STATEMENT OF WORK (SOW)

CONNECTIONS II

Order Identification Number: [######]  
Integration of Wireless Access Points (WAP) into Wireless Large Area Network (WLAN)

SOW Template, V.6

Issued by:

[Agency Logo]

[Name of Agency]

[Address of Agency]

DATE: [DD MM YYYY]

**Template Guidance**

**Purpose**

The purpose of this template is to provide Agencies with a baseline document for procurements involving Connections II. This template is based on previous SOWs that were vetted, and thus saves Agencies time and resources during SOW development. The Agency can start with this baseline template to create a SOW and then make alterations to the document to meet their needs. For example, an Agency may want to include a scenario or technology not within the template. In this case the Agency would add text to cover the new scenario or technical requirements.

**Conventions**

Following are the conventions used in the Template.

**Replacement Text**

[Shaded/bracketed] text is replacement text. Replacement text is surrounded by square brackets “[].”

Replacement Text is text the Agency needs to replace with specific information and differs by SOW. For replacement text, the pound sign “#” indicates a number is required. A number within the square brackets [15] indicates from past experience this is the value used by most Agencies, but the value can be adjusted to meet SOW and Agency needs. For example, “[15] days” shows that most Agencies require 15 days for a particular activity. If there are specific differences in the Agency’s required timeframes, such as the inclusion of a holiday or other schedule considerations, then the Agency adjusts the number of days accordingly.

After entering replacement text, delete the square brackets and remove the shading.

**Text Boxes**

Text Boxes contain information and hints on how to complete the following section of the SOW where the Text Box appears. Text Boxes also explain options within the SOW.

In addition, Text Boxes direct the deletion of pages or text, as is the case with this page. The deletion may be needed to remove information required while a SOW is authored, but not required when a SOW is released. Where options occur, instruction boxes sometime instruct an author to delete text if a certain option is selected.

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# Project Description

**[Wireless Access Points (WAP) Integration]**

Note: Text boxes contain informational material that should be deleted by the Agency when finalizing this document. Please delete the box and use this space to give a short overview of the Project named above.

The Connections II Wireless Access Points Statement of Work (SOW) Template is provided by the General Services Administration (GSA) to help customer Agencies contract for WAP installation.

The SOW Template is intended to accommodate Agency customers with Wireless Access Points (WAP) solutions. All task-specific sections are offered as examples of the information that should be entered by the agency. It is assumed that client agencies will have their own specific WAP requirements with varying levels of detail and therefore parts of the SOW Template may be tailored, replaced or omitted entirely.

## Purpose

## Background

Use this space to describe the purpose for this task and the environment in which it will be performed.

In order to provide background information relevant to this SOW, this section should include at a minimum the following subsections:

### Organization and Mission

[Add summary Agency-specific information here].

### Objectives for [Project Name]

The objective of this SOW is to acquire a Wireless Access Points (WAP) system, to be configured and installed in and around the [Agency facility]. [If applicable: The solution must be compatible with X cloud architecture. Major WLAN vendors, including Aruba Networks and Cisco-Meraki, offer such solutions.] The offeror shall also be responsible for the installation of low voltage cable drops to support the Wireless Access Points. [Specify if there are existing serviceable cable drops in the facility. The text below is provided as an example and may modified or deleted, as needed].

## Scope

Scope information for this SOW should include at a minimum the following subsections. Please also consider site specific details, e.g., in the performance of this task, is cutting or drilling required for cabling devices? If the worksite is an historic building what precautions does the offeror need to observe?

The scope of the tasks to be performed under this SOW includes all necessary efforts in the areas of design, procurement, installation, testing and maintenance of a Wireless Access Point System.

### General Description of Requirements

The offeror shall perform the following specific tasks to support the installation, integration and testing of Wireless Access Points (WAP) system into the Wireless Large Area Network. The offeror will attend design reviews, attend project meetings in [Location] and various [Agency] field office locations, and provide oversight for various ongoing installation projects. These tasks shall be conducted in full coordination with [Agency] personnel and with [Agency] representatives.

The offeror shall be responsible for all parts, labor and other hardware directly associated with provision and mounting of WAPs, the cabling and device connection tasking including, but not limited to:

* Project Management, Scheduling, and Quality Assurance
* Permits, Licenses, Inspection Scheduling, and Fees
* All Installation Activities
* Inspections and Tests
* Final Acceptance and Work Closeout
* Warranty for hardware and systems as installed
* Safety
* Deliverables – (i.e. Red Line drawings, Test Reports, Schedule, Project Support Agreement, etc.)
* Integrated Product Team (IPT) weekly conference call updates [if required]

All services for this task must meet all applicable Telecommunications Infrastructure and Safety Standards [e.g.: American National Standards Institute (ANSI), National Electrical Installation Standards (NEIS), Underwriters Laboratories (UL), etc.]

Suggested examples of project tasks are listed below. Agency may remove or modify the narratives as needed. This section is intended only as a high level overview.

## Wireless Access Point (WAP) Installation Requirements

During the installation the offeror shall distribute Wireless Access Points throughout the building [or specific exact locations]. A Wireless LAN Controller shall also be installed to automatically maintain security, adjust power settings and load balance between Access Points. The Agency will supply a building diagram to accompany the offeror’s install team(s) with suggested locations for each Access Point. Exact WAP locations will be determined at the time of installation. A diagram showing the suggested locations will accompany each job folder.

[X number] additional Category 6a drops will be installed in the general location of the WAP and will be pulled back to the nearest distribution frame. All WAP drops will be installed above drop ceilings where possible. Each WAP shall come with a power supply that will be installed at the distribution frame. This will eliminate the need for power at each location or the purchase of new switches that supply power.

The Access Points shall be Light Weight Access Points with integrated Antennas (one 2.4 GHz antenna and one 5.0 GHz antenna). Where drop ceilings are not available, surface-mounted raceways shall be used to hide cabling.

The offeror shall install the Wireless LAN Controller in the distribution frame designated by the [Agency]. Where possible, the network switches will be configured for a separate VLAN to segment the wireless authentication data from the main network. The Access Points will also be configured for Wireless Protected Access 2 (WPA2) authentication, in accordance with Institute of Electrical and Electronics Engineers (IEEE) 802.11i standard.

The offeror shall fill any floor and wall penetrations with fire-stop putty in accordance with the National Electrical Code (NFPA 70) and [local] fire code.

