Enterprise Infrastructure Solutions (EIS)

**Statement of Objectives (SOO) Template for**

**Internet Protocol Version 6 (IPv6) Transition**

Issued by:

General Services Administration

Office of Enterprise Technology Services

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| **About this Template**This template is provided by GSA to help customer agencies develop a Task Order (TO) to transition to IPv6 using the **Enterprise Infrastructure Solutions (EIS) contract**. The template is designed as a guide for developing a solicitation and contains a sample Statement of Objectives (SOO) that can be readily tailored to meet agency requirements.The agency may include any services that the offeror must incorporate into their response. With EIS, the agency may also have the option to specify labor requirements to be provided to manage and support the service(s). The template contains proposal instructions and a list of evaluation criteria upon which the evaluation will be based.This template follows the standard Uniform Contract Format (UCF) under **FAR Part 15**. Although **FAR Part 15** does not govern IDIQ contracts, UCF has been adapted as a general best practice approach under EIS. Standardizing task order solicitations can help agencies facilitate scope determination, contractor response, proposal evaluation and help facilitate GSA in-scope solicitation review. GSA will review solicitations in accordance with **Section C** of the EIS contract to determine scope compatibility, against **Section B** of the EIS contract to determine price structure compatibility and against the Terms and Conditions of EIS.Since agency needs vary widely, this template does not cover all possible or appropriate variations in solicitation content. It is offered as guidance to be adapted as necessary to meet agency needs. The general approach described here does not supersede requirements of the Federal Acquisition Regulation (FAR) or agency FAR supplemental(s) and policies. In all cases, the ordering contracting officer (OCO) must ensure complete adherence to applicable laws, the FAR, and any additional agency regulations.Other EIS resources can be found at [www.gsa.gov/eis](http://www.gsa.gov/eis) . |
| The template contains **Context Boxes** such as this one. Context boxes contain informational material and/or instructions to help the agency understand the service and the different options available within the scope of the EIS contract. The agency may select and specify in the solicitation the desired solution or outcome based on those options selected.* ***ORANGE Italicized Text*,**  if present**,** indicates placeholders where the agency should provide a numeric value (e.g., n for number of days, or number of pages) or replace text with actual descriptions such as agency name, proposal due date, name of agency POC, etc.
* **BLUE Underlined Text**, if present, denotes sample text that is specific to the goal(s) to be obtained. Blue text may be modified or deleted as required.
* **BLACK Text**  is text that appears in all SAT (Solicitation Assist Tool) generated templates and relates to general aspects of the solicitation. Black text may also be modified or deleted as required.

**Notes:**The context boxes should be deleted by the agency when finalizing this document. Sections of this template may be deleted if they are not relevant to the agency, and new sub-sections may be added to meet the agency’s specific needs.This document was generated by SAT. It should not be finalized until it has been tailored, reviewed and accepted by the agency named on the title page.The “DRAFT***”*** watermark and the references in the page footers should also be removed for the final copy. |

***[AGENCY NAME]***

**Statement of Objectives (SOO) for**

***Internet Protocol Version 6 (IPv6) Transition***

Using the

General Services Administration’s

EIS Contract

 ***[MM/DD/YYYY]***

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# Solicitation/Contract Form

The agency should replace this page with its appropriate solicitation/contract form, e.g., **Standard Form 33**.

# Supplies or Services and Prices/Costs

## Inclusive Pricing of Services

Any equipment, material, facility, site preparation, or service required in the performance of this task order for which a price is not specifically identified in the price proposal shall be considered to be included in the price of another item or provided at no cost to the government, except as otherwise provided for in this fair opportunity solicitation.

## Economic Price Adjustments

EIS consists of a base period of five years and two, five year option periods. Prices are fixed on EIS for the base period and will be refreshed in accordance with EIS clause **H.19** in years 2022 and 2027. If your period of performance exceeds July 2022, agencies may consider tying task order option year pricing to the Economic Price Adjustment clause **H.19**. For example: The agency may include language in **Section B** that states that task order prices for years July 2022-July 2027 and years July 2027-July 2032 will be adjusted based on the refreshed prices of the first and second option periods of the EIS contract.

The task order prices have to be at or below the EIS refreshed prices in the years starting July 2022-July 2027 and July 2027-July 2032. The task order prices cannot exceed the EIS contract refreshed prices. If the task order prices exceed the EIS contract refreshed prices then the CLIN price will be adjusted via a task order modification to match the EIS contract refreshed price, and/or the refresh prices will match the discount(s) provided in the original order proposals.

## Special Considerations for Assigning NSCs to PHubs

If the contractor assigns a new AGENCY NAME building NSC (Network Site Code) to an existing PHub (Pricing Hub) or to a new PHub, the contractor shall submit an EIS contract modification to GSA. If awarded by GSA, then the TO will need to be modified to add the new access prices at rates mutually agreed upon by the contractor and agency but not to exceed the contract rates awarded by GSA.

## Pricing Spreadsheet

The contractor shall enter prices using the Pricing spreadsheet provided in **Section J.1** of this solicitation.

It is recommended that you add CLINs for optional quantities of services. These quantities would be estimated/forecasted based on quantities of your past inventory and/or actions. These optional CLINs would get priced as part of the proposal, evaluated, included in your total evaluated price but are only exercised as needed and only funded when exercised. If you choose to add optional CLINs for quantities please note on your pricing spreadsheet which CLINs are optional. Items to consider would be moves, changes, additional quantities, additional speeds, optional services or any optional type CLINs. Also you must create a clause in **Section H** for optional quantities of services.

Refer to **Section L.6 Task Order** of this solicitation for additional details to include on how pricing should be addressed from a task order perspective. If it is the agency’s intent to award multiple TOs from this solicitation then it is important that the pricing spreadsheet be organized to clearly identify each potential task order. This can be done by utilizing a separate pricing spreadsheet per potential TO or creating separate tabs within a single pricing spreadsheet.

Suggested language if using separate pricing spreadsheets: “In accordance with **Section L.6** of this solicitation, **Section J.1** of this solicitation includes a separate spreadsheet for each intended TO from this solicitation.”

Suggested language if using a single pricing spreadsheet for multiple task orders: “In accordance with **Section L.6** of this solicitation, **Section J.1** of this solicitation includes a single spreadsheet with individual tabs (worksheets) for each intended TO from this solicitation.”

# Requirements

Conduct a complete analysis of your agency’s current and future IPv6 operational needs. State the Government's overall objectives and the offeror's required support to achieve the contractual objectives in the SOO. Per **FAR 37.602 (c)**, offerors use the SOO to develop the PWS; however, the SOO does not become part of the contract. The SOO shall, at a minimum, include— (1) Purpose; (2) Scope or mission; (3) Period and place of performance; (4) Background; (5) Performance objectives, i.e., required results and (6) Any operating constraints.

In a SOO, requirements should be specified in terms of goals and performance objectives rather than specific services. However, the agency may still choose to identify specific EIS services that it feels should be part of the solution proposed by the offeror (see **Section C.3.1.1** of this solicitation). Any such services only need to be called out by name, as the offeror’s solution is required to meet and be in compliance with all the functional definitions, standards, connectivity, technical capabilities, features, interfaces, and performance metrics as presented in the service sections of the EIS contract.

Task orders for supplies and services issued as a result of this solicitation must contain the items listed in **FAR 16.505(a)(7)**. Your requirements should include all known services, equipment, inventory, and locations. It is recommended that you forecast optional CLINs for additional quantities, locations, moves and changes based on past history so they are priced, evaluated and included in the total evaluated price.

Note that the EIS services defined in **Sections C.2.1** through **C.2.10** and in **Section C.2.12** of the EIS contract include all service-related labor necessary to implement the services.

Refer to **Section L.6 Task Order** of this solicitation for additional details to include on how technical requirements should be addressed from a task order perspective.

This is the AGENCY NAME solicitation, including a Statement of Objectives (SOO), for services utilizing the General Services Administration’s Enterprise Infrastructure Solutions (EIS) contract. It is the government’s intent for the offerors to propose a performance work statement (PWS) in response to **Section C** of this solicitation.

The baseline goals and objectives for the services sought herein are addressed in **Section C** of this solicitation. The AGENCY NAME expects that all EIS contractors provide the baseline level of service. The AGENCY NAME has additional agency-specific requirements that are described in this solicitation and will be assessed as part of the technical evaluation process defined in **Section M Evaluation Factors for Award** of this solicitation. This solicitation describes the full range of services required.

The contractor shall provide all personnel, transportation, equipment, tools, materials, supplies, installation, management, supervision, engineering, maintenance, testing, and services necessary to make circuits/services fully operational and to perform all tasks and functions as defined in this solicitation.

Consistent with **Section C.2.11** of the EIS contracts, the contractor shall provide, at no additional cost to the government, all service-related labor necessary to implement the services. The contractor shall propose any Service Related Equipment (SRE) necessary to implement and manage the service.

## Purpose

The purpose of this SOO is to describe the requirements for contractor assistance needed to support a comprehensive transition from IPv4 to IPv6, while ensuring compliance with OMB and CISA directives. This SOO supports the Internet Protocol Version 6 (IPv6) Transition Project to help transition the network connections and applications to IPv6. Operational deployment and use of IPv6 has been mandated by the Office of Management and Budget (OMB) via M-21-07. The OMB directive, issued on November 19, 2020, includes the requirement to upgrade internal client applications that communicate with public Internet servers and supporting enterprise networks to operationally use native IPv6. IPv6 provides valuable benefits to agencies by improving operational efficiencies and expanding connections to more network devices.

