resources and support extramural business activities in the management of the agency grants portfolio.

2. OBJECTIVE

A key mission for the organization is the development and maintenance of data intensive research and administrative applications in support of the agency mission. To accomplish these tasks necessitates in-depth knowledge and expertise in all areas of requirements elicitation, application design, documentation, implementation, maintenance, management to ensure that requirements are met and deliverable products comply with the IT enterprise architecture and business needs.

To ensure that all agency application development, documentation and maintenance efforts deliver products that effectively meet approved requirements and established architectures, the services of an expert contractor are required.

The objective of this statement of work is to obtain a contract to provide support for on-going development efforts and new efforts described within this Statement of Work (SOW).

Expected benefits of these application design, development, implementation and maintenance support services to the Government include:

- Increased consistency and value of applications;
- Increased confidence in the products delivered;
- Increased quality of individual deliverables, products, and services provided;
- Reduced project risks;
- Reduced implementation costs;
- Improved user acceptance;
- Improved benefits realization, and
- Reduced operation and maintenance costs.

3. SCOPE

The scope of this effort includes services necessary to provide a full range of application design, development, and maintenance support. Primarily, but not exclusively, services provided will focus on applications supporting the agency extramural business process but may include other administrative or scientific applications as well.

All services provided and products delivered must comply with the Government security, Section 508 and architecture requirements.

Specifically, the scope of services required includes:

- Project Management;
- Complete project documentation
- Business application analysis;
- Application requirements definition;
- Application development;
- Application design
- Graphic design
- Application integration
- Application documentation
- Application user support
- Application testing
- Quality assurance

Any contract resulting from this Statement of Work (SOW) may be modified at any time to accommodate increases or decreases in the number of end users supported, the number of systems requiring support, and legislative changes that affect agency system and/or data requirements.

4. REQUIREMENTS AND TASKS

In order to support the agency mission, projects and system requirements, the Government requires sophisticated information technology systems support services. The following section of the SOW describes the requirements and tasks that shall be accomplished to meet these requirements.

4.1 REQUIREMENTS

The contractor must have demonstrated corporate experience and provide support staff meeting the following requirements:

- Functional knowledge of the corporate IMPAC II system, general functional knowledge in business processes including Extramural Grants Management, Budgeting process, Intramural business process, and the Personnel Management process.
- Proven experience developing software systems utilizing Unified Process (UP), Rapid Application Development (RAD) and Agile methodologies
- Demonstrated experience in designing, architecting, developing and delivering Java Two Enterprise Edition (J2EE) applications;
- Demonstrated experience in the development of 3 and 4-tier web applications.
- Demonstrated experience in conducting requirements gathering sessions and workshops

- Demonstrated experience in web application technologies such as HTML,XML/XSL JDBC, JNDI, LDAP, JavaScript, Java EJBs,applets,Servlets
- Demonstrated experience in the use of CSS (Cascading Style Sheets)
- Demonstrated experience in usability assessment
- Experience in understanding of Section 508 regulations and compliance of these regulations in support of the design of and development of web based applications.
- Knowledge of SAEAF (Service Aware Enterprise Architecture Framework
- Knowledge of SOA (Service Oriented Architecture)

4.2 SPECIFIC TASKS

The contractor shall provide several general classes of services including (but not limited to) process management and reporting and technical planning, assessment, evaluation, design, development, monitoring, requirements analysis, architecture, graphic design, design, coding, quality assurance testing and deployment. These services require careful interaction with the government project officer, enterprise system project management staff, other contractors, product vendors, and management. The contractor shall not play any role in directing or managing work of any other project or support contractor staff.

The contractor shall provide management and technical services within the scope of this contract to support the following tasks.