### Cloud based Wireless Access Point (WAP) Installation Requirements [If applicable, WAP installation tasks may include:]

[If applicable: The successful offeror’s solution must be compatible with a hosted cloud architecture. It shall not include any "on-premises" management appliances, servers, or virtual machines. The wireless system must support a stateful application-layer firewall that can identify, classify, and prioritize applications and have web content classification and filtering capabilities].

The wireless access points must support operation in the defined cloud-hosted architecture and also be able to convert to local access points with a local controller for flexibility.

The wireless system shall include intuitive multi-site scalability and management. Must be able to deploy multiple sites rapidly and monitor, manage and troubleshoot all sites from a single web-based interface. This includes being able to clone configurations of devices automatically, and easily reassign assets to other network areas as needed. This interface will be Graphical User Interface (GUI) based, and include shall include the ability of Command-Line (CLI) programming.

The system must support the ability to fingerprint client device types (i.e. iPad, Android, iPhone, Windows, etc.) and apply security settings to those devices, without the need for additional appliances or licenses. For example: iPads on a specific Service Set Identifier (SSID) may have access to only the web and are rate limited to [2] mbps, and no peer to peer traffic is allowed.

The system shall be contextually aware and able to make priority decisions related to firewall enforcement, QoS, etc based on the application type (e.g.: Microsoft Lync aware).

The wireless system must support the ability to take a packet capture directly from the management interface. This packet capture should be able to filter based on client, IP address, and Media Access Control (MAC) address.

The wireless system must support the ability to provide deep application visibility into all of the applications that are used on the wireless network, including hostname visibility to view the individual URLs of all of the applications. This information should be exportable and downloadable on a per network and per SSID basis.

The wireless system shall have built-in guest access with captive portal support and not require any additional appliances or licenses for guest users.

The wireless solution should have the ability to provide failover capabilities for high-availability applications.

The wireless access points shall support NSA Suite-B cryptographics for any future Commercial Solutions for Classified (CSfC) requirements.

The wireless system must have the ability to automatically re-assign end devices to different access points based on interference, saturation, and other quality mechanisms even if the new access point is a lower signal strength.

The wireless system must include a tagging function to provide easy search-ability across the network, device types, and users with search "tagging" functionality.

The wireless system must support the ability to send summary reports to certain administrators on a daily, weekly and monthly basis. These summary reports should show information like top users, top applications, bandwidth consumed per day, etc.

Solution shall include fully integrated client, device, and Operating System (OS) visibility, with ability to assign policies via the management interface to different users, networks, and device types based on preferences. Group policies must be universally applicable to all access points and switches.

For use in the Federal market, access points shall have current Common Criteria, Federal Information ProcessingStandard (FIPS) 140-2 and (as applicable) Joint Interoperability Test Command (JITC) certification.

Solution must maintain common management, inventory, and historical logging interface of existing network systems and new cloud based systems. It must also minimize any conflicts between existing and new wireless systems, and prevent any loss of coverage or operations with the existing wireless network.

The wireless system must have built-in redundancy and reliability. Solution must be able to provide a 99.99% service level agreement, leveraging globally redundant cloud data centers.

The quantity of access points needed is calculated using the square footage, room counts, and building design. The solution proposed should include one access point in [specify areas where devices must be placed], and should provide a minimum of [99]% coverage in every common area, conference room, and individual office. Access points and network design should be designed and installed with enough access and capacity to support location with a user density of [specify based on density of users / devices in the spaces requiring coverage] devices per Access Point.

Access points must support multi-zone to permit additional classifications of networks across a single AP to provide better spectrum utilization.

Access to building drawings showing network Main Distribution Frame (MDF) and Intermediate Distribution Frames (IDF) will be provided by the government.

[If applicable: Specifications for Access points shall include stateful firewalls, teleworker VPN, full-time intrusion and rogue scanning, Network Access Control, adult content filtering, and WPA2-Enterprise/802.1X integration. Solution shall include cloud architecture that is fully integrated with the same cloud switch management as the existing infrastructure and remove the need for any controllers or hardware/software overlay management].

Solution shall include built-in Payment Card Industry (PCI) compliance wizard and remediation tool, and provide secure management access with password restrictions and two-factor authentication via Short Message Service (SMS). Access Points must include a third (non-client serving) radio dedicated to continuously and automatically monitoring surroundings to maximize Wi-Fi performance. This third radio will measure channel utilization, signal strength, throughput, signals from 3rd party access points, non-Wi-Fi interference, and automatically optimize Wi-Fi performance of individual access points and maximize system-wide performance, lifetime hardware warranty and advance replacement license for the Cloud Managed Access Point which includes cloud services, software upgrades and support for [x] years.

The offeror shall provide and install all modules, transceivers, cables, connectors, etc., needed to make each device 100% operational.

## Acquisition Type Selected

The agency will need to determine which type task order to use (e.g.: either Firm Fixed Price [FFP] or Time and Materials).

This requirement will be for a [Add Agency selected acquisition type here] task order.

This solicitation includes requirements for all labor and equipment necessary to support [task name].

The offeror shall adhere to the terms and conditions of the Connections II Contract, and shall meet and comply with the Agency-specific requirements described in this SOW.

## Period of Performance

The Tasks agreed upon by [Agency] and the offeror will remain in effect for the life of the Connections II Task Order. The offeror shall provide technical support, and shall procure and install [or recommend] equipment for these tasks. The term of the order will be from the date of award through a base period (for example, one year) plus [n] option periods. The overall period of performance is specified in the following table.

Table 1. Date of Task Order Award

|  | **Start Date** | **End Date** |
| --- | --- | --- |
| **Base Year** | <Performance\_Start\_Date> | <Performance\_End\_Date\_Base\_Period> |
| **Option Period 1** | <Performance\_Start\_Date\_Option\_Period\_1> | <Performance\_End\_Date\_Option\_Period\_1> |
| **Option Period 2** | <Performance\_Start\_Date\_Option\_Period\_2> | <Performance\_End\_Date\_Option\_Period\_2> |
| **Option Period 3** | <Performance\_Start\_Date\_Option\_Period\_3> | <Performance\_End\_Date\_Option\_Period\_3> |
| **Option Period n** | <Performance\_Start\_Date\_Option\_Period\_n> | <Performance\_End\_Date\_Option\_Period\_n> |

***[Note: This table is for illustration purposes only. Connections II ends January 2021. An order placed before January 18, 2021 can remain active up to January 2026, if so planned. The Agency has the option to add or remove years in order to complete the [Project Name].]***

## Place of Performance

The offeror shall comply with the geographic requirements specified in this solicitation to provide support. The Place of Performance will be specified in *Attachment B – Support Locations*.