## Project Title

<Agency Name> Internet Protocol Version 6 (IPv6) Transition

## Project Background

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| --- |
| **BEST PRACTICE:** ***Provide detailed information (that does not violate agency security policy) regarding the project background and the desired outcomes.*** This information should include the evolution of the agency’s current network and services as well as agency plans to move forward with new network expansion, technologies, and managed service. **BENEFIT:** This information will assist the EIS contractor in better understanding the agency’s requirements and increase their ability to recommend solutions.  |

IPv6 is the next-generation Internet protocol, designed to replace version 4 (IPv4) that has been in use since 1983. The global demand for IP addresses has grown exponentially with the ever-increasing number of users, devices, and virtual entities connecting to the Internet, resulting in the exhaustion of readily available IPv4 addresses in all regions of the world. It is widely

recognized that full transition to IPv6 is the only viable option to ensure future growth and innovation in Internet technology and services. It is essential for the Federal government to expand and enhance its strategic commitment to the transition to IPv6 to keep pace with and capitalize on industry trends.

The agency should provide the project background here regarding the organization, mission, and efforts to date to transition to IPv6.

## Description of Current Environment

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| **BEST PRACTICE:** ***Describe in detail the current and pertinent infrastructure associated with the IPv6 transition.***  Details should include the following items:* Total # of IP addresses utilized
* Total # of employees
* Total # of sites and locations
* List of countries
* Type and total # of network elements requiring integration (e.g., Networked Devices: Data Center Servers, Client Access (PCs), Printers, Collaboration Devices and Gateways, Sensors and Controllers)
* List current WAN and network provider(s)
* List of network services and access types currently in use
* List current management platforms and service desk applications
* Applications (Web, Cloud, Agency, In-house and Application Suites)
* List all current cloud-based services
* List current uses of IPv6 and any address spaces currently owned or in use

Include current service inventory in **Section J.2** and supporting network diagrams in **Section J.6**.**BENEFIT:** This information will help the EIS contractor fully understand the system that is to be replaced and/or improved.  |

## Desired Future State

|  |
| --- |
| Provide details on the desired future state after transition. This will include how you envision your modernized voice and data networks to be designed and managed. Provide approximate user counts at each location along with minimum requirements for services.**Following is a sample:**Complete IPv6 implementation for public/external facing servers and services (e.g., web, email, DNS, and ISP services) and internal client applications that communicate with public Internet services and supporting enterprise networks to operationally use native IPv6.  |

## Scope

The scope of this task order (TO) applies to requirements for achieving the deployment of IPv6 across all [Agency Name] information systems and services to help migrate to IPv6-only network environments and deliver its information services, operate its networks, and access the services of others using only IPv6.

Transitioning to IPv6 will address IT services required to meet the needs of AGENCY NAME, as specified throughout this solicitation. The scope of the awarded TO includes all the current network functionality described in this solicitation, as well as those future services and capabilities offered through the EIS program that will replace and improve that functionality. In addition, the scope of the TO include all optional and unspecified services contained in this solicitation, as well as those services required in the future to achieve AGENCY NAME’s vision and needs.

The TO will provide services to all existing AGENCY NAME’s locations as well as any future locations. Changes and additions of new locations may occur each year. AGENCY NAME expects the contractor to provide service without interruption.

Location and site-specific information are provided in **Section J.2** of this solicitation.

### High-level Project Objectives

The following high-level project objectives provide a baseline for the enhancements the agency is looking to implement through this solicitation and all should be considered and incorporated into the offeror’s solution:

1. **Increase cost-effectiveness of services:** Take advantage of advances in technology and decreases in unit costs to deliver more bandwidth at lower cost immediately and over the life of the contract.
2. **Reduce dependence on and use of legacy technology:** Develop and execute a Strategic Plan that replaces legacy technology and services with emerging technologies that are agile and can adapt to changing needs.
3. **Improve network performance and manageability:** Procure a high-quality network through EIS that meets or exceeds agency’s needs for network performance.
4. **Increase resiliency:** Continue to evolve the agency’s network to provide increased resiliency to all sites to minimize the risk of network outages and to maintain an acceptable level of service in the face of degradations, faults and challenges to normal operations.
5. **Increase operational effectiveness:** Improve agency’s planning and operational efficiency (including monitoring, provisioning, troubleshooting, and data back-up and protection) by introducing automation into the agency’s operational processes.
6. **Improve network security:** Enhance agency’s security environment utilizing latest security technologies and threat intelligence to create a best-in-class defense against rapidly increasing security threats.

### Transition to IPv6 Using Managed Network Service (MNS) Goal

 AGENCY NAME is seeking to transition to IPv6 network infrastructure to a qualified contractor and provide the tasks identified in this section.

#### Functional Objectives

The offeror’s response should address the functional objectives listed in the table below along with the information required to meet the tasks and subtasks listed.

**Functional Objectives for Transition to IPv6 Using Managed Network Service (MNS) Goal**

|  |  |  |
| --- | --- | --- |
| **Objective** | **Description** | **Custom Requirements** |
| Establish an approved IPv6 Transition Plan | IPv6 Transition Planning and System Analysis |  |
| Establish and implement the test environment | IPv6 Test and Integration |  |
| Implement a limited scale deployment | Pilot Production Deployment on Selected LANs |  |
| Full deployment and production | IPv6 Deployment in the Production Network |  |

The requirements below are intended to accommodate Agency customers with enterprise networks of varying complexity. Client agencies with more basic network environments may not need all of the detailed specifications it provides. Parts of the requirements may be tailored, replaced or omitted entirely, depending on the Agency.

##### Task 1 – IPv6 Transition Planning and System Analysis

IPv6 transition planning and system analysis includes the following activities:

Create an IPv6 Project Management Plan

Create an IPv6 Training Plan

Create a Network Infrastructure Inventory / IPv6 Impact Analysis

Create an IPv6 Addressing Plan / Network Architecture Analysis

Create an IPv6 Deployment Strategy / Implementation Plan

###### Sub-task 1 – Project Management Plan

The contractor shall establish and execute [or recommend] an IPv6 Project Management Plan (PMP) to ensure that all activities from the kick-off meeting to the final network infrastructure transition to IPv6 are executed properly as planned and on schedule.

The PMP shall address the following:

* 1. Identification of transition activities
	2. Identification of transition priorities and possible phases
	3. Transition milestones, to include the enterprise architecture and risk mitigation
	4. Transition criteria for legacy, upgraded, and new capabilities
	5. Dependencies (for example, among the enterprise architecture, network management, and network and operation security)
	6. Risks and mitigation strategies
	7. Strategies for ensuring interoperability and security during transition
	8. Compliance with the USGv6 Profile to define IPv6 capability requirements for specific products when required
	9. Transition governance that includes but is not limited to: policy, roles and responsibilities, management structure, management controls, management actions, performance measurement, and reporting
	10. Testing

The PMP shall capture and establish the goals, identify a critical path, create general timelines to provision required hardware and software, and implement appropriate operational procedures. The PMP shall contain at a minimum:

* 1. Project management approach for Tasks 1, 2, 3, and 4.
	2. Project Team Organization (Roles & Responsibilities)
	3. Program Tracking and Communication Plan
	4. Project Schedules & Milestones
	5. Earned value reporting

###### Sub-task 2 – IPv6 Training Plan

The contractor shall establish and maintain [or recommend] an IPv6 Training Plan for appropriate Agency personnel involved with the Agency network infrastructure:

* + - 1. Identify initial and ongoing IPv6 training requirements for Agency review, comment, and approval. The Training Plan shall at a minimum describe the ***training schedule,*** curriculum, materials, and the resources required to ensure that the IPv6 training meets the Agency’s needs. The contractor shall provide the following types of IPv6 training as required by the Agency:
	1. The contractor shall train Agency security architects to understand and mitigate the risks of IPv6 transition.
	2. The contractor shall train Agency network architects on how to take full advantage of IPv6 capabilities.
	3. The contractor shall train Agency application developers on how to use IPv6 features and capabilities to improve the Agency’s network security services.
	4. The contractor shall train Agency IT employees who are involved with the network or desktop management, including employees on operations teams, to understand how IPv6 affects their areas of responsibility.

###### Sub-task 3 – Network Infrastructure Assessment and IPv6 Impact Analysis

The contractor shall create [or recommend] a Network Infrastructure Assessment / IPv6 Impact Analysis to describe all activities related to discovery of the Agency infrastructure and the network, server and application elements to be assessed as part of the PMP. More specifically, the contractor shall create a detailed assessment of Agency IT equipment and applications impacted by IPv6 and assess if the IT equipment and software needs to be upgraded, replaced or enabled for IPv6. The contractor shall produce a spreadsheet (MS Excel) of the detailed Inventory of the Agency IT equipment and applications impacted in accordance with the above IPv6 transition categories, for Agency comments, approval, and signoff. The items to be assessed include but are not limited to:

* 1. Networked Devices: Data Center Servers, Client Access (PCs), Printers, Collaboration Devices and Gateways, Sensors and Controllers
	2. Network Infrastructure: DNS and DHCP, Load Balancing and Content Switching, Security (Firewalls, and IDS/IPS), Content Distribution, Optimization (WAAS, SSL Acceleration), and VPN Access
	3. Web applications
	4. Applications and application suites

###### Sub-task 4 – IPv6 Addressing Plan and Network Architecture

The contractor shall develop, update, or recommend an IPv6 Addressing Plan / Network Architecture Analysis that describes the IPv6 address procurement and address assignments, the schema design for the Agency network, and the target IPv6 network architecture. More specifically, develop or update an IPv6 Addressing Plan and a corresponding network architecture. The contractor shall develop an IPv6 Addressing Plan that matches the Agency’s network architecture and organizational structure, taking into account the Agency’s anticipated growth and application plans for a two-to-five-year period. The IPv6 Addressing Plan shall describe the current (as-is) network architecture and the future (target) network architecture. In accordance with the Agency-wide Centralized Addressing Authority (CAA), the contractor shall assist the Agency in procuring IP address space (IPv6 prefixes) from the American Registry for Internet Numbers (ARIN) in accordance with the guidelines from the ARIN and the Agency CAA.