4.2.1 PROGRAM AND PROJECT MANAGEMENT

Work efforts performed in support of this Statement of Work require management expertise, oversight, control, and direction in team building, communications, time management, quality assurance and quality control and management, procedure development, risk management, configuration management, cost management, and software integration. Using state-of-the-art knowledge, skills, tools, and techniques, the contractor shall:

- Review existing change management and track policy and procedures and update them as needed to address change requests and application defects from receipt through review, analysis, development, and installation;
- Develop and implement Program and Project Management Plans that identify the management strategies to be followed and goals to be achieved. These plans shall be revised and updated as necessary to remain current and effective;
- Provide an effective labor and skill mix to accomplish all tasks;
- Effectively address changes in work priorities and staffing;
- Ensure proper staffing and skill set coverage at all times;

- Ensure deliverable quality and timeliness;
- Provide data for Earned Value Management (EVM) reporting upon request;;
- Develop Work Breakdown Structures (WBS) for each project and task as warranted;
- Develop, coordinate, update and maintain, in IT Systems provided tools, all applicable Standard Operating Procedures;
- Ensure adequate documentation meeting standards throughout the full software development life cycle (SDLC);
- Follow an approved iterative development methodology;
- Enforce proper configuration management;
- Ensure compliance with all agency 508 compliance regulations;
- Ensure compliance with all agency security regulations;
- Provide assistance to the staff with regard to security information updates for the applications developed;
- Evaluate current languages and tools and recommend to the Contacting Officer's Technical Representative (COTR) new languages and tools as appropriate;
- Provide information, technical, and management briefings and presentations to the COTR and to other staff as requested by the COTR on all aspects of the work being performed.

4.2.2 DEVELOPMENT AND SUPPORT FOR EXTENSION APPLICATIONS AND ADMINISTRATIVE APPLICATIONS

The Government has developed multiple applications as extensions to IMPAC II that support extramural business processes and applications that support the internal business process. The contractor shall enhance and support these production applications and create new applications as the need arises. Work to be accomplished will focus primarily on the following systems and their components. However additional systems support and development may be required.

The contractor shall:

- Monitor, maintain, enhance and manage all existing business applications and correct defects as they become known. The same software engineering best practices and techniques will be used for application modifications as are to be used for new system development. All data and programming standards shall be used and consistently applied.
- Utilize an iterative development methodology for all work done under this contract. The methodology shall allow users to examine the validity and accuracy of the business requirements and to respond to the usability and performance of new developments. User testing and acceptance throughout the development cycle will detect usability issues, missing requirements, and any necessary design changes early in the process, allowing them to be put in place immediately.

- Identify risks associated with the development of new software efforts, including extension systems, the analysis and classification of those risks as to severity and likelihood, and the identification of techniques to mitigate the risks.
- Conduct feasibility/cost-benefit studies, requirements analyses, and all other life cycle activities included in the design phase, including the use of an object-oriented technology such as the Unified Modeling Language (UML), development, implementation, and documentation, for the development and maintenance of systems for long-term use.
- Collect, develop, and analyze software requirements through the use of facilitated user sessions.
- Formulate a business model identifying the proposed (to-be) business processes necessary to improve the efficiency and effectiveness for each application, as necessary.
- Develop “use cases” and determine the prescribed set of “artifacts” for each phase of each development cycle.
- Develop java applications using a service-oriented architecture and web services where applicable
- Develop applications in a multi-platform environment, using object oriented programming, with an understanding of Internet/Intranet architecture.
- Develop software applications prototypes for COTR evaluation.
- Provide Graphic design for application user interface
- Conduct usability analysis and assessments
- Adhere to 508 compliance regulations for all development efforts
- Utilize the Government provided 508 reporting tool to identify and mitigate 508 issues
- Develop, document, and adhere to effective and appropriate configuration management practices.
- Design systems using the Rational Unified Process, or a framework similar to it.
- Assist with the development of business case documents by providing feasibility and high level business requirements analyses for existing systems or new requests and development cost estimates.

4.2.3 DOCUMENTATION

The contractor shall develop system and user documentation for both existing and newly deployed application software.