## Local Codes, Licensing, and Permit Requirements

In the performance of this task order, the offeror agrees to abide by all laws, codes, rules and regulations set forth with regard to the equipment by municipal or State authorities having jurisdiction in effect on the date of this task order. The offeror shall be responsible for obtaining all local licenses and permits. This section applies to all tasks associated with this task order.

## Security Requirements

Agency-specific information can be inserted here.

All documentation (i.e., DD 254) required for security certification will be the responsibility of the offeror and the client organization.

## Government Furnished Equipment

Agency-specific information can be inserted here [detailed floor plans, locations of existing cable drops, etc.]**.**

## Offeror Furnished Equipment

The offeror shall furnish all necessary tools, equipment and materials required for performing all work associated with the completion of this requirement, which also includes testing and installation.

## Fair Opportunity

This SOW will be released for Fair Opportunity under Federal Acquisition Regulation (FAR) 16.505.

# Statement of Work

The offeror shall procure and install [x amount] Access Points, capable of a throughput of at least [x] bits per second (Bps). Wireless Access Points (WAP) and all mounting hardware devices at [Agency name]facility located at[site name]. The Access Points shall be mounted and cabled in [designated] locations, consisting of [x] installations. Additionally, the offeror shall be responsible for the installation of low voltage cable drops to support the WAP. Upon successful installation, the offerer shall also configure the system security to accommodate access for Agency access requirements (e.g.: full-time employees, contractors, guest users), including handheld devices that support only static Wireless Equivalent Privacy (WEP), and other wireless devices that use dynamic WEP.

Pricing should be based on [x amount] new and additional cable drops. The minimum acceptable warranty period is [x] years. Please specify the warranty period for all cabling quoted. If there is a cost to extend the warranty to meet the minimum requirement, please include this cost in the quote. Each data/voice drop will meet the following specifications:

1. The required number of drops is [x] at a total run length of [x] feet.

2. The offeror shall conduct a complete assessment of the site prior to commencement of the project. The purpose of the assessment is to determine the exact number and location of all data drops. Any cost for this assessment must be identified in the quote.

3. The required low voltage cabling specification is Category 6a. The [Agency] facility requires that data/voice cable runs have a blue jacket. All cable jackets must be Plenum rated.

4. There is not a preferred product for jacks and faceplate termination. Please specify the brand name proposed.

5. All data drops will be home runs from the faceplate to a Category 6a patch panel in the nearest IDF.

6. The offeror shall provide Category 6a patch cables for all patch panel/switch ports. A variety of [3 foot to 10] foot patch cables will be provided customized to the lengths needed in each rack space.

7. All data/voice drops will be clearly and professionally labeled with matching labels at the faceplate and at the patch panel. Handwritten labels are not acceptable.

8. All data/voice drops will be tested and certified. The successful offeror will provide a complete testing report for all data/voice drops.

**2.1 Work to be performed**.

All Wireless Access Points (WAPs) shall be placed according to [the floor plan/diagram provided], and ceiling mounted to secure the devices from potential damage and to ensure the best coverage possible.

**Placements of WAPs are as follows** [WAPs should be labeled to correspond with drawings to be provided.]

Upon the expiry of original equipment warranties, the [agency] requires post‐warranty service/maintenance agreements to prevent equipment malfunction. The minimum requirements for preventative maintenance services shall include [X] planned preventative maintenance visits per year and shall include unlimited corrective/remedial maintenance visits within 3 business days of call for service.  
  
All maintenance and repair activities shall be performed by formally trained and certified technicians/engineers, following original equipment manufacturer specifications, manuals, and service bulletins, using new original equipment replacement parts.

All maintenance pricing shall be inclusive of labor, travel, replacement parts.

Deliverables shall include Service Records and Reports.

## Hours of Operations

[The average number of people within the facility Monday through Friday is approximately (number) except during any Federal Holidays, weekends or other closures.]

# Labor Types

The offeror shall provide Labor Types for both professional and technical expertise that fully meet the requirements of all tasks in support of the solutions specified in this SOW, including full life cycle management as applicable, and the analysis, planning, design, specification, implementation, integration and management of required services and equipment.

The offeror shall be responsible for all education and skills-based training necessary to ensure that all staff assigned to the project are qualified to perform the work. The offeror shall develop in-house orientation and training courses for offeror staff, the work to be performed, and the associated duties, responsibilities, security guidelines, policies, operating procedures, etc. The Agency will review these materials at the request of the offeror.

The offeror shall provide:

* Installation support to Government-site(s), as identified in *Attachment B – Support Locations*.
* Proposed Labor Types for each task as specified in *Attachment D – Pricing Template.*

## Personnel Requirements

The offeror has ultimate responsibility for managing the order, for achieving the expected performance results, and for determining the appropriate staffing in support of its technical approach.

* The offeror shall provide experienced personnel to perform the required services. The Government and the offeror understand and agree that the services to be delivered are non-personal.
* Offeror personnel shall conform to standards of conduct and code of ethics, which are consistent with those applicable to Government employees. Offeror personnel shall obtain authorization to have access to Agency support sites and Government facilities, and shall obtain Common Access Cards (CACs) for computer access, if required.
* All offeror employees shall be fluent in spoken and written English.
* Background Checks [As required]: All [Project Name] offeror employees shall submit a Questionnaire for National Security Positions (SF-86) to the [Agency] Personnel Security Manager. A favorable SF-86 is required before gaining access to a U.S. Government Local Area Network (LAN), if required. The offeror, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration from working under the order [As required].
* The contracting officer may require the offeror to remove from the job site any offeror employee who is identified as a potential threat to the health, safety, security, general well-being or operational mission of the installation and its population.
* In order to ensure a smooth and orderly startup of work, the key personnel specified in the offeror's proposal shall be available on the effective date of the order. If these personnel are not made available at that time, the offeror shall notify the contracting officer and show cause. If the offeror does not show cause, the offeror may be subject to default action.
* The offeror-supplied personnel are employees of the offeror and under the administrative control and supervision of the offeror. The offeror, through its personnel, shall perform the tasks prescribed herein. The offeror shall select, supervise, and exercise control and direction over its employees (including offeror subofferors) under this order. The Government shall not exercise any supervision or control over the offeror in its performance of contractual services under this order. The offeror shall be accountable to the Government for the action of its personnel.