###### Sub-task 5 – IPv6 Deployment Strategy / Implementation Plan

The contractor shall develop, update, or recommend an IPv6 Deployment Strategy / Implementation Plan that lists hardware and software to be purchased and describes how it will be upgraded to IPv6 and made operational in the production network and develop deployment strategies to implement a native IPv6 network infrastructure. The contractor shall produce an IPv6 Transition Baseline document to include:

* + 1. A Concept of Operations in support of OMB requirements (i.e., a public-facing website, etc.)
		2. Interfaces for Agency applications access during the transition
		3. IPv6 features and capabilities to be configured in the network infrastructure
		4. Interfaces for the NOC and SOC (as required)

##### Task 2 – IPv6 Test and Integration

Lab testing minimizes the risk of running tests that could potentially cause disruptions or introduce a security risk if deployed on the production network. Many unexpected results during IPv6 testing are due to misconfigurations required to support IPv6, such as DNS. This underscores the importance of testing, training, and providing hands-on experience before IPv6 is deployed in an operational environment. The test environment should resemble the production environment as closely as possible, including the network hardware and software features targeted for IPv6 integration, as well as the first applications scheduled to operate over IPv6. Initially, the test sites should not be connected to the production network or to each other. Once successful testing has been completed, such connections can be prudently made.

######  Sub-task 1 – Set up IPv6 Test Lab

The contractor shall establish [or recommend] an IPv6 Test Lab to test changes before they are deployed in the production environment:

* 1. Establish automated network configuration and inventory management IPv6 to minimize the risk of human error during testing and transition
	2. Set up the test environment to resemble the production environment as closely as possible, including the Agency network hardware and software targeted for IPv6 transition, as well as the first applications that will operate over IPv6
	3. Set up routers and switches to process IPv6 traffic, and configure the LAN for its ability to transport the Agency’s IPv6 prefixes to production host computers, printers, and other devices
	4. Ensure that the security architecture is integrated with the overall Agency enterprise architecture and is configured to handle IPv6, and set up the DNS and DHCP servers to handle IPv6 queries
	5. Recommend configurations for the Network Management Systems (NMSs) of the Agency Network Operation Center (NOC) to monitor the IPv6 network and infrastructure
	6. Recommend configurations and/or upgrades for the Agency Security Operation Center (SOC) for IPv6 security upgrades to monitor threats
	7. Set up one or more applications that can run over IPv6
	8. Initially isolate the test sites from the production network and from each other

###### Sub-task 2 – Test IPv6 Integration in Test Lab

The contractor shall test [or recommend testing for] the IPv6 integration of network infrastructure and applications in a lab environment and assess the networking equipment, recommend any needed upgrades, and work with the Agency to set up or configure per the IPv6 upgrade plan.

##### Task 3 – Pilot Production Deployment on Selected LANs

Taking a phased approach to IPv6 transition will allow the Agency to prioritize aspects of the deployment as the project progresses. This minimizes the need to install and maintain transition technologies that will eventually be removed. The contractor shall conduct [or recommend] the main phases required to validate and move IPv6 to production and conduct a pilot production deployment for one or more campus LAN segments or for the WAN, as appropriate for the Agency’s business mission. Expand the geographic reach of IPv6 by deploying it more broadly in the LAN/WAN environment and using it for Internet connectivity. At the conclusion of this phase, the Agency will be able to demonstrate IPv6 compliance in terms of the OMB mandate.

######  Sub-task 1 – Selected LANs and WAN

* + - 1. The contractor shall conduct [or recommend] a pilot production deployment for one or more campus LAN segments and for the WAN, as appropriate for the Agency’s business mission.

######  Sub-task 2 – Selected LANs, WAN, and Internet

* + - 1. The contractor shall deploy IPv6 more broadly [or recommend the deployment] in the LAN/WAN environment and use it for Internet connectivity.

##### Task 4 – IPv6 Deployment in the Production Network

After a successful broad deployment involving multiple LANs, WAN and the Internet, and after demonstrating compliance with the OMB IPv6 mandate, the contractor shall transition [or recommend how to transition] the remaining Agency network infrastructure to IPv6, including hardware, software, IPv6 address assignments, IPv6 services (DNS, DHCPv6) and IPv6 security. After the infrastructure changes are complete, the contractor must perform a final checkout to ensure that the production network is ready for full IPv6 deployment.

Deliverables for the Agency to verify successful performance of the task:

* 1. The contractor shall produce documentation regarding the IPv6 changes/upgrades for the full deployment of IPv6 in the Agency network, for Agency comments, approval, and signoff.
	2. The contractor shall produce documentation regarding final checkouts for the complete deployment of IPv6 throughout the infrastructure, for Agency comments, approval, and signoff. The documentation shall describe the use of any monitoring tools provided, including their purpose and implementation, monitoring plans, inventory lists, and references to operations manuals.
	3. The contractor shall generate test plans to test the IPv6 deployment in the Agency network without any disruption to the delivery of mission-critical Government services over the existing network.
	4. The contractor shall demonstrate to the Agency that testing is being executed properly as per the approved test plans.

#### Associated EIS Services

AGENCY NAME has identified the following EIS services that shall be included in the offeror’s response. This list is not exhaustive, and the offeror shall include any/all additional services, as required, to meet the goals and objectives herein.

**NOTE**: If any service below is marked with a star (\*), it is designated as optional, i.e., a service that AGENCY NAME *may* order. Optional services represent a legitimate need based on such things as potential future requirements, forecasted data and estimated quantities but are ordered if and when AGENCY NAME chooses to do so. In contrast, the services that are not marked with a star are mandatory, i.e., services that the agency intends to order. Offerors shall include all services (mandatory and optional) in their proposals.

**EIS Services Identified for Transition to IPv6 Using Managed Network Service (MNS) Goal**

|  |  |  |
| --- | --- | --- |
| **Service** | **Full Name** | **Custom Requirements** |
| MNS | Managed Network Service |  |
| MSS | Managed Security Service |  |
| SRE | Service Related Equipment |  |
| SRL | Service Related Labor |  |

#### Performance Objectives

The performance objectives for the services listed in the **EIS Services Identified for Transform to Managed Network Service (MNS) Goal** table above conform to the EIS contract sections specified for each service. Similarly, the performance objectives for all services proposed by the offeror must also conform to the applicable EIS contract sections.

## Guidelines

|  |
| --- |
| Provide details on operational constraints such as infrastructure components that cannot change or must be included in a solution, custom connectivity, agency-specific security considerations or availability requirements that must be met during all phases of the transition. |

The offeror shall comply with all applicable Federal and agency-specific IT security directives, standards, policies, and reporting requirements. The offeror shall comply with FISMA, DOD and Intelligence Community-associated guidance and directives to include all applicable Federal Information Processing Standards (FIPS), NIST Special Publication series guidelines (FIPS and NIST SPs available at: <http://csrc.nist.gov/>), agency-specific security directives, policies and guides, and other appropriate Government-wide laws and regulations for protection and security of government IT, including but not limited to:

[IPv6 FAR Amendment](https://www.acquisition.gov/far/part-11#FAR_11_002)

CIO Council: Planning Guide/Roadmap Toward IPv6 Adoption within the US Government.

NIST: [Special Publication (SP) 800-119, Guidelines for the Secure Deployment of IPv6](https://csrc.nist.gov/publications/detail/sp/800-119/final)

NIST: [Special Publication (SP) 500-267A, NIST IPv6 Profile](https://www.nist.gov/publications/nist-ipv6-profile)

NIST: [Special Publication (SP) 500-267B, USGv6 Profile](https://www.nist.gov/publications/usgv6-profile)

NIST: [Special Publication 500-281A, USGv6 Test Program Guide](https://www.nist.gov/publications/usgv6-test-program-guide)

NIST: [Special USGv6 Test Methods: General Description and Validation](https://www.nist.gov/publications/usgv6-test-methods-general-description-and-validation)

The contractor shall install SRE as required to meet the specifications of the terminal equipment located at government SDPs. The details and specifications for the interfaces at each SDP will be provided in the service order.

The SRE required to deliver the services under this solicitation will be acquired by Month-to-month arrangement for an indeterminate term. The SRE to be provided by the contractor shall be new and not refurbished.

## Security Requirements

Some agencies have security requirements above those included in the EIS contract (see **Section C.1.8.7** of the EIS contract, in addition to security provisions of the individual services in **Section C.2** of the EIS contract). This section should be used to specify such services, if any.

The contractor shall meet all requirements included in **Section C.1.8.7 System Security Requirements** of the EIS contract. The contractor shall, in addition, comply with **Section J.4 Security Assessment and Authorization (formerly known as Certification and Accreditation [C&A]) Requirements** of this solicitation, as well as any agency-specific requirements as specified in this solicitation.

### Personnel Security Clearances

If it is anticipated that certain work under this task order will require a security clearance at a Top Secret level then the following suggested statement can be added. The agency should review, revise as necessary, and delete any details that do not apply to their solicitation.

**Sample text agency may use or edit:** It is anticipated that the following work items (agency should list applicable work items) under this task order will require a security clearance at a Top Secret level. At least one person must possess a clearance at this level or higher. Clearance level and additional guidance is provided on the **Department of Defense Contract Security Classification Specification (DD Form 254)**.”

List agency-specific security requirements here.

# Packaging and Marking

The agency should replace this page with appropriate Packaging, Packing, Shipping and Marking content. Required by **FAR 16.505(a)(7)(vi)**.

# Inspection and Acceptance

The agency should replace this page with appropriate Inspection and Acceptance content.

# Deliveries or Performance

The agency should replace this page with appropriate Deliveries or Performance content, and schedule. Required by **FAR 16.505(a)(7)(iv)** and **16.505(a)(7)(v)**.