The contractor shall provide the following documentation for each application:

- System Documentation
- Training Documentation
- User Documentation

The contractor shall provide necessary documents upon each completed phase of Project:

- Inception phase documents shall include Vision, Use Cases, Data Modeling, Risks, Architecture, Infrastructure, Schedule, Cost Breakdown
- Elaboration phase documents shall include Use Cases, Data Models/Procedures, Test Cases, Models
- Construction phase documents shall include Source Code Baselines, Compile Time-Files, and Component executables.
- Transition phase document shall include User Guide, Analysis and Design Package, and Maintenance and Deployment Package.
- Other documents deemed necessary.

All documentation shall be in a format editable by the Government and maintained in the appropriate provided tool.

4.2.4 HELP DESK AND USER SUPPORT

The contractor shall assist in resolving technical issues presented to the help desk.

The contractor shall provide support staff with the technical experience and expertise to diagnose and resolve issues in a complex, multi-application environment based on a three-tiered architecture.

The contractor shall provide staff with sufficient business knowledge in support of the applications to understand and provide assistance with any user issues of a non-technical nature.

5. OPTIONAL TASK

The Office of Communication and Education (OCE) is the public interface. OCE is responsible for the content and hosting of the agency public web presence and the intranet presence. Additionally, OCE publishes educational materials relating to all aspects dealing with the mission of the agency.

Due to ongoing efforts to consolidate services for the economy of scale and its administration is planned that xxx will be absorbing the OCE infrastructure. The first steps will include transitioning to xx the hosting, maintenance and management of web sites and applications not directly related to the public mission of OCE. The agency anticipates that this transition will begin during the timeframe of the award of this SOW and will require the addition of tasks and personnel with specific expertise to accomplish.

The additional tasks would include:

- Site graphic design
- Site statistics reporting , if appropriate, utilizing agency provided tools
- Site content management, either by HTML based tools or an agency provided Content Management System
- Site usability testing
- Site and document 508 testing and reporting

The four additional positions required by this effort are:

- Senior graphic designer/usability expert
- Senior 508 person
- Two Content managers

6. DELIVERABLES AND DELIVERY SCHEDULE

All written deliverable products shall be submitted in electronic draft format for the COTR's review and comment. Final copies shall be delivered to the COTR five (5) working days after receipt of the Government's comments. Deliverables shall be submitted with an accompanying letter describing the deliverable product and delivered to, Office of the Chief Information Officer.

All written draft deliverable products shall be submitted in electronic format for review and comment. Final deliverable products shall be submitted in three (3) final bound copies, one (1) unbound flat final copy suitable for reproduction, and an electronic copy. Other quantities and formats may be submitted after prior approval or request from the COTR. Electronic copies will be submitted in Microsoft Office 2003 format unless prior approval for another format has been obtained from the COTR.

The delivery schedule of products is outlined in a delivery schedule table below. Other written and technical deliverables shall be submitted according to the schedules identified in the approved *Contract Management Plan* developed under this SOW. The Contractor shall deliver the following:

Contract Management Plan – The Contractor shall prepare draft and final Contract Management Plan specifying the tasks, sub tasks, and approaches to be used to provide the services and products specified including the deliverable documents, analyses, and reports necessary to fulfill the requirements of this SOW. This Plan shall be delivered in draft not later than one week following the award of the Contract.

Quality Control Plan – The Contractor shall prepare draft and final versions of a Quality Control Plan specifying the tasks, sub tasks, and approaches to be used to ensure adequate quality and integrity of work developed. This Plan shall be delivered in draft not later than one week following the approval of the Contract Management Plan.

Program and Project Plans – The Contractor shall prepare draft and final versions of specific Program and Project Plans when necessary or as directed that are appropriate for the size and scale of technical efforts being undertaken. These plans shall specify the tasks, sub tasks, dependencies, resource requirements, schedules, and milestone dates required to complete specific technical programs or projects. When approved by the COTR, these plans shall be used to monitor, control, and report progress, issues, and resource expenditures. These plans shall be updated as required and approved by the COTR as required to maintain currency with project objectives, activities, and direction.