### Personnel Security Requirements

* The offeror is required to identify the teams by providing the United States Government-Contracting Officer Technical Representative (USG-COTR) with the names, social security numbers, and security clearances held by each individual of each installation team.
* The Government may require security clearances for performance of this task order. The offeror must obtain these clearances before beginning work on the task order (Agency will not allow contract employees without clearance in any of its facilities). The offeror must obtain these clearances by using the eQIP system. If satisfactory security arrangements cannot be made with the offeror, the required services must be obtained from other sources.
* The level of classified access required will be indicated on **DD-254** or other appropriate form incorporated into each request requiring access to classified information. Offeror personnel are required to have background investigations for suitability if they occupy positions of trust (e.g., systems administration) even if they do NOT have access to classified information.
* Necessary facility and/or staff clearances must be in place prior to start of work on the task order.
* Offerors are responsible for the security, integrity and appropriate authorized use of their systems interfacing with the Government and or used for the transaction of any and all Government business. The Government, through the Government's Contracting Officer, may require the use or modification of security and/or secure communications technologies related to Government systems access and use.
* The Government, at its discretion, may suspend or terminate the access and/or use of any or all Government access and systems for conducting business with any/or all offerors when a security or other electronic access, use or misuse issue gives cause for such action. The suspension or termination may last until such time as the Government determines that the situation has been corrected or no longer exists.

## Proposed Personnel

The offeror shall assemble a [Project Name] project team with the required knowledge and experience to perform the work described under this task order, and if applicable, any additional qualifications described in *Section 3.3 ‑ Special Qualifications and Certifications*.

The core project team shall be composed of qualified professionals with strong technical backgrounds. The Offeror shall propose appropriate Connections II Labor Type(s) and personnel experience levels (a mix of senior, mid, and entry levels) that meet the minimum required qualifications, based on the complexity and scale of the Agency’s specific [Project Name] tasking. [If additional labor types are necessary, the offeror may request a modification to add them to the contract.]

The offeror shall ensure that its employees have all required professional certifications and licenses (current and valid) for each applicable task and labor type category before commencement of work.

The offeror shall identify, by name, the proposed Key Personnel (e.g., the key management and technical personnel who will work under this order, such as the Project Manager.

The proposed [Project Name] project team structure and an organizational chart shall be included in the proposal, with the names, positions, and resumes of any proposed key personnel.

## Special Qualifications and Certifications

Insert in this section any additional special qualifications, certifications, license requirements, etc. that pertain to this particular task.

The Project Manager (PM) should possess the intellectual and leadership qualities necessary to plan, manage, develop, articulate and carry out to completion the [Project Name] project. [If required, the proposed PM shall have a Project Management Professional (PMP) certification, and shall have experience developing a PMP for large, complex projects similar to [Project Name].

# Travel and Other Direct Costs (ODC/Un-priced Items)

## Travel

The offeror shall comply with the Travel and Per Diem requirements as described in Section G.5.1.2 of the Connections II contract including conditions and limitations applying to travel associated with work performed under this SOW.

### Local Travel

If travel within the local vicinity is required, travel reimbursements for local travel are not authorized; neither is the use of a Government vehicle.

### Distance Travel

If travel outside the local vicinity is required, costs incurred by offeror personnel for travel, including costs of lodging, other subsistence, and incidental expenses, shall be considered reasonable and allowable only to the extent that they do not exceed the rates and amounts set by the Federal Travel Regulations. See FAR 31.205-46 (a)(2)(i).

As part of the Price Proposal, the offeror shall provide any anticipated travel costs, to include origination, destination, and the number of trips, number of persons, and a breakdown of lodging, meals, transportation, and related costs.

Prior written approval by the [Agency] contracting officer is required for all travel directly and identifiably funded by the [Agency] under this order. The offeror shall therefore present to the contracting officer an itinerary for each planned trip, showing the name of the traveler, purpose of the trip, origin/destination (and intervening stops), and dates of travel, as far in advance of the proposed travel as possible, but in no event less than three weeks before travel is planned to commence.

For cost effectiveness, economy class travel must be used on all official travel funded under this Task Order. Business class travel shall only be used under exceptional circumstances, and in compliance with the Federal Travel Regulations (FAR 31.205.46).

## Other Direct Cost (ODC/Un-priced Items)

For other direct costs proposed (e.g. travel, per diem, etc.), which are considered necessary for the completion of the work, the offeror shall provide sufficient information to establish the basis for the estimate of such cost.

The Offeror shall provide a breakdown for un-priced items and/or Other Direct Costs (ODC) in the Price Proposal. The breakdown shall identify any “open market” items.

# Invoice Requirements

The offeror shall meet and comply with the Billing and Invoice requirements as described in **Sections C.3.4 Billing, G.5.1 General Billing Requirements, and G.6 Payment of Bills** of the Connections II contract. The baseline requirements for Connections II contract for Invoicing and Billing including the handling of the Associated Government Fee, approval for payment of supplies/services, resolution of billing disputes, and the option for Agency to pay by electronic funds transfer shall apply.

## Detail Billing Requirements

The offeror shall comply with the detailed billing requirements defined in **Section C.3.4** and the general billing requirements in **Section G.5** of the Connections II contract when submitting a proper bill for each order.

## Invoice Address, Data Format and Delivery Method

The offeror shall be capable of directly billing each customer at the address given by the Agency in the order and shall also have the capability to centrally bill designated customers through GSA. The baseline requirements for direct and centralized billing as defined **Section C.3.4** of the Connections II contract shall apply.

### Invoice Address

The Offeror shall send invoices directly to the address (electronic mail or postal/physical address) designated by the Agency’s authorized Ordering Entity. This address will be determined at the time the order is placed.

|  |
| --- |
| **Remove this context box when finalizing the SOW**  Agency has two options for how to receive invoices whether by electronic (email method) or to require hard copies. Or both. Suggested Requirements:  The offeror shall provide the signed original invoice via email:  [Agency provide an email here]  The offeror shall also provide via postal/physical address an additional copy of the invoice to the Contracting Officer and COR or provide [n] copies of the signed original to:  Name of Agency Department  POC Name/Position and Title  Email  Mailing Address  Street, City, Zip  Inquiries regarding payment of invoices should be directed to [Agency provide an email here] |

### Invoice Submission

The offeror shall comply with the detail billing requirements defined in Section C.3.4 and the general billing requirements in Section G.5 of the Connections II contract when submitting a proper bill for each order.