The contractor shall include all the Key Performance Indicators identified directly or by reference in **Section C** of this solicitation and identify their associated Acceptable Quality Level values and measured values in the monthly Service Level Agreement Report (SLAR) which is described in the EIS contract **Section J.2.8.2.1** and identified as a deliverable in EIS contract **Section F.2**, **Table F.2.1, Item 126**. The SLAR shall employ and populate the following table (with example row included).

| **Service** | **KPI** | **Service Level** | **Performance Standard** **(Threshold)** | **AQL** | **Measured Value** |
| --- | --- | --- | --- | --- | --- |
|   |   |   |   |   |  |
|  |  |  |  |  |  |

As noted in **Table G.8.2.1.1.1** of the EIS contract, the government considers the above table and all associated references to be its Quality Assurance Surveillance Plan (QASP) in accordance with **FAR 46.401**.

## List of Task Order Deliverables

The contractor shall provide all deliverables required by the EIS contract to the agency. All deliverables that are delivered to GSA systems still apply to this task order; however, are not identified in this solicitation. The following list only includes deliverables that shall be delivered to the agency directly; however, all contract-required deliverables still apply.

| **ID** | **Requirement Reference** | **Deliverable Description Reference** | **Deliverable Name** | **Frequency** | **Deliver To** |
| --- | --- | --- | --- | --- | --- |
|  | B.1.1 | B.1.1 | Task Order Pricing Tables | Initial: Included at task order (TO) awardUpdate: As needed | GSA Systems and agency |
|  | B.1.3 | B.1.3 | Online Catalog  | Initial: Within 30 days of contract awardUpdate: As needed | Website – URL to be provided by contractor |
|  | B.1.3 | B.1.3 | Catalog Pricing Tables (Section B) | Initial: Included at TO awardUpdate: As needed | GSA Systems and agency |
|  | C.2.9.1.1 | C.2.9.1.1 | Site Survey Report | As needed | OCO |
|  | C.3.3.3 | C.3.3.3 | Inventory Summary of Agency’s Active Services | Initial: 3 years prior to contract expiration Update: As requested by agency | OCO |
|  | G.3.3.3.3 | G.3.3.3.3 | Task Order Project Plan | Initial: TO awardUpdate: Plan change | OCO |
|  | G.12.1 | G.12.1 | Corporate Climate Risk Management Plans | Initial: With proposal Update: As needed | GSA CO, OCO |
|  | G.12.2.1 | G.12.2.1 | Climate Change Adaptation, Sustainability, and Green Initiatives Report | Initial: With TOUpdate: Annually from contract award | GSA CO, GSA COR, OCO |
|  | G.12.2.3 | G.12.2.3 | Power Utilization Efficiencies (PUE) Report | Initial: With proposalUpdate: Annually from contract award | OCO |
|  | H.25 | H.25 | Service Trials Notification | Prior to initiation of any trial program with the agency | GSA CO and OCO |
|  | H.25 | H.25 | Service Trial Status Report | Monthly (first business day) until completion of each trial | OCO |
|  | H.33 | H.33 | ESI requests/searches | Within 15 days of written request | GSA CO or OCO |
|  | H.38 | H.38 | Force Majeure Notification | Within 10 days of the cause that the contractor cites for Force Majeure | OCO |
|  | J.2.4 | J.2.4.2J.2.10.2.1.16 | Service Order Acknowledgement (SOA) | NLT one (1) business day after Service Order (SO) | GSA Conexus and agency COR |
|  | J.2.4 | J.2.4.2J.2.10.2.1.20 | Service Order Rejection Notice (SORN) | NLT 5 days after SO | GSA Conexus and agency COR |
|  | J.2.4 | J.2.4.2J.2.10.2.1.19 | Service Order Confirmation (SOC) | NLT 5 days after SO | GSA Conexus and agency COR |
|  | J.2.4 | J.2.4.2J.2.10.2.1.11 | Firm Order Commitment Notice (FOCN) | Local access subcontractor required: * Within one (1) business day of receiving FOC date

Local access subcontractor not required: NLT the earlier of:* 5 days after SOC, or

10 days before the FOC date | GSA Conexus and agency COR |
|  | J.2.4 | J.2.4.2J.2.10.2.1.18 | Service Order Completion Notice (SOCN) | NLT 3 days after service is installed and tested | GSA Conexus and agency COR |
|  | J.2.4 | J.2.4.2J.2.10.2.1.17 | Service Order Administrative Change (SOAC) | NLT 7 days after Administrative Change Order | GSA Conexus and agency COR |
|  | J.2.4 | J.2.4.2J.2.10.2.1.21 | Service State Change Notice (SSCN) | Within 24 hours of state change | GSA Conexus and agency COR |
|  | J.2.5 | J.2.5.2J.2.10.2.1.5 | Billing Invoice (BI) | Monthly, NLT 15th business day | GSA Conexus and agency COR |
|  | J.2.5 | J.2.5.2J.2.10.2.1.23 | Tax Detail | Monthly, NLT 15th business day | GSA Conexus and agency COR |
|  | J.2.5 | J.2.5.2J.2.10.2.1.13 | Monthly Billing Information Memorandum | Monthly, NLT 15th business day (as needed) | Agency COR |
|  | J.2.5J.2.6J.2.8 | J.2.5.2J.2.6.2J.2.8.2J.2.10.2.1.4 | Billing Adjustment (BA) | Monthly, NLT 15th business day (as needed) | GSA Conexus and agency COR |
|  | J.2.6 | J.2.6.2J.2.10.2.1.9 | Dispute (D) | As needed | GSA Conexus and agency COR |
|  | J.2.6 | J.2.6.2J.2.10.2.1.10 | Dispute Report (DR) | Monthly, NLT 15th business day (as needed) | GSA Conexus and agency COR |
|  | J.2.8 | J.2.8.2J.2.10.2.1.14 | Service Level Agreement Report (SLAR) | Monthly, NLT 15th day of month | GSA Conexus, OCO and agency COR |
|  | J.2.8 | J.2.8.2J.2.10.2.1.22 | SLA Credit Request Response | Within 30 days of SLA Credit Request | OCO and agency COR |
|  | J.2.8 | J.2.8.2J.2.10.2.1.25 | Trouble Management Performance Summary Report | Quarterly, NLT 14 days after the end of the FY quarter | Agency COR |
|  | J.2.8 | J.2.8.2J.2.10.2.1.24 | Trouble Management Incident Performance Report | Quarterly, NLT 14 days after the end of the FY quarter | Agency COR |

## Performance Monitoring

The contractor shall continuously monitor and report monthly on performance objectives specified in **Section C** of this solicitation that are outside of the acceptable range for all services. Contractor shall be held to the performance metrics presented in response to this solicitation and bill credits will be automatically issued any time performance objectives are not met, as specified in EIS contract **Section G.8.2.1.1.2**.

# Contract Administration Data

Task orders under IDIQ Contracts must contain the accounting and appropriation data and method of payment and payment office, if not specified in the contract. Required by **FAR 16.505(a)(7)(vii)** and **16.505(a)(7)(viii)**.

|  |
| --- |
| **BEST PRACTICE:** ***Take advantage of the standard reporting requirements built into the EIS contract.*** The EIS contract requires contractors to provide regular management reports and data, and performance and usage monitoring, at no additional charge. Avoid requirements that can result in paying an EIS contractor to produce the same result by other means or paying another contractor to duplicate the no-charge EIS requirements.Do not request additional reporting from the contractors if there is no business need, as this will increase costs.**BENEFIT:** Money saved on contractor reporting. |

The roles and responsibilities of the EIS contractor shall commence upon task order award. The EIS requirements for contract administration, management and operational support shall be met at no additional cost to the agency, and shall apply throughout the life of the task order for all deployed services. The contractor shall also support and assist GSA and the AGENCY NAME in transitioning EIS services to the next contract.

The contractor shall meet and comply with the requirements for contract administration and operational support for subscribed EIS services in accordance with **Section G Contract Administration Data** of the EIS contract. The contractor shall support and comply with the following:

**G.2** – Contract Administration

**G.3** – Ordering

**G.4** – Billing

**G.5** – Business Support Systems

**G.6** – Service Assurance

**G.7** – Inventory Management

**G.8** – Service Level Management

**G.9** – Program Management

**G.10** – Training

**G.11** – National Security and Emergency Preparedness

**G.12** – Requirements for Climate Change Adaptation, Sustainability and Green

Initiatives

## Requirements for Billing

The contractor shall bill the agency directly for all charges incurred by the agency and its sub-agencies. The contractor will be paid directly by the AGENCY NAME.

The contractor shall be responsible for collecting the Associated Government Fee (AGF) and remittance of the total AGF amount collected for the month to GSA by electronic funds transfer (EFT).

## Requirements to Support Task Order

The agency’s ordering procedures should align with Sections G.2.2.1.2, J.2.4, and J.3 of the EIS contract, Sections 4.3 and 5.1 of the Fair Opportunity Ordering Guide (FOOG), and Section 5.3 of the EIS Management and Ordering Procedures (MOPS).

If Service Orders (SO) are to be used, GSA recommends that the agency should specify whether GSA Conexus or another method will be used to issue SOs. If the agency intends to use GSA Conexus, the solicitation shall include the following statement:

The contractor shall accept service orders from the GSA Conexus application by Web service using the format and specifications provided by GSA Conexus.

Should the agency choose another method of submitting SOs – e.g., directly via the contractor’s Web portal - then GSA recommends that the agency detail in its solicitation the process the agency will use instead of GSA Conexus to submit SOs – ensuring its alternative ordering procedures align, as noted, with Sections G.2.2.1.2, J.2.4, and J.3 of the EIS contract, Section 4.3 of the Fair Opportunity Ordering Guide (FOOG), and Section 5.3 of the EIS Management and Ordering Procedures (MOPS).