Weekly Contract Status and Progress Review – The Contractor shall participate in weekly management review meetings and be prepared to present and discuss the following:

- Activities planned for the week;
- Work and deliverables completed during the period;
- Status of ongoing activities;
- Activities planned for the following period;
- Problems or issues projected or identified;
- Alternatives and/or recommended solution(s) for identified or projected problems or issues; and
- Known or projected resource (staff and funding) and schedule impacts.

Monthly Status and Progress Summary Report – The Contractor shall prepare and submit draft and final *Monthly Status and Progress Summary Reports*. Draft reports shall be forwarded to the COTR by the 10th calendar day of the month following the reporting period. In addition, this *Report* shall be presented to the enterprise system project

managers for discussion, if requested by the COTR. A final report shall be submitted five days after receipt of government comments.

This *Report* and presentation may be delivered in conjunction with the presentation of the Contractor’s *Weekly Contract Status and Progress Review*. This *Report* shall be a compilation of weekly management issues and meetings during the month reported and in sufficient detail to ensure understanding of performance progress and issues.

The delivered *Reports* must be suitable for forwarding to executive management. The format and content of the *Report* shall include the following:

- Activities planned for the reporting period;
- Work and deliverables completed during reporting period;
- Status of ongoing activities including percentage of completion;
- Activities planned for the following reporting period;
- Planned travel during the following reporting period;
- Problems or issues projected or identified;
- Alternatives and/or recommended solution(s) for identified or projected problems or issues;
- Known or projected resources (staff and funding) and schedule impacts; and
- Status of project funds including monthly and total expenditures and funds remaining;
- Summary of tasks performed under section 4.2 of the Statement of Work.

Other Deliverables – The Contractor shall prepare and submit draft and final copies of other deliverable analysis, evaluation, review, and report products necessary to meet the requirements of technical tasks and activities performed in the provision of this Statement of Work. All written deliverable products shall be delivered in electronic draft format for Government review and comment. Final copies shall be delivered in five (5) working days after receipt of government comments.

Final Contract Report - The contractor shall provide a final report to the COTR at the conclusion of the period of performance. This report shall summarize objectives achieved, significant issues, problems, and recommendations to improve the process in the future.

The delivery schedule of key written management products is specified in the delivery schedule table contained in this section. The contractor shall deliver the following:

6.1 DELIVERY SCHEDULE

Deliverable	Deliverable Due Date
Draft Contract Management Plan	One week after Contract Award
Final Contract Management Plan	Five working days after receipt of Government comments.
Draft Quality Control Plan	One week after receipt of the Final Contract Management Plan
Final Quality Control Plan	Five working days after receipt of Government

	comments.
Weekly Contract Status and Progress Review	Weekly beginning two weeks after task award
Draft Monthly Contract Status & Progress Report	Monthly on 10 th day of the month beginning in the month following Contract award.
Final Monthly Contract Status & Progress Report	Five working days after receipt of Government comments
Final Contract Report	Five days after receipt of Government comments
Program and Project Plans	As required and requested by the Government and on an agreed upon schedule.
Other Draft & Final Deliverable Products	As required specified in government approved plans or as requested.

6.2 NOTICE REGARDING LATE DELIVERY

The contractor shall notify the COR, as soon as it becomes apparent to the contractor, that a scheduled delivery will be late. The contractor shall include in the notification the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. The COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits the Government's right to any and all rights and remedies up to and including termination.

7. PERSONNEL

The Contractor is responsible for providing personnel with the necessary level of expertise to support the task activities and requirements in this SOW. The contractor shall provide a single point of contact that shall serve as the project manager for the life of the Contract.

7.1 KEY PERSONNEL

Key personnel proposed must include at a minimum a Senior Web Consultant and a Web Architect. Key personnel are expected to be dedicated to this effort and be available on site for the majority of the time. For each proposed key person, a resume is required.