A proper invoice must include the following items:

* Offeror name and address
* Offeror representative
* Contract number
* Order number(s)
* Accounting Control Transaction (ACT) number assigned by the Operational Contracting Officer (OCO) on the order
* Period of performance (month services performed for work request orders, month
* Deliverable completed for fixed price orders)
* Bill number
* Customer’s name and address
* For Fixed Price Orders, products delivered and accepted, listed by deliverable number;
* For Time and Materials orders, labor charges accepted during the period of performance
* Travel and per diem charges
* Total billed amount
* Prompt payment discount offered (if applicable)

### Billing Cycle and Data Elements

The offeror shall invoice on a monthly basis. The invoice shall include the period of performance covered by the invoice. The labor categories with total labor hours incurred for the period and other direct costs shall be reported on the invoice and shall be calculated for the current billing month. A Year-to-date total from project inception to date shall also be provided. If subcontracting is proposed, one consolidated invoice from the prime offeror shall be submitted in accordance with other terms and conditions of the Request for Quotation (RFQ).

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| **Remove this context box when finalizing the SOW**  Agency has option to specify the format and agency-specific data elements for invoice content.  Suggested Requirements:  The offeror shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date. The following data elements shall be provided on the Invoice, at a minimum:   * Labor Type (Offeror Employee) * CONNECTIONS II labor category * Monthly and total cumulative hours worked * Burdened hourly labor rate * Cost incurred not billed |

### Electronic Funds Transfer (EFT)

|  |
| --- |
| **Remove this context box when finalizing the SOW**  Agency has option to specify the method of delivery for invoice and payments.  Insert additional agency-specific requirements here.  Below is a standard ‘boilerplate” requirements for EFT. |

The offeror shall cooperate with the Government to allow payment of bills via Electronic Funds Transfer (EFT) to the extent feasible in accordance with Section G.6.3 Use of **Electronic Funds** Transferof the Connections II contract.

## Billing for Other Direct Costs (ODCs) or Unpriced Item

The offeror may invoice monthly on the basis of cost incurred for ODC or unpriced item.  The invoice shall include the period of performance covered by the invoice and the item number and title.

|  |
| --- |
| **Remove this context box when finalizing the SOW**  Agency has option to specify the format and agency-specific data elements for ODC and unpriced items.  Suggested Requirements:  The offeror shall provide the following detailed information for each invoice submitted, as applicable.  Spreadsheet submissions, in MS Excel format, are required.   * ODCs or unpriced items purchased * Date delivery accepted by the Government * ODC or unpriced item number * Project to date totals * Cost incurred not billed * Remaining balance of each item |

# 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. The Section 508 Standards Summary is viewable at: <https://www.section508.gov/index.cfm?fuseAction=stdsSum#technical>

The offeror 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., the offeror's website or other exact location).

# Proposal Instruction to Offerors

This section provides instructions to prospective offerors on preparing and submitting a proposal in response to this solicitation.

**SOLICITATION CLOSING DATE AND TIME: ALL OFFERS MUST BE RECEIVED ON OR BEFORE [State deadline time here]:**  [DD MM YYYY].

**REQUIRED SUBMISSIONS:**

Proposal shall be submitted to the attention of: [Agency Point of Contact]

**HARD COPY ADDRESS:** **ELECTRONIC COPY:**

Agency Name and Email Address

POC Name

Mailing Address

Telephone

Email

No offer received after the due date and time will be considered.

## General Instructions

### Materials Submitted

The Offeror is advised that all submissions and related material become the property of the U.S. Government and will not be returned. The technical and price proposals, if accepted by the Government, will form binding parts of the task order that results from this solicitation. Therefore, care must be taken to properly address the requirements set forth in each of the tasks. In the event of any conflict between the Connections II contract and the proposal in any resulting task order, the Connections II Contract shall govern.

### Format

[If the Agency wishes to use electronic format only, it may delete references to hard copy submittal in the sample text below.]

All materials shall be in typeface Times New Roman or Arial (no smaller than 11 point), double-spaced on 8½” x 11” white paper with one inch margins all around. Tables and illustrations may use a reduced font style, but not less than 8 point, and may be single-spaced. Each page must identify the submitting Offeror in the header or footer.

The offeror’s proposal shall consist of physically separate volumes that are individually titled and numbered on the exterior of the top covers as stated in Table 2 below. **DO NOT INCLUDE PRICING IN THE TECHNICAL AND PAST PERFORMANCE VOLUMES:** THE OFFEROR IS ADVISED THAT COMBINING TECHNICAL AND PRICING VOLUMES IN THE OFFEROR’S PROPOSAL IS NOT RESPONSIVE TO THE SOW.

Table 2. Number of each Type of Proposal Volume

| **Volume** | **Volume Title** | **Copies** | **Format** | **Page Limitations** |
| --- | --- | --- | --- | --- |
| Volume I | Technical Proposal  Technical Approach  Management Approach | 1 Hard Original +  [n] Hard Copies + 1 Electronic Copy | PDF | [n] pages maximum not including Executive Summary (specify max. length) |
| Volume II | Price Proposal | 1 Hard Original  1 Electronic Copy | EXCEL – Pricing Template | No page limit |
| Volume III | Appendices  Past Performance  Resumes of Key Personnel  PMP [if required] | 1 Hard Original +  1 Electronic Copy | PDF  PDF  PDF | [n] pages  [n] pages maximum per Resume  No page limit |

### Proprietary Data

Each page of the offeror’s proposals shall be reviewed and marked as to proprietary data content by the offeror in strict compliance with FAR 52.215-1. Also see FAR 3.104-4. A single blanket statement at the front of the proposal is not acceptable. Failure to mark every page will subject the proposal to public release through Freedom of Information Act (FOIA) requests.

## Preparation of Technical Proposal

The Technical Proposal in response to this solicitation shall address how the offeror intends to carry out the SOW requirements contained in *Section 2*. The offeror’s Technical Proposal must demonstrate a clear understanding of the requirements, the adequacy of the solution approach in meeting the goals and objectives of the [Project Name] project, and fulfill the offeror’s implementation responsibilities.

Technical Proposals are limited to [n] pages in length and shall be written in English. Each page must be numbered consecutively. Pages that exceed the page number limitation will not be evaluated.