Task orders associated with this solicitation will be issued by the [AGENCY NAME] and will identify the services and contractor support requirements. The contractor shall meet the requirements for all scheduled deliverables identified therein, including agency-specific contract administration data, operational support, any applicable service-related equipment, and service level performance. (See **Section G.3.2 Task Orders** of the EIS contract.)

The task or service order(s) associated with this solicitation may contain a combination of CLINs from the EIS contract and task order specific requirements for services, features, and performance. Task order-specific pricing submission details are described in **Section J.4.1Task Order-Specific Pricing Submissions** of the EIS contract.

Should the agency choose GSA Conexus to submit SOs, the contractor shall accept service orders from the GSA Conexus application by Web service using the format and specifications provided by GSA Conexus.

## Ordering for Services by Authorized Person(s)

For each task order, the OCO is the sole and exclusive government official with authority to take actions that may bind the government. The contractor shall verify that an OCO has the required Delegation of Procurement Authority (DPA) issued by GSA. The OCO may designate one or more CORs or ordering official to assist the CO with administering the task order. The contractor shall not accept or bill the government for task orders or service orders from an unauthorized person. (See **Sections G.2.2.1.1 Task Order Authority / OCO** and **G.2.2.1.2 OCO Duties** of the EIS contract)

The following individuals are authorized to place Service Orders on behalf of the agency under these TOs:

Ordering Contracting Officer (OCO):

Name

Phone

Email

Contracting Officer’s Representative (COR):

Name

Phone

Email

## Requirements for Deliverables and Data Exchange

The contractor shall meet and comply with the deliverables and data exchange requirements as described in **Section J.2 Contractor Data Interaction Plan (CDIP)** of the EIS contract. The CDIP provides functional requirements and process details to further describe the common operations, process flows, data exchange and system interfaces, and the deliverables required in accordance with the management and operational support requirements cited in **Sections G.3** thru **G.10** of the EIS contract.

The requirements and contents of each data set described in **Section J.2.10.2 Data Set Content** of the EIS contract shall apply. The detailed contents of each data set to be exchanged as part of the processes are described throughout the CDIP of the EIS contract for the following functions:

**J.2.3** Task Order Data Management

**J.2.4** Ordering

**J.2.5** Billing

**J.2.6** Disputes

**J.2.7** Inventory Management

**J.2.8** SLA Management

Data requirements and the transfer mechanisms cited in **Sections J.2.9 Data Transfer Mechanisms** and **J.2.10 Data Dictionary** of the EIS contract shall also apply.

## Government-Furnished Property

Where the agency chooses to include Government-Furnished Property (GFP) or Government-Furnished Equipment (GFE) in a solicitation or task order (TO), the agency ***MUST*** mark this section “Yes” and ensure its solicitation or TO complies with the applicable GFP/GFE detail requirements of FAR Section 45.201(a). The agency may detail the GFP/GFE information as an attachment in **Section J.3. Government-Furnished Property/Equipment (GFP/GFE) Spreadsheet** of this solicitation. If the agency does not plan to include GFP/GFE, the agency must mark this section as "Not Applicable" or "N/A."

GFP/GFE is listed below / in **Section J.3** of this solicitation

## Department of Homeland Security Office of Emergency Communications Priority Telecommunications Services

If Telecommunication Service Priority is needed then include the paragraph below, edited appropriately, in the solicitation. Otherwise, delete this section.

At locations indicated in **Section J.2 Service Locations** of this solicitation, the contractor shall fully comply and interoperate with all applicable Department of Homeland Security (DHS) Office of Emergency Communications (OEC) Priority Telecommunications Services including Telecommunications Service Priority (TSP), Government Emergency Telecommunications Service (GETS), Wireless Priority Service (WPS) and, when released, Next Generation Network Priority Services (NGN-PS).

## Task Order Specific Service Level Agreements (SLA)

This solicitation does not contain any agency specific SLAs that go above and beyond what is already defined in the EIS contract.

If agency included custom performance objectives as part of **Section C** of this solicitation it is recommended that they delete this section from the solicitation.

# Special Contract Requirements

## Acquisition Selected

This section assumes that the agency will issue service orders after issuance of the task order (TO) resulting from this solicitation. Agencies have the option of including service orders within the solicitation. If an agency selects this latter approach, all service-order-related information must be added to the solicitation (see **Section G.3 Ordering** of the EIS contract). The task order issued may either be Fixed Price or Time and Material.

The AGENCY NAME has selected the EIS contract. A Fixed Price with Economic Price Adjustment (EPA) task order (TO) will be issued under the EIS contract to the successful contractor, and service orders placed under that TO. If the contractor does not have the required services or Core Based Statistical Areas (CBSAs) on contract they may submit a proposal to the agency as long as they submit a modification to GSA and include language in their response indicating what is missing and that a modification has been submitted to GSA. The contractor shall submit a contract modification as soon as possible to GSA to add to its contract any CBSAs or services that are required.

The contractor shall adhere to the terms and conditions specified in the EIS contract in addition to the service specific requirements in this solicitation. Note that this solicitation may contain requirements supplemental to those defined in the EIS contract. The contractor is responsible for recognizing and supporting those supplemental requirements.

## Period of Performance

The task order term will be from the date of award through a base period (for example, one year) plus 11 option period(s). The overall period of performance is specified in the following table:

|  |  |  |
| --- | --- | --- |
|  | **Start Date** | **End Date** |
| Base Period | 7/1/2020 | 6/30/2021 |
| Option Period 1 | 7/1/2021 | 6/30/2022 |
| Option Period 2 | 7/1/2022 | 6/30/2023 |
| Option Period 3 | 7/1/2023 | 6/30/2024 |
| Option Period 4 | 7/1/2024 | 6/30/2025 |
|  |  |  |

## Place of Performance

The contractor shall provide the required service(s) to the service location(s) provided in **Section J.2 Service Locations** of this solicitation and any future locations as they become known.

## Optional Quantities of Services Clause

Please note that the following is only meant as guidance. The OCO is responsible to adhere to the FAR and any agency regulations. If you choose to follow GSA’s guidance please have your legal counsel review and approve. If the agency has included optional CLINs for optional quantities of services based on GSA recommendations in **Section B** then a clause must be created. You may choose to modify **Clauses 52.217-6** and **52.217-7** for optional quantities of supplies so that they are applicable to optional quantities of services and change the number of your clause so they are no longer FAR clauses but are applicable only to your task order.

**Sample text agency may use or edit:** “The government may require the delivery of the CLINs identified in the solicitation as “optional to buy CLINs” at the prices negotiated at TO award. This provision allows the optional CLINs to be exercised, at the government’s discretion, more than once, in whole or in part, during the life of the TO(s). The government reserves the right to order anywhere from the minimum to the maximum quantity of the option. The OCO may exercise the optional CLINs by providing a written notice to the contractor. Delivery of the added items shall continue at the same rate negotiated at award, unless the parties mutually agree and a task order modification is executed.”

## Price Refresh Clause

If you included language in **Section B** that ties prices to the EIS contract Economic Price Adjustment clause **H.19**, then you may consider including language in this section. If it is not required, it should be deleted before finalizing the document.

**Sample text agency may use or edit:** “The EIS contract includes a clause in **Section H.19** that requires contractors to refresh contract prices prior to GSA exercising Option Period 1 in FY22 and Option Period 2 in FY28. Future price reductions from the contractor shall result in reduced prices on the awarded task order as of the date of the EIS contract price modification. The contractor shall notify the OCO, in writing, within 30 days of the executed modification on the EIS contract to reduce prices per clause **H.19**. Notification shall include a copy of EIS **SF30** and a list of CLINs affected by the price modification.”

# Contract Clauses

The agency should replace this page with appropriate agency contract clauses. The EIS contract clauses automatically flow down to the Task Order. Please avoid listing duplicate clauses from the EIS contract.

# List of Attachments

Attachments included below are samples generated by SAT that may be tailored based on agency requirements. Otherwise, they should be deleted before finalizing the document.

NOTE: Double-clicking an attachment file 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.

## Pricing Spreadsheet

NOTE: Contractor pricing shall be in compliance with **Section B.1 Inclusive Pricing of Services** of this solicitation.



The attachment above can be used to provide a structure for contractors to provide pricing in response to the solicitation. Refer to the “Instructions to Agencies” tab in the attached spreadsheet for details on how to organize the pricing workbook.

## Service Locations

****

|  |
| --- |
| **BEST PRACTICE:** ***Use your existing inventory database or complete the locations spreadsheet including current services transitioning to EIS and any new EIS requirements.*** Complete the locations spreadsheet for every agency site location, quantities desired, and if applicable, the products or service-related equipment to be deployed. **BENEFIT:** This will help the contractors map agency current services to EIS contract services. |

## Government-Furnished Property/Equipment (GFP/GFE) Spreadsheet

Attached spreadsheet contains a list of all GFP/GFE that the contractor shall support as part of the solution to this solicitation.



This section is only to be included if your agency is using a separate spreadsheet (sample attached above) to list all required GFP/GFE. Note, as stated in **Section G.5** of this solicitation, that an alternative approach is to list all such equipment at the bottom of **Section G.5**, in which case, this section should be deleted before finalizing the document.

## Security Assessment and Authorization (formerly known as Certification and Accreditation [C&A]) Requirements



This section is only to be included if your agency has additional requirements for security assessment and authorization. All EIS contract holders undergo security assessment and authorization testing of their Business Support Systems (BSS) and their Managed Trusted Internet Protocol Service (MTIPS) will be issued an ATO by GSA. If this section is not required, it should be deleted before finalizing the document.

## Additional Information

This section has been generated by SAT as a placeholder for relevant information to be inserted. If it is not required, it should be deleted along with any references to it before finalizing the document.