Additional resumes of staff necessary to implement the services proposed must also be included. All staff members for whom resumes are submitted will be considered dedicated to this project to perform the role(s) and for the time period(s) proposed. All key personnel shall be full-time employees of the prime Offeror or a subcontractor team member at the time of contract award or the Offeror shall provide a letter of commitment signed by the individual and Offeror.

7.2 RESUMES

The Offeror shall provide a resume for each person proposed for the project. All staff for which resumes are submitted will be considered key staff and dedicated to this project if a contract is awarded. Individual resumes shall be no more than 3 pages in length.

8. QUALITY ASSURANCE AND MONITORING OF WORK DELIVERABLES

All work under this contract shall be monitored by the PO/COTR, who will act as the primary technical representative of the Government. Final inspection and acceptance of all work performed, reports and other deliverables shall be performed at the place of delivery by the PO/COTR.

The PO/COTR, with the assistance of the other affected Project Managers, is responsible for:

- Setting task priorities, revising task priorities when necessary;

- Communicating these priorities to the contractor;
- After consultation with the Contracting Officer when appropriate, modifying delivery dates and schedules, so that the revised priorities can be met, and
- Formally assessing the level of contractor performance and ascribing the extent to which quality assurance and acceptable performance levels have been met

8.1 GENERAL ACCEPTANCE CRITERIA

General quality measures as set forth below shall be applied to each work product received from the contractor under this statement of work.

- Accuracy - Work Products shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity - Work Products shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- Consistency to Requirements - All work products must satisfy the requirements of this statement of work.
- File Editing - All text and diagrammatic files shall be editable by the Government.
- Format - Work Products shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.
- Timeliness - Work Products shall be submitted on or before the due date specified in this statement of work or as described in assigned tasks or submitted in accordance with a later scheduled date determined by or approved by the Government.

8.2 QUALITY ASSURANCE

The PO/COTR shall review, for completeness, preliminary or draft documentation that the Contractor submits, and may return it to the Contractor for correction. Absence of any comments by the PO/COTR shall not relieve the Contractor of the responsibility for complying with the requirements of this SOW. Final approval and acceptance of documentation required herein shall be by letter of approval and acceptance by PO/COTR. The Contractor shall not construe any letter of acknowledgment of receipt material as a waiver of review, or as an acknowledgment that the material is in conformance with this SOW. Any approval given during preparation of the documentation, or approval for shipment shall not guarantee the final acceptance of the completed documentation.

9. GOVERNMENT FURNISHED EQUIPMENT, GOVERNMENT FURNISHED INFORMATION AND APPLICABLE DOCUMENTS

9.1 GOVERNMENT FURNISHED EQUIPMENT (GFE)

The contractor shall have full access to GFE and software to perform the duties on the project while performing duties in government space. Government shall furnish all office space, equipment, including both computer hardware and software, necessary for the contractor to perform the assigned work on-site, unless otherwise specified, to fully satisfy all operational requirements of this contract.

All Government Furnished Property referred to in this clause will remain the property of the Government, or its contractor, and under that entity's control at all times. The Government retains the right to withdraw or reallocate these resources at any time, and without notice, during the performance of this contract.

9.2 GOVERNMENT FURNISHED INFORMATION

The contractor shall be furnished current task working papers, project descriptions, program briefing material and other pertinent information, and other documentation or material required to carry out the tasks described hereunder.

9.3 APPLICABLE DOCUMENTS

10. PLACE OF PERFORMANCE

The majority of all work will be performed at the Government site XXX. Occasional local travel to affiliate locations for on-site support may be necessary.

11. PERIOD OF PERFORMANCE

The period of performance of this contract shall consist of one twelve-month base period plus one twelve-month option period. Continued funding is contingent upon an acceptable level of performance.

12. ESTIMATED LEVEL OF EFFORT

The Government anticipates award of a labor hour contract type. The labor categories and hourly estimates below are based on previous agency experience with this effort.