Any page in the Technical Proposal that contains a table, chart, graph, etc., not otherwise specifically excluded below, is included within the above page limitation for the Technical Proposal. All critical information from appendices shall be identified and summarized in the Technical Proposal. Not included in the page limitation are the following:

* Cover/Title Page
* Table of Contents
* Executive Summary (2 pages maximum)
* Dividers
* Table summarizing qualifications of proposed personnel

The Technical Proposal will consist of the following information:

* Technical Approach
  + Task 1
  + Task 2
  + Task [n]
* Management Approach
  + Overall management approach summary
  + Project Management Plan [if required]
* Proposed Personnel Qualifications and Certifications
  + Resumes of Key Personnel
* Past Performance
  + Past Performance Worksheet

The Technical Proposal shall include a detailed description of the offeror’s technical solution for each task in Section 2, including the associated equipment, equipment services, labor, and installation. At a minimum, the offeror shall organize its response in the Technical Proposal to contain the following information.

### Executive Summary

This section summarizes the key elements of the offeror’s strategy, approach, methodologies, personnel and implementation plan. The Executive Summary will not count towards the [n] page limitation and shall not exceed 2 pages in length.

### Technical Approach

The offeror’s Technical Approach shall demonstrate a clear understanding of the requirements. The Technical Approach shall include a description of the overall approach and the specific strategy (i.e., implementation plan, testing methodology and risk mitigation strategy) being proposed to complete this task order. The Technical Approach shall be specific and complete, presenting concisely how the offeror will fulfill the task requirements described in Section 2. Marketing literature is not acceptable.

### Management Approach

The detail requested from the offeror supporting its management approach should be relative to the size and complexity of the overall task. For simple and straightforward jobs, for example, the plan may simply be a high-level completion schedule.

[Optional: The offeror shall submit a management approach summary that includes the offeror’s approach to meeting the requirements of the SOW. This shall include a high-level completion schedule describing all key activities and associated completion dates in Gantt chart format. The offeror shall also submit a draft Project Management Proposal (PMP) based on the offeror’s proposed technical approach using *Attachment A ‑ PMP Template*. The offeror’s PMP will be evaluated as part of the offeror’s management approach. The PMP shall be submitted as an appendix in Volume III with no size limit if required.]

### Proposed Personnel Qualifications and Certifications

The offeror shall describe the skills, qualities and capacities of its proposed Project Manager and other key personnel to meet both the minimal qualifications described in *Section 2* as well as their ability to meet the task order implementation and schedule challenges.

The offeror shall include in an appendix in Volume III the resumes for all the proposed key personnel candidates, up to a total number of [n]. Key personnel resumes may not exceed [2] pages in length and shall be in chronological order starting with most recent experience.

Each key personnel resume shall be accompanied by a signed letter of commitment from each candidate indicating his/her: (a) availability to work in the stated position, in terms of months; after award; and (b) intention to support and work for a stated term of the service. [Optional: The offeror's proposed key personnel shall also submit a minimum of three (3) references of professional contacts within the last three years. The offeror should provide a current phone, fax address, and email address for each reference contact.]

### Past Performance

The offeror shall use the past performance template provided in *Attachment F – Past Performance* Worksheet. The offeror shall provide [n] past performance references for projects of a similar type, size and scope to that described in the solicitation, and submit them as an appendix in Volume III.

When providing past performance, the references provided shall include solution installations that are similar to the solution being offered within this Request for Proposal (RFP)/SOW.

If other partner solutions are being used to fulfill the requirement identified in the RFP/SOW, describe how the solution has been tested and sold to other government agencies. Also explain if the solution is working at full capacity today.

Offerors shall submit the following information as part of their proposal:

* The offeror shall describe its past performance directly related to contracts it has held within the last 5 years that are similar in scope, magnitude and complexity. Offerors shall provide a minimum of three (3) relevant examples of installation and integration of Wireless Access Points within existing networks projects the offeror has completed.
* Offerors shall provide relevant past performance documentation and references for services comparable to those described in the SOW. Past performances listed may include those entered into by the Federal Government, state and local government agencies, and commercial customers. Offerors should notify each of their private-sector (commercial) references that they may be contacted by the [Agency] and authorize them to provide the past performance information requested. References other than those identified by the offeror may also be contacted by the Government, and the information received from them may be used in the evaluation of the offeror’s past performance.

The offeror shall provide with the proposal a summary of the required past performance information as shown in *Appendix F ‑ Past Performance Worksheet*.

## Preparation of Price Proposal

Below is suggested text. Please modify or delete text as needed.

The offeror shall submit their Price Proposal in the form of a Microsoft Excel Workbook, which is included as *Attachment D – Pricing Template.*  The Pricing Template is used to facilitate the delivery of prices in the required format. In populating all Excel worksheets, the offeror shall present the data (e.g., item number, unit prices, quantities, and summarized prices) in a manner where all computations can be traced to the maximum extent possible. The offeror may add rows, columns, or worksheets to accommodate the required pricing information.  See also: *Attachment C – Pricing Requirements.*

[Failure by the offeror to use the prescribed pricing template may result in non-compliance.] The Price Proposal (Volume II) must be submitted under separate cover from the Technical Proposal (Volumes I and III). There is no page limit for the Price Proposal. The offeror must provide sufficient detail and supporting information to allow a complete analysis of each line item price.

# Evaluation Factors and Basis for Award

The Government will evaluateeach of the offeror’s proposals to determine if the support services offerings satisfy the specific requirements under each task. The evaluations will be based on the evaluation factors defined in this section.

## Evaluation Methodology and Basis for Award

Suggested General Evaluation Language   
(Agency may remove or modify the text below)

The Government may award a contract based on the initial proposal without discussions or negotiations with offerors, in accordance with FAR 52.215-1. Therefore, it is important that each proposal be fully compliant, without exception to any requirement, clause or provision. Offerors should submit initial proposals which respond most favorably to the SOW’s requirements.

The Government intends to evaluate offeror’s proposals in accordance with Section 7 of this SOW and make a contract award to the responsible offeror whose proposal represents the best value to the U.S. Government.

The Technical Proposal will be evaluated by a technical evaluation committee using the technical criteria shown below.

Price has not been assigned a numerical weight. Offerors are reminded that the Government is not obligated to award a negotiated contract on the basis of lowest proposed price, or to the offeror with the highest technical evaluation score. Agencies must state the following when using tradeoff process: ‘The solicitation shall state whether all evaluation factors other than cost or price, when combined, are significantly more important than, approximately equal to, or significantly less important than cost or price.’