## Network Interface Diagrams

|  |
| --- |
| **BEST PRACTICE:** ***Include the agency’s network interface diagram(s).*** Whenever possible, include the agency’s network interface diagram(s) at least at a high level. **BENEFIT:** This will assist the prospective service provider(s) in fully understanding the agency’s network and facilitate better overall service solution(s) results. |

# Representations, Certifications, and Other Statements of Offerors or Respondents

The contractors completed the representations and certifications required by the FAR prior to contract award. No additional representations and certifications are required.

# Instructions, Conditions, and Notices to Offerors or Respondents

EIS contractors are expected to review, understand, and comply with all aspects of this solicitation. It is the government’s intent for the offerors to propose a performance work statement (PWS) in response to **Section C** of this solicitation.

For all services (VPNS, IPVS, etc.) proposed in the offeror’s performance work statement, the offeror shall explicitly state that they will meet and be in compliance with all the functional objectives & definitions, standards, connectivity, technical capabilities, features, interfaces, and performance metrics as presented in the service sections of the EIS contract.

Questions and clarifications concerning this solicitation shall be submitted in writing via email to: name and email address, no later than Q&A Closing Date (MM/DD/YYYY).

## Solicitation Closing Date and Time

PROPOSALS MUST BE RECEIVED ON OR BEFORE 3:00 PM EST ON XX/XX/202X.

Any proposal received by the AGENCY NAME after the due date and time will not be considered.

## Preparation and Delivery Instructions

The proposal shall be delivered to:

 POC Name/Title

 Email

 Phone

The contractor’s response (PWS) shall be in the Uniform Contract Format (UCF), like this solicitation, and shall be submitted electronically. The response shall contain Sections B through K. The contractor shall uniquely label any subsections in the response that share the same numbers as subsections in this solicitation, in order to distinguish them from subsections in this solicitation. The table below provides content and format requirements for certain sections of the response:

|  |  |  |  |
| --- | --- | --- | --- |
| **PWS SECTION** | **CONTENT** | **FORMAT** | **PAGE LIMITATIONS** |
| **B / J.1** | **PRICE PROPOSAL** | **MS-EXCEL** | **No page limit** |
| **C** | **TECHNICAL PROPOSAL*** **Technical Design and Approach**
* **Service Delivery, Operations and Management Approach**
 | **PDF** | **n maximum number of pages** |
| **F** | **SLAR Table** | **MS-EXCEL** | **No page limit** |
| **J.5** | **PAST PERFORMANCE** | **PDF** | **n maximum number of pages** |

The table above is an example generated by SAT that may be tailored based on agency requirements.

1. **FORMAT.** All materials shall be in typeface Arial 11 point, and formatted to print on 8-1/2 x 11” white paper with one-inch margins all around. Tables and illustrations may use reduced font style but not less than 8-point. All material submitted may be single-spaced. **Each page must provide identification of the submitting contractor in the header or footer.**
2. **MATERIALS SUBMITTED.** The contractor is advised that all submissions and related material become the property of the government and will not be returned. The technical and price proposals, if accepted by the government, will form binding parts of the task orders that result from this solicitation. Therefore, care must be taken to properly address the requirements set forth in this solicitation.
3. **PROPRIETARY DATA.** Each page of the contractor’s proposals must be reviewed and marked as to proprietary data content by the contractor 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 your proposal to public release through Freedom of Information Act (FOIA) requests.

If this solicitation addresses access diversity, and awards for the primary and redundant/diverse routes are to be made to separate contractors, add language to state that the agency will provide the primary awardee’s solution (under non-disclosure) to the secondary awardee.

## Exceptions

Any exceptions taken to the requirements, clauses, provisions or terms and conditions of the solicitation shall be submitted in writing to the contracting officer’s email in accordance with **Section L.2** of this solicitation prior to the submission of proposals. The offeror shall identify each requirement, clause, provision or term and condition for which exceptions and/or deviations are requested. Each exception and/or deviation identified shall be fully explained including sufficient justification as to technical problems, cost savings, and/or benefits to the government so that the government can thoroughly evaluate the offeror’s input and determine if it is in the best interest of the government to amend the solicitation. If the offeror’s explanation is not acceptable to the government, the exception and/or deviation will not be allowed, and the solicitation shall not be amended.

NO EXCEPTIONS AND/OR DEVIATIONS SHALL BE ACCEPTED AFTER THE CLOSING DATE OF THE SOLICITATION. ANY PROPOSAL CONTAINING EXCEPTIONS AND/OR DEVIATIONS MAY BE DETERMINED UNACCEPTABLE AND REMOVED FROM FURTHER CONSIDERATION.

## Authorized Official and Submission of Proposal

An **SF33**, Solicitation, Offer, and Award, completed and signed by the offeror, constitutes the offeror’s acceptance of the terms and conditions of this solicitation. An official authorized to bind the organization shall sign **Block 17** of **SF33** (**Section A** of this solicitation).

Offers signed by an agent are to be accompanied by evidence of their authority. If any amendments to the solicitation are issued, the offeror shall acknowledge each amendment number and date in **Block 14** of the **SF33**.

The offeror’s Legal Name and Address in **Block 15A** on the **SF33** shall match the information for the offeror in the System for Award Management (SAM) system at <https://www.sam.gov>. Each offeror shall furnish the information required by the solicitation.

Offerors are expected to read the entire solicitation. Failure to do so shall be at the offeror’s own risk.

## Assumptions and Conditions

All assumptions and/or conditions shall be listed and discussed. The assumptions and/or conditions shall be included in the area of the solicitation affected by the assumption and/or condition. The resolution for each shall be thoroughly detailed and documented.

If the assumption or condition simply restates or agrees with the terms and conditions of the solicitation, the government may waive the requirement for the offeror to provide a detailed resolution.

The government reserves the right to reject any proposal that includes any assumption or condition that is a deviation from the government’s requirements.

## Task Order

Agency should specify the number of task order(s) it intends to award as a result of this solicitation. Scenarios include:

1. A single (1) task order to a single (1) contractor

2. Multiple task orders to a single (1) contractor

3. Multiple task orders to multiple contractors

For any case where the agency may award multiple task orders, the agency should provide details on how pricing and technical details should be organized (i.e., by service, geographic region, primary vs backup, etc.) in **Section L.3 Detailed Instructions – Price Proposal** and **Section L.4 Detailed Instructions – Technical Proposal** of this solicitation. In addition, the pricing spreadsheet(s) in **Section J.1** and the requirements in **Section C** of this solicitation should also be organized to clearly identify which requirements are associated with each potential task order.

Also if you plan to award to multiple offerors and/or task orders you must specify in **Section M Evaluation Factors for Award** of this solicitation how you determine who gets awarded each TO.

**NOTE**: Access Arrangements cannot be the sole service in a task order.

## Detailed Instructions – Price Proposal

The text below makes several references to TUCs (Task-Order Unique CLINs). If the agency intends to accept only existing fixed price CLINs that are on the EIS contracts, that should be stated and the references to TUCs removed.

Contractors shall use the price model provided in **Section J.1 Pricing Spreadsheet** of this solicitation to prepare their price proposals. The model contains the baseline service requirements (i.e., bandwidth, data rates, access type, routine/critical) by service site locations. The list of service locations is provided in **Section J.2 Service Locations** of this solicitation. The contractor shall identify the CLINs needed to provide services for each location, including TUCs if necessary, as well as any non-recurring charges (NRC) that they will waive for the purposes of transition. The contractor may add rows, columns, or worksheets to accommodate the required pricing information.

The price model along with the CLINs for each site code (service locations) identified in **Section J.2** of this solicitation will be used to determine price reasonableness and the prices of the proposed services to meet the AGENCY NAME‘s requirements.

In the price model, the contractor shall provide all the Service Related Equipment (SRE) necessary and sufficient to enable the government to implement all proposed services on an end-to-end basis. For pricing purposes, the contractor shall identify each SRE by its separately priced components, as described in **Section B.2.10 Service Related Equipment** of the EIS contract.

Where service-related labor is proposed, the proposed CLINs and/or TUCs shall be indicated in the price proposal.

The price proposal must be submitted as a separate document from the Technical Proposal. While there is no page limit for the Price Proposal, the contractor must provide the necessary detail and supporting information to address the solicitation requirements and to allow a complete analysis of each line item price.

Pricing proposals for services, features or capabilities pricing information should be consistent with the structure and content in **Section B** of the EIS contract. Contractors shall provide a listing of any new TUCs proposed, and shall map those proposed TUCs to the technical requirements in their proposal. Task Order specific pricing should be submitted wherever practical.

The contractor’s price proposal shall include price schedules for the services, related priced features, and Service Related Equipment (SRE) and related service options as required in this solicitation. Responses shall include price schedules for all contract periods including all option years. The price tables must specify the EIS contract year, and the associated start date and end date. *The contractor shall clearly identify any location that is in a CBSA that is currently not included in the contractor’s EIS contract.*

Prices shall be fixed, or on a time and materials basis, for all services and features for each applicable fiscal year within the contract period. TUC prices shall be developed under the procedures described in the EIS contract.

Contractors are required to submit their pricing using the pricing template in **Section J.1 Pricing Spreadsheet** of this solicitation. Failure to do so may result in the proposal being removed from consideration.

## Detailed Instructions – Technical Proposal

The contractor’s technical proposal shall address each paragraph and subparagraph of **Section C Requirements** of this solicitation and shall meet and comply with all requirements in this solicitation. The contractor shall demonstrate a clear understanding of the requirements and shall follow the Technical Proposal format described below, referencing the paragraph and section numbers in the solicitation. If the contractor simply restates the requirements in **Section C** of this solicitation, the contractor’s proposal will be removed from consideration for award.

The contractor must stipulate that it has read, understands, and will meet the government’s requirements.