The Contractor shall provide the following resources in the performance of this SOW:

NOTE: the government suggests the following labor categories. The contractor may quote an alternate labor mix as long as proposed personnel have the required certifications. The contractor is responsible for providing all personnel and materials necessary to perform in accordance with the SOW.

SOW Labor Category	Base Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4	Total
Project Manager/Web Architect	960	960	960	960	960	4,800
Senior Web Consultant	960	960	960	960	960	4,800
Web Designer	1920	1920	1920	1920	1920	9,600
Web Application Developer	7860	7860	7860	7860	7860	38,400
Web Consultant	5760	5760	5760	5760	5760	28,800
Total Labor Hours	17460	17460	17460	17460	17460	87,300
ODC's (Estimated, Not to Exceed)	0	0	\$0	0	0	0

* One (1) FTE = 1,920 Hours

12. ADMINISTRATIVE CONSIDERATIONS

12.1 HOURS OF WORK

Normal labor coverage will be from 6:00a.m. to 6:00p.m. Monday through Friday or some variant agreed upon at the kick-off meeting. Weekend and Federal holiday on-call coverage is required for systems support. Extra staffing may be necessary depending on general workload, server backups, hardware and software installations, and other

14.3 SCOPE OF INSPECTION

14.3.1 All deliverables will be inspected for content, completeness, accuracy and conformance to Task Order requirements by the COR. Inspection may include validation of information or software through the use of automated tools and/or testing of the deliverables, as specified in the Task Order. The scope and nature of this testing must be negotiated prior to Task Order award and will be sufficiently comprehensive to ensure the completeness, quality and adequacy of all deliverables.

14.3.2 The Government requires a period not to exceed fifteen (15) work days after receipt of final deliverable items for inspection and acceptance or rejection.

14.3.3 BASIS OF ACCEPTANCE

(For all CLINs) The basis for inspection/acceptance shall be compliance with the requirements set forth in the Task Order, the contractor's proposal and other terms and conditions of the contract including the Government Quality Assurance Surveillance Plan (QASP)/Quality Control Plan (QCP). Deliverable items rejected shall be corrected in accordance with the applicable clauses.

14.3.4 Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Government have been corrected.

14.3.15 If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

14.3.6 All of the Government's comments to deliverables must either be incorporated in the succeeding version of the deliverable or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

14.3.7 If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, improper format, or otherwise does not conform to the requirements stated within this Task Order, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the COR.

14.4 INITIAL DELIVERABLES

14.4.1 (For all CLINs) The Government will provide written acceptance, comments and/or change requests, if any, within ten (10) work days from receipt by the Government of the initial deliverable.

14.4.2 Upon receipt of the Government comments, the contractor shall have ten (10) work days to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

14.4.3 The Government shall provide written notification of acceptance or rejection of all final deliverables within fifteen (15) work days. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

14.5 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within ten (10) work days of the rejection notice. If the deficiencies cannot be corrected within ten (10) work days, the contractor will immediately notify the Government of the reason for the delay and provide a proposed corrective action plan within ten (10) work days.

15. ACCESS TO GOVERNMENT ELECTRONIC MAIL

All Contractor staff that have access to and use of the Government electronic mail (e-mail) must identify themselves as contractors on all outgoing e-mail messages, including those that are sent in reply or are forwarded to another user. To best comply with this requirement, the contractor staff shall set up an e-mail signature ("AutoSignature") or an electronic business card ("V-card") on each contractor employee's computer system and/or Personal Digital Assistant (PDA) that will automatically display "Contractor" in the signature area of all e-mails sent.

16. 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 electronic system to submit invoices. Invoices shall be sent to:

<https://web.itss.gsa.gov>

www.finance.gsa.gov

NOTE FAILURE TO SUBMIT THE INVOICE IN ITSS WILL RESULT IN REJECTION OF THE INVOICE.

The contractor shall submit Requests for Payments in accordance with the format contained in GSAM 552.232-70, INVOICE REQUIREMENTS (SEPT 1999), to be considered proper for payment. In addition, the data elements indicated below shall be included on each invoice.