As technical scores converge, price may become a deciding factor in the award. Therefore, after the final evaluation of proposals, the contracting officer will make the award to the offeror whose proposal offers the best value to the Government considering both technical and price factors.

## Evaluation Approach – Trade Off or Lowest Price Technically Acceptable

Note: The Agency is required to select the evaluation approach (i.e., Trade Off or Lowest Price Technically Acceptable (LPTA) Approach. Once a method has been selected, delete all information in this SOW relevant to the method that was NOT selected.

Suggested Evaluation Language if Trade-Off Approach is Selected by the Agency   
(Agency may remove or modify the text below)

The Government anticipates awarding a task order to the offeror whose quote represents the best value, price and other factors considered.

The Government intends to evaluate proposals and may award a contract without discussions. However, the Government reserves the right to conduct discussions if determined by the contracting officer to be necessary. Therefore, each initial offer should contain the offeror’s best proposal from both a price and a technical standpoint.

Proposals received in response to this solicitation will be evaluated by the [Agency] pursuant to the FAR and in accordance with FAR 52.215-1, and as set forth in *Section 6 ‑* Proposal Instructions, one award will be made by the contracting officer to the responsible offeror whose proposal, conforming to the solicitation, is determined most advantageous to the Government, all technical and price factors considered.

The formula set forth herein will be used by the contracting officer as a guide in determining which proposals will be most advantageous to the Government.

Suggested Evaluation Language if LPTA Approach is Selected by the Agency   
(Agency may remove or modify the text below)

The lowest price technically acceptable source selection process is appropriate when best value is expected to result from selection of the technically acceptable proposal with the lowest evaluated price.

The evaluation factors and significant sub-factors that establish the requirements of acceptability should be set forth in this section.

If the contracting officer documents the file pursuant to 15.304(c)(3)(iii), past performance need not be an evaluation factor in lowest price technically-acceptable source selections.

If the contracting officer elects to consider past performance as an evaluation factor, it shall be evaluated in accordance with 15.305. However, the comparative assessment in 15.305(a)(2)(i) does not apply.

If the contracting officer determines that the past performance of a small business is not acceptable, the matter shall be referred to the Small Business Administration for a Certificate of Competency determination, in accordance with the procedures contained in subpart and U.S.C. 637(b)(7).

Award will be made to the offeror whose proposal represents the lowest price technically acceptable as defined in FAR 15, Subpart 15.101-1. The offeror’s proposal will be evaluated with regard to its ability to meet the tasks set forth in the SOW. To result in an award, the offeror’s proposal must demonstrate the ability to satisfy all technical requirements as set forth in Section 2, and must conform to all required terms and conditions.

The award will be made on the basis of the lowest-evaluated price of proposals meeting or exceeding the acceptability standards for non-price factors.

Proposals will be evaluated for acceptability but not ranked using non-price factors.

## Technical Evaluation Criteria

The Government will review the responses to this solicitation to ensure that offerors have addressed the requirements for Tasks 1 [through n] and are sufficient in detail and clarity to allow the Government to determine if the proposed support services, equipment, and equipment services are acceptable. If they are found unacceptable, the Government retains the right to conduct further discussions.

The Government will evaluate the offeror’s proposal based upon the following four factors: technical approach, management approach, proposed personnel, and past performance*.* Within these factors, the Government will evaluate the sub-factors identified in Table 3 below. To achieve an acceptable rating, the offeror’s Technical Proposal must achieve a pass rating on all sub-factors.

The Agency is required to develop a Source Selection Plan (SSP)/Technical Evaluation Plan (TEP) to describe how each of these factors will be rated. Depending on the approach used, the SSP/TEP may select an adjectival rating system, a points system, or any other approved system.

Table 3. Offerors’ Proposal Factors and Sub-factors

| Technical Evaluation Criteria |
| --- |
| * Factor 1 ‑ Technical Approach |
| * Sub-factor 1 ‑ Task 1 |
| * Sub-factor 2 ‑ Task [n] |
| * Factor 2 ‑ Management Approach |
| * Sub-factor1 – Management Approach Summary [and Project Management Plan] |
| * Factor 3 ‑ Proposed Personnel |
| * Sub-factor 1 ‑ Project Manager Qualifications/Certifications |
| * Sub-factor 2 ‑ Technical and Other Personnel Qualifications/Certifications |
| * Factor 4 ‑ Past Performance |
| * Sub-factor 1 ‑ Past Performance History/Track Record |

Suggested Evaluation Language for Technical Evaluation of Technical Criteria   
(Agency may remove or modify the text below)

The following evaluation criteria will serve as the standard against which all proposals will be evaluated and will serve to identify the significant discussion items that offerors should address in their proposals.

The factors and sub-factors are presented below. Factors are [of equal importance or listed in descending order of importance]. Sub-factors are [of equal importance or listed in descending order of importance].

Factor 1 ‑ Technical Approach. The extent to which the proposal demonstrates a clear understanding of the statement of work and the degree to which the proposed implementation approach is technically and managerially sound and likely to meet the objectives of the [Project Name] project as described in this solicitation. The technical approach must be realistic, directly relevant to the achievement of results and must seek to maximize results within budget resources.

* Sub-Factor 1 ‑ Planning and Design. The extent to which the proposed solution meets all the [technical] requirements of Task 1.

Factor 2 ‑ Management Approach

* Sub-Factor 1 ‑ Project Management. The proposed solution shall describe the extent to which it uses a program management approach appropriate to the size and complexity of the project, and clearly demonstrate how the proposed technical solution for each task will achieve expected results. The offeror’s project management summary and schedule [and its formal Project Management Plan (using the template found in Attachment A)] will be evaluated against these criteria.

Factor 3 ‑ Proposed Personnel

* Sub-Factor 1 ‑ Qualifications and Demonstrated Ability of the Project Manager (PM). The proposed PM shall demonstrate the qualifications and ability to successfully lead this project, including the ability to work constructively at multiple levels of organizations, including senior levels of Government and business.
* Sub-Factor 2 ‑ Qualifications and Demonstrated Ability of the Proposed Technical Staff and Key Personnel. The members of the proposed project team, including Subject-Matter Experts (SMEs), shall demonstrate the experience and ability to successfully meet the project milestones, targets, and goals.