The technical proposal shall include a detailed description of the contractor’s proposed solution including associated Service Related Equipment (SRE) and installation procedures.

All critical information supplied by the contractor 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
* Divider pages
* Table summarizing the qualifications of proposed personnel

The technical proposal shall include both the technical design approach and the service delivery, operations and management approach and shall be organized into the sections listed below. This structure follows the technical evaluation criteria listed in **Section M.2** of this solicitation.

### Factor 1: Technical Design and Approach

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| Agencies must state what they want the contractors to submit for evaluation for the Technical Design and Approach factor. Below is a suggested list of potential sub-factors the agency can use. The agency can choose to edit, modify, or delete these as well as include additional sub-factors as required. For any sub-factors below that are not used the agency must delete the corresponding section from the solicitation.Suggested Sub-factors:Sub-factor 1: TransitionSub-factor 2: Technical DesignSub-factor 3: Network & Cyber SecuritySub-factor 4: Performance & Availability |

#### Transition Sub-Factor

The offeror shall provide a draft Transition Plan/Schedule.

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| The agency must state what it wants the contractors to submit for evaluation for the Transition sub-factor. The agency can choose to edit, modify, or delete any of these bullet items as well as include additional items as required:Suggested Text:“The transition approach shall address the following:* Transition approach shall be sufficiently specific, detailed, and complete to demonstrate a clear and full understanding of the work, interdependencies, risks (including any required contract modifications), and risk management
	+ The offeror shall address the billing, service ordering, trouble reporting, and customer service processes that are unique for transitioning onto EIS. The offeror shall describe how it will coordinate with other incumbent providers to ensure a smooth, successful, and timely transition.
* A comprehensive Transition Plan for moving existing data communications, telecommunications and voice services to the EIS contract and has presented a realistic strategy for next generation voice, video, data, and collaboration services
	+ The offeror shall describe its approach to assisting AGENCY NAME with selecting new or enhanced services to replace services on expiring contracts. The offeror shall identify incentives, if any, to expedite transition.
* Timing, reasonableness, and completeness of the proposed transition schedule
* Approach to validating transition readiness, the cutover strategy, and the proposed escalation procedures for close monitoring and reporting of implementation progress, identification of critical issues that may arise, and keeping AGENCY NAME apprised of the possible risks that could develop
* Approach to ordering and implementation, including acceptance testing
* Extent to which the contractor's proposed solution effectively addresses AGENCY NAME’s requirement to assure the continuous availability of the data and voice communications networks, plans for risk mitigation and service assurance and the approach and safeguards to assure there is no impact on AGENCY NAME
* The offeror shall describe how it will ensure a superior customer experience and customer support throughout the transition. This may include an outline for any transition handbooks or guides it will make available to AGENCY NAME and indicate the target date for publication.”
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#### Technical Design Sub-Factor

The proposal shall contain the technical design elements/components and their advantages. The technical solution must thoroughly describe in narrative form the technical requirements and must be sufficiently specific, detailed, and complete to clearly and fully demonstrate the techniques and procedures the contractor will employ to meet the agency’s requirements.

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| Agencies must include instructions of what they want the contractors to submit for evaluation for this sub-factor. Suggested items include, but are not limited to the following:* The degree to which the contractor’s service offerings meet or exceed the requirements of this solicitation
* The level of understanding of the requirements
* Technologies used for the solution
* A design diagram (i.e., network interface diagram, process diagram, network architecture and topology, etc.) may be provided to identify and describe the critical components of the proposed solution.
* If this solicitation requests access diversity, contractor shall provide diagrams/maps addressing both primary and secondary routes to an adequate level of detail (i.e., street level and name of contractor providing last mile services).
* Appropriate details describing the interoperation between agency’s legacy services and the proposed network architecture
* Extent to which proposed services and features can evolve over the term of the EIS contract
* Approach to aggregation of Access Arrangements and Service Delivery Points where possible.
* Approach to quality management, including how the contractor will ensure that all services delivered meet performance standards and that deliverables meet requirements for timeliness, accuracy, and completeness.
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#### Network & Cyber Security Sub-Factor

The proposal shall contain the technical design elements/components and their advantages along with a description of its proposed network architecture that clearly articulates how the architecture will support all offered services identifying where those services will be performed in relation to the proposed architecture. The technical solution must thoroughly describe in narrative form the technical requirements and must be sufficiently specific, detailed, and complete to clearly and fully demonstrate the techniques and procedures the contractor will employ to meet the agency’s requirements.

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| The agency must include instructions of what it wants the contractors to submit for evaluation for the Network & Cyber Security sub-factor. The agency can choose to edit, modify, or delete the following suggested text.Suggested Text:“The offeror’s proposal shall describe the following items:* Technologies used for the solution
* A design diagram (i.e., network interface diagram, process diagram, network architecture and topology, etc.) may be provided to identify and describe the critical components of the proposed solution
* If this solicitation requests access diversity, contractor shall provide diagrams/maps addressing both primary and secondary routes to an adequate level of detail (i.e., street level and name of contractor providing last mile services)
* The benefits (performance and cost) of the proposed architecture
* Ease of implementation, management, and use
* Whether the data and voice networks can evolve over the term of the EIS contract, adding newer technologies (Software Defined Networking (SDN), Network Function Virtualization (NFV), 5G, etc.) as they reach maturity, achieve commercial availability, or are added to EIS and become affordable at more sites
* The manner and extent to which the proposed solution ensures interoperation between AGENCY NAME’s legacy services and the new network architecture
* Approach to aggregation of Access Arrangements and Service Delivery Points where possible

The contractor shall comply with all security Assessment and Authorization (A&A) Authority to Operate (ATO) requirements mandated by federal laws, directives and policies, including making available any documentation, physical access, and logical access needed to support this requirement. The level of effort for the security assessment and authorization is based on the system’s **NIST FIPS Publication 199** categorization.The offeror’s system shall have the capability to provide a valid security A&A prior to being placed into operation and processing AGENCY NAME information. Failure to obtain and maintain a valid assessment and authorization will be grounds for termination of this TO.The offeror shall describe its approach to network security and ensure that all network traffic is in conformance with AGENCY NAME’s Authority to Operate (ATO) requirements including:* Adherence to requirements for protecting Personally Identifiable Information (PII) while conforming to the **Privacy Act, Title 5 of the U.S. Code, Section 552a** and applicable agency rules and regulations
* Demonstrated completeness of the implementation of security controls, including minimum required and additional security control enhancements, and on the adherence to applicable NIST, FISMA, and OMB standards
* Effectiveness of particular control metrics and the relevance of the metrics to the effectiveness of controls in reducing security risks
* Availability and security protection provided for internet and cloud users by the TIC function”
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#### Performance & Availability Sub-Factor

The contractor shall provide the proposed availability by segment {i.e., Transport and Access Arrangement (AA)} for each service used in the proposal and the service level (routine and critical). The proposal shall identify how the proposed values equal or exceed the requirements in this solicitation. The proposal shall identify how resiliency is achieved for points of presence and for the backbone network.

* The contractor shall provide a description of performance metrics (such as mean time to repair) and monitoring that will ensure reliability and availability of the required service(s).
* The contractor shall provide recent historical Availability Data or a Service Level Agreement (SLA) Performance Report for their network for at least a six month period of time.

### Factor 2: Service Delivery, Operations and Management Approach

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| Agencies must include instructions of what they want the contractors to submit for evaluation for the Service Delivery, Operations and Management Approach factor.Suggested Sub-factors:Sub-factor 1: Management Approach |

#### Management Approach Sub-Factor

The proposed solution shall describe a logical sequence of events, including a proposed implementation timeline needed to make the implementation a success. The proposed solution shall demonstrate coordination with other parallel services from the agency’s current service provider and other support contractors. If the agency requires a service in CBSAs where the contractor does not currently provide that service, the contractor shall identify the affected locations, submit a modification to GSA and indicate that a contract modification has been submitted in its proposal.

1. The contractor shall provide labor categories and labor hours, the flow of project management and implementation activities from start to completion (including schedule).
2. The contractor shall provide its procedures for close monitoring and reporting of implementation progress, identification of critical issues that may arise and keeping the agency apprised of the possible risks that could develop.
3. The contractor shall provide its organizational structure including policies, procedures, and techniques for managing the proposed work to include subcontractors. The contractor‘s shall provide its approach to quality management of the required support services through surveillance, organizational structure, staffing and utilization, and distribution of the workforce in meeting contract requirements, cost constraints, and schedules.
4. The contractor shall provide an organizational chart including managerial and critical positions within the organizational chart.
5. Any assumptions made must be listed.

If the agency has additional proposal instructions above and beyond the instructions stated in this solicitation, they may be provided in this section. Conversely, an agency is not required to use any or all of the instructions contained herein.

### Factor 3: Past Performance

Agencies must state what they want the contractors to submit for evaluation for the Past Performance factor.

Agencies are encouraged to use the Past Performance Information Retrieval System (PPIRS) to obtain information about EIS contractors’ previous performance. Language describing that you will use PPIRS must be included in this section.

The agency may also request additional Past Performance information from the contractor. In this case, the agency should direct the contractor to provide the requested Past Performance details.

## Protests

The agency shall include information regarding protests in this section. Below is sample text from the FAR that the agency may use.

**52.233-2 Service of Protest (SEP 2006)**

1. Protests, as defined in **Section 33.101** of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO), shall be served on the OCO by obtaining written and dated acknowledgment of receipt from the OCO at the address listed in **Block 7** on **Standard Form 33**.