Task Order number: *(from GSA Form 300, Block 2)*

Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*

Project No.:

Project Title:

The contractor shall provide invoice backup data, including labor categories, rates and quantities of labor hours.

17. INVOICING INSTRUCTIONS

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.

In addition to the above information, the invoice shall include the following minimum task identification:

- GSA task order number
- Accounting Control Transaction (ACT) number (assigned by GSA on the Delivery Order, GSA Form 33, Block 2)

- Period of Performance (month services performed for work request task orders, month deliverable completed for fixed price task orders).
- Invoice Number
- Client name and address

The original of each invoice, with supporting documentation, shall be submitted to the GSA Paying Office designated in Block 25 of the GSA Form 33.

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.

18. TRAVEL

The contractor shall be required to travel within and outside the local area to support the task requirements, such as attendance at meetings, demonstrations, and working group meetings. The number of contractor personnel authorized to travel outside the local area will be determined by mutual agreement. All travel outside the local area will require approval by the Government via ITSS prior to the commencement of the travel. Travel costs shall be reimbursed at cost, not to exceed the then current rates specified in the Joint Travel Regulation (JTR).

18.1 TRAVEL REGULATIONS

The contractor shall adhere to the following travel regulations (see FAR 31.205-46):

- (1) Federal Travel Regulations (FTR) - prescribed by the General Services Administration, for travel in the contiguous United States.
- (2) Joint Travel Regulations (JTR), Volume 2, DoD Civilian Personnel, Appendix A. prescribed by the Department of Defense, for travel in Alaska, Hawaii, and outlying areas of the United States.
- (3) Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas", prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible. Airfare will be reimbursed for actual common carrier fares which are obtained by the most reasonable and economical means.

18.2 The Government will identify the need for a Trip Report (if required) when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel, to include, at a minimum, the name of the employee, location of travel, duration of trip, and POC at travel location.

The contractor may invoice monthly on the basis of cost incurred for travel CLIN. The invoice shall include the period of performance covered by the invoice, the CLIN number and name and the Project Element Plan (PEP) number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Separate worksheets, in MS Excel format, shall be submitted for travel with separate columns for the following:

- a. Project Total Travel: This will identify all current and past travel on the project and their total Project costs billed. The listing shall include separate columns and totals for the following information concerning the current invoice period and the project to date:
- Current invoice period
 - Names of persons traveling
 - Number of travel days
 - Dates of travel
 - Number of days per diem charged
 - Per diem rate used
 - Total per diem charged
 - Transportation costs
 - Other charges
 - Total charges
- b. CLIN/Task Total Travel: This will identify all current and past travel on the project and their total CLIN/Task costs billed. The listing shall include separate columns and totals for the current invoice period and the project to date:
- Current invoice period
 - Names of persons traveling
 - Number of travel days
 - Dates of travel
 - Number of days per diem charged
 - Per diem rate used
 - Total per diem charged
 - Transportation costs
 - Total charges

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

19. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)

- (a) A Contracting Officer's Technical Representative (COTR) may be appointed to assist the Contracting Officer in administration of this task order.
- (b) When the appointment of a COTR is deemed necessary, the Contracting Officer will issue the formal Letter of Appointment defining the scope and limitations of the authority of the designated COTR. A copy of the COTR appointment letter will be maintained in the contract file.
- (c) In no event is the COTR authorized to direct any action which:
- (1) Exceeds the scope or limitations specified in the Letter of Appointment; or

- (2) Constitutes a change to the Statement of Work (SOW) or any other term or condition of the contract/task order. Such changes may be authorized only upon written notification by the contracting officer.

20. ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

20.1 ORGANIZATIONAL CONFLICT OF INTEREST

If the contractor is currently providing support or anticipates providing support to the U.S. Army that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Part 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any subcontractors, consultants or teaming partners) agree to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be handled in accordance with FAR Subpart 9.5.