Factor 4 ‑ Past Performance

* Sub-Factor 1 ‑ Past Performance. The offeror and major subofferor(s) past performance will be evaluated. A major subofferor (if applicable) is defined as a subofferor named in the proposal whose total price exceeds 15% of the offer’s bottom line total price, including fixed fee. The contracting officer will utilize existing databases of offeror performance information (i.e., PPIRS) and solicit additional information from the references provided in this SOW. The [Agency] may also use performance information obtained from sources other than those identified by the offeror/subofferor.

## Price Evaluation Criteria

Suggested Evaluation Language for Price Evaluation Criteria   
(Agency may remove or modify the text below)

No points are assigned to the price proposal evaluation. While the technical evaluation criteria are significantly more important than price, price remains important.

Price will primarily be evaluated for realism, allow-ability, and reasonableness.

This evaluation will consist of a review of the price portion of an offeror’s proposal to determine if the overall price proposed is realistic for the work to be performed, if the price reflects an accurate understanding of the requirements, and if the price is consistent with the Technical Proposal.

Evaluation of the price proposal will consider but not be limited to the following:

* Price reasonableness, price realism and completeness of the price proposal and supporting documentation
* Overall price control/price savings evidenced in the proposal (avoidance of prices that exceed reasonable requirements)
* The amount of the proposed fee, if any

Price realism is an assessment of the accuracy with which proposed prices represent the most probable cost of performance within each offeror’s technical and management approach. A price realism evaluation will be performed as part of the evaluation process as follows:

* Verify the offeror’s understanding of the requirements
* Assess the degree to which the price proposal accurately reflects the technical approach
* Assess the degree to which the prices included in the Price Proposals accurately represent the work effort included in the respective Technical Proposals

The results of the price realism analysis will be used as part of the Agency’s best value/tradeoff analysis.

Although technical evaluation criteria are significantly more important than price, the closer the technical evaluation scores of the various proposals are to one another, the more important price considerations will become. The evaluation of proposed prices may therefore become a determining factor in the award as technical scores converge.

# Task Order Award

The Task Order Award will be made to the responsible offeror whose proposal is in the best interest of the [Agency], given the outcome of the [Agency]’s evaluation of each offeror’s technical excellence, management and business risk factors, and proposed price. In selecting the Task Order Award, the [Agency] will consider the quality offered for the evaluated price. The relative quality of offers will be based upon the [Agency]’s assessment of the tradeoffs between the technical excellence offered in the offeror’s proposal and whether it provides added value, added capability, and/or reduced management and business risk.

# Organizational Conflicts of Interest

The guidelines and procedures of FAR Subpart 9.5 will be used in identifying and resolving any issues of organizational conflicts of interest at the task order level.

In the event that a task order requires activity that would create or has created an actual or potential conflict of interest, the offeror shall:

* Notify the task order Contracting Officer (CO) of the actual or potential conflict, and not commence or continue work on any task order that involves a potential or actual conflict of interest until specifically notified by the task order CO to proceed.
* Identify the conflict and recommend to the task order CO an alternate tasking approach which would avoid the conflict.

If the task order CO determines that it is in the best interest of the Government to issue or continue the task order, notwithstanding a conflict of interest, a request for waiver shall be submitted in accordance with FAR 9.503. In the event that the offeror was aware of facts required to be disclosed or the existence of an actual or potential organizational conflict of interest and did not disclose, when known, such facts or such conflict of interest to the task order CO, the Government may terminate this contract for default.

In the event that a task order issued under this contract requires the offeror to gain access to proprietary information of other companies, the offeror shall be required to execute agreements with those companies to protect the information from unauthorized use and to refrain from using it for any purpose other than for which it was furnished.

# List of Acronyms

|  |  |
| --- | --- |
| **ACT** | **Accounting Control Transaction** |
| **BPS** | **Bits Per Second** |
| **CAC** | **Common Access Card** |
| **CLI** | **Command Line Interface** |
| **CO** | **Contracting Officer** |
| **COR** | **Contracting Officer Representative** |
| **COTR** | **Contracting Officer Technical Representative** |
| **CSfC** | **Commercial Solutions for Classified** |
| **EFT** | **Electronic Funds Transfer** |
| **EIT** | **Electronic Information Technology** |
| **FAR** | **Federal Acquisition Regulation** |
| **FFP** | **Firm Fixed Price** |
| **FIPS** | **Federal Information Processing Standard** |
| **GSA** | **General Services Administration** |
| **GUI** | **Graphical User Interface** |
| **IEEE** | **Institute of Electrical and Electronics Engineers** |
| **IP** | **Internet Prtocol** |
| **JITC** | **Joint Interoperability Test Command** |
| **LAN** | **Local Area Network** |
| **MAC** | **Media Access Control** |
| **MDF** | **Main Distribution Frame** |
| **MDM** | **Mobile Device Management** |
| **OCO** | **Operational Contracting Officer** |
| **ODC** | **Other Direct Costs** |
| **PCI** | **Payment Card Industry** |
| **PM** | **Project Manager** |
| **PMP** | **Project Management Plan** |
| **POE** | **Power Over Ethernet** |
| **RFQ** | **Request for Quotation** |
| **RFP** | **Request for Proposal** |
| **SLA** | **Service Level Agreement** |
| **SME** | **Subject Matter Expert** |
| **SMS** | **Short Message Service** |
| **SOW** | **Statement of Work** |
| SSID | **Service Set Identifier** |
| **SSP** | **Source Selection Plan** |
| **TEP** | **Technical Evaluation Plan** |
| **VLAN** | **Virtual Local Area Network** |
| **WAP** | **Wireless Access Point** |
| **WEP** | **Wireless Equivalent Privacy** |
| **WIPS** | **Wireless Intrusion Prevention System** |
| **WPA2** | **Wireless Protected Access 2** |
|  |  |

# Attachments

Double-clicking the attachments may produce the error “Word cannot start the converter mswrd632.wpc,” which is a known Microsoft issue (<http://support.microsoft.com/kb/973904>). Microsoft provides the following workaround: right-click on the embedded attachment (instead of double-clicking) and then select “Document Object” and then use “Open” (instead of “Convert”) from the pop-up menu.

## Attachment A – Project Management Plan



## Attachment B – Support Locations



## Attachment C – Pricing Requirements



## Attachment D – Pricing Template



## Attachment E – Past Performance Worksheet



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## Attachment F – Task Order Deliverables Performance Matrix



## Attachment G –Implementation Checklist



## Attachment H – Service Level Agreements (SLAs)

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