2. The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

# Evaluation Factors for Award

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| **BEST PRACTICE:** ***Provide evaluation criteria.*** The evaluation criteria developed to assess proposals should consist of the factors and sub-factors that reflect the areas of importance to your agency in its selection decision and shall be expressed in your solicitation. The nature and types of evaluation criteria used are within the broad discretion of the agency, depending directly upon the unique agency requirements. Ordering contracting Officers (OCO)s must include price as one of its evaluation factors and should consider evaluation factors such as past performance, technical approach, management approach, transition approach, quality of deliverables, or other relevant factors. State the factors – technical, management, past performance, price, etc. - that will be used in the evaluation, including relative values of importance. Be certain that all important requirements have a corresponding evaluation factor so that proposals can be properly differentiated.**BENEFIT:** Proposals that are more responsive to agency needs.**NOTE:** **FAR 16.505 (b)(1)(v)(B)** does not strictly require formal evaluation plans or scoring of quotation/proposals. |

The government will evaluatethe contractor’s proposal to determine if the service offerings satisfy the specific requirements under this solicitation, based on the evaluation factors defined in this section. To result in an award, the contractor’s proposal must demonstrate the ability to satisfy all technical requirements as set forth in **Section C Requirements** and must conform to all required terms and conditions of the EIS contract.

The government may award a contract based on the initial proposal without discussions or negotiations with contractors. Therefore, it is important that each proposal be fully compliant, without exception to any requirement, clause, or provision. Contractors should submit initial proposals which respond most favorably to the solicitation’s requirements.

Refer to **Section L.6 Task Order** of this solicitation for additional details to include on how the evaluation should be addressed from a task order perspective.

## Evaluation Type

Note: The agency should select either Best Value with Tradeoffs or Lowest Price Technically Acceptable (LPTA). Delete all information in this template relevant to the method that was NOT selected. Where award is made on a best value basis, the order shall include a written statement documenting the basis for award and the relative importance of quality and price factors.

The award will be made to the offeror that presents the overall best value to the government using a Best Value with Tradeoffs evaluation process.

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| **SUGGESTED EVALUATION LANGUAGE** **IF BEST VALUE WITH TRADEOFFS IS SELECTED BY THE AGENCY****(Agency may remove or modify the narratives below)**The government anticipates awarding a task order to the contractor whose proposal represents the best value, price and other factors considered.1. 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 CO to be necessary. Therefore, each initial offer should contain the contractor’s best proposal from both a price and a technical standpoint.
2. Proposals received in response to this solicitation will be evaluated by the AGENCY NAME pursuant to the Federal Acquisition Regulation (FAR), and in accordance with the evaluation criteria set forth herein**.** The government intends to make one award to the responsible contractor whose proposal, conforming to the solicitation, is determined most advantageous to the government, all technical and price factors considered.
3. The relative importance of the evaluation factors is as follows:
* Non-price factors are shown in descending order of importance and will be evaluated by assigning an adjectival rating.
* All evaluation factors other than price when combined are approximately equal to price.
1. Contractors are reminded that the government is not obligated to award a task order on the basis of lowest proposed price, or to the contractor with the highest technical capability.
2. The Contracting Officer (CO) will make the award to the contractor whose proposal offers the best value to the government considering both technical and price factors.
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## Technical Evaluation Criteria

The government will review the responses to this solicitation to ensure that contractors have addressed the requirements outlined in **Section C Requirements** of this solicitation and are sufficient in detail and clarity to allow the government to determine whether the proposed services, technical approach, and agency-specific solutions are acceptable, or if the government desires to enable the AGENCY NAME CO to identify items for discussions.

The technical evaluation criteria will serve as the standard against which all technical proposals will be evaluated and will serve to identify the significant discussion items that contractors should address in their proposals. The AGENCY NAME realizes that each contractor selected as one of the EIS contractors has successfully demonstrated to the government that its services are acceptable.

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| **SUGGESTED TECHNICAL EVALUATION CRITERIA**This section contains suggested text regarding the Technical Evaluation Criteria for this solicitation. Not all of these factors and their corresponding sub-factors will apply to every solicitation. The agency must review, revise as necessary, and delete the factors/sub-factors and associated sub-sections below that do not apply to their solicitation.Note: The Factors and sub-factors in this section must match with those stated in **Section L.8** **Detailed Instructions – Technical Proposal** of this solicitation.The government will evaluate the contractor’s proposal based upon the following factors and their sub-factors:1. **Factor 1: Technical Design and Approach**

**Suggested Sub-factors:****Sub-factor 1: Transition****Sub-factor 2: Technical Design****Sub-factor 3: Network & Cyber Security****Sub-factor 4: Performance & Availability**1. **Factor 2: Service Delivery, Operations and Management Approach**

**Suggested Sub-factors:****Sub-factor 1: Management Approach**1. **Factor 3: Past Performance**

The contractor’s Technical Proposal must be acceptable on all sub-factors.The evaluations will be based on the factors and sub-factors listed in descending order of importance for each and what the proposal should provide to meet the minimum technical acceptability standards.The government will evaluate each of the contractor’s technical proposals to determine if the service offerings satisfy the specific requirements.Factor 1: Technical Design and ApproachThe technical design and approach will be evaluated based on the extent to which the offeror followed instructions from **Section L** of this solicitation, the proposal demonstrates a clear understanding of the agency’s goal(s) and the degree to which the proposed technical design and implementation approach is technically and managerially sound and likely to produce results and meet the objectives of the goal(s) as described in this solicitation.Transition Sub-FactorThe transition sub-factor will be evaluated based on the extent to which the proposed solution effectively addresses the agency’s instructions as stated in the corresponding subsection under **Section L** of this solicitation.Technical Design Sub-FactorThe technical design sub-factor will be evaluated based on the extent to which the proposed solution effectively addresses the agency’s requirements as described in **Section C** of this solicitation and the agency’s instructions as stated in the corresponding subsection under **Section L** of this solicitation. The technical aspects of the design will be evaluated under this sub-factor.Network & Cyber Security Sub-FactorThe network & cyber security sub-factor will be evaluated based on the extent to which the proposed solution effectively addresses the agency’s instructions as stated in the corresponding subsection under **Section L** of this solicitation.Performance & Availability Sub-FactorThe performance & availability sub-factor will be evaluated based on the extent that the proposed solution demonstrates how it will achieve performance and availability requirements in accordance with the requirements described in **Section C** of this solicitation and the agency’s instructions as stated in the corresponding subsection under **Section L** of this solicitation.Factor 2: Service Delivery, Operations and Management ApproachManagement Approach Sub-FactorThe management approach sub-factor will be evaluated based on the extent to which the contractor’s management approach demonstrates best practices, reasonableness, and realism.1. The agency will evaluate the realism of the staffing proposed including labor categories and labor hours proposed, the flow of project management, and implementation activities from start to completion (including schedule).
2. The agency will evaluate whether the approach is sufficiently specific, detailed, and complete to demonstrate a clear and full understanding of the work, risks (including required contract modifications), and risk management.
3. The agency will evaluate proposed escalation procedures for close monitoring and reporting of implementation progress, identification of critical issues that may arise and keeping the agency apprised of the possible risks that could develop.
4. The agency will evaluate the reporting assignment of key personnel as well as managerial and critical positions within the organizational chart for completeness, reasonableness, appropriateness, and effectiveness.
5. The agency will evaluate the realism, effectiveness, and efficiency of the contractor’s proposed organizational structure, including policies, procedures, and techniques for managing the proposed work to include subcontractors. This evaluation will include the contractor‘s approach to quality management of the required support services through surveillance, organizational structure, staffing and utilization, and distribution of the workforce in meeting contract requirements, cost constraints, and schedules.
6. The agency will evaluate the reasonableness of any assumptions made in preparing a response to this solicitation.

Factor 3: Past PerformanceThe offeror will be evaluated with respect to its past performance of projects similar in size and scope to the requirements in this solicitation.This assessment will consider the five (5) most recent relevant ratings available in the Past Performance Information Retrieval System (PPIRS) that are of similar size and scope to the work effort described in this solicitation. It is presumed that offerors have previously had an opportunity to respond to adverse past performance for ratings that were entered in the Contractor Performance Assessment Reporting System (CPARS) and subsequently loaded into PPIRS; therefore, offerors will not be provided another opportunity to address adverse past performance if their PPIRS ratings are used as part of the evaluation.Past performance will be evaluated by assigning an adjectival rating based on:1. **Relevant History**. Degree to which the offeror demonstrates relevant history on projects and contracts of similar size and scope to the services sought in this solicitation.
2. **Customer Satisfaction**. Level of customer satisfaction with delivering services on projects and contracts of similar size and scope to those sought in this solicitation.

**With regard to the government’s evaluation of past performance, offerors should note:**“In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available, the offeror will receive a neutral rating.” |

## Price Evaluation Criteria

Clearly state what prices are included in the Total Evaluated Price of each task order and how it is calculated.

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|  **SUGGESTED EVALUATION LANGUAGE** **FOR PRICE EVALUATION CRITERIA USED IN THE TRADEOFF PROCESS****(Agency may remove or modify the narratives below)****Total Evaluated Price**For each task order, the government will evaluate offers for award purposes by adding the total price for the mandatory CLINs to the total price for all optional CLINs for all years (base period of performance and all option years). Evaluation of optional CLINs and option periods will not obligate the Government to exercise the option(s).1. The government is required to evaluate price in all acquisitions.
2. Price evaluation will consist of a review of the price portion of a contractor’s proposal to determine if the resulting overall price to the government proposed is realistic for the work to be performed, if the prices reflect an accurate understanding of the requirements, and if the price is consistent with the Technical Proposal.
3. Evaluation of the price proposal will consider but not be limited to the following:
* Price reasonableness and completeness of the price proposal and supporting documentation
* Overall price control/price savings evidenced in the proposal
* Verify the contractor’s understanding of the requirements
* Assess the degree to which the price proposal accurately reflects the technical approach and proposed work effort
* Evaluation of mandatory CLINs for the base period and option years
* Evaluation of optional CLINs
1. The closer the technical capabilities 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 capabilities converge.
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**End of Document**