20.2 NON DISCLOSURE REQUIREMENTS

All contractor personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO issued which requires the contractor to act on behalf of, or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, shall execute and submit an "Employee/Contractor Non-Disclosure Agreement" Form. This is required prior to the commencement of any work on such TO and whenever replacement personnel are proposed under an ongoing TO. Any information obtained or provided in the performance of this TO is only to be used in the performance of the TO.

21. SECURITY CONSIDERATIONS

Access to classified documents, studies, reports, and other documentation and information may be required. Consequently, Secret clearance adjudication is required. A DD Form 254, "Department of Defense Contract Security Classification Specification," will be provided after award of task order. Further, the contractor will be accessing a Sensitive But Unclassified (SBU) network and the duties to be performed by contractor personnel under the PWS have been designated as IT-I/IT-II sensitive positions. Contractor personnel assigned under this Task Order must hold US citizenship. The contractor will initiate the appropriate level of security clearance background investigation to result in issuance of a Department of Defense Secret security clearance. Information gathered, developed, analyzed, and produced under this PWS remains the property of the U.S. and shall be protected from unauthorized or inadvertent modification, disclosure, destruction, or use. Prior to the arrival of any contractor employee to commence work under this task order at any Government site, the contractor must provide advance notice to the Government for visitor control purposes and verification of security clearance.

22 TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS TO FOLLOW-ON CONTRACTORS

The contractor shall ensure that all hardware/software agreements entered into under this task order are transferable to the Government and/or to other contractors at the discretion of the Government.

23. 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.

24. 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.

25. PAST PERFORMANCE INFORMATION

In accordance with FAR 42.15 Contractor Performance Information, past performance evaluations shall be prepared for each task order that exceeds the simplified acquisition threshold placed against a Government-wide Acquisition Contract. For severable task orders, interim evaluations will be required prior to exercising any option periods. For non-severable task orders, evaluations must be collected, coordinated and reported upon completion of the task order.

The Government will provide and record Past Performance Information for acquisitions over \$100,000 utilizing the Contractor Performance Assessment Reporting System (CPARS). The CPARS allows contractors to view and comment on the Government's evaluation of the contractor's performance before it is finalized. Once the contractor's past performance evaluation is finalized in CPARS it will be transmitted into the Past Performance Information Retrieval System (PPIRS).

Contractors are required to register in CPARS, so contractors may review and comment on past performance reports submitted.

Contractors must register at the following websites:

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

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

26. 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.

27. 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.

28. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES
(<http://www.arnet.gov/far/>)

CLAUSE NO	CLAUSE TITLE	DATE
52.217-8	OPTION TO EXTEND SERVICES	(NOV 1999)
52.217-9	OPTION TO EXTEND THE TERM OF THE CONTRACT	(MAR 2000)
52.227-14	RIGHTS IN DATA – GENERAL ALTERNATE V	(JUN 1987)
52.245.19	GOVERNMENT FURNISHED PROPERTY “AS IS”	(APR 1984)

DEFENSE FEDERAL ACQUISITION REGULATION SUPPLEMENTS (DFARS) CLAUSES INCORPORATED
BY REFERENCE

CLAUSE NO	CLAUSE TITLE	DATE
252.204-7004	REQUIRED CENTRAL CONTRACTOR REGISTRATION	(NOV 2001)
252.227-7013	RIGHTS IN TECHNICAL DATA - NONCOMMERCIAL ITEMS	(NOV 1995)
252.227-7014	RIGHTS IN NONCOMMERCIAL COMPUTER SOFTWARE AND NONCOMMERCIAL COMPUTER SOFTWARE DOCUMENTATION	(JUN 1995)
252.227-7019	VALIDATION OF ASSERTED RESTRICTIONS - COMPUTER SOFTWARE	(JUN 1995)
252.227-7028	TECHNICAL DATA OR COMPUTER SOFTWARE PREVIOUSLY DELIVERED TO THE GOVERNMENT	(JUN 1995)
252.246-7001	WARRANTY OF DATA	(MAR 2003)