

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER DNR90052		PAGE 1 OF 95	
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE		4. ORDER NUMBER		5. SOLICITATION NUMBER HQ0013-09-R-0002	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME ALI BESHIR		b. TELEPHONE NUMBER (No Collect Calls) 703-602-1341		6. SOLICITATION ISSUE DATE 03-Dec-2008	
9. ISSUED BY DEFENSE SECURITY COOPERATION AGENCY-CON ALI BESHIR 201 12TH STREET, SOUTH SUITE 203 ARLINGTON VA 22202 TEL: 703-604-0893 FAX:		CODE HQ0013		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input checked="" type="checkbox"/> SET ASIDE: 100% FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input type="checkbox"/> 8(A) <input checked="" type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: 25 NAICS: 541519		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE <input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP	
15. DELIVER TO SEE SCHEDULE		CODE		16. ADMINISTERED BY		CODE	
17a. CONTRACTOR/OFFEROR TEL.		CODE		18a. PAYMENT WILL BE MADE BY		CODE	
FACILITY CODE							
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
SEE SCHEDULE							
25. ACCOUNTING AND APPROPRIATION DATA					26. TOTAL AWARD AMOUNT (For Govt. Use Only)		
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED							
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED							
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>0</u> COPIES <input type="checkbox"/> TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)		31c. DATE SIGNED	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)			
				TEL: EMAIL:			

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
(CONTINUED)**

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<p>SEE SCHEDULE</p>					

32a. QUANTITY IN COLUMN 21 HAS BEEN
 RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
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32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL				

38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
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41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY (<i>Print</i>)		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42b. RECEIVED AT (<i>Location</i>)	
		42c. DATE REC'D (<i>YY/MM/DD</i>)	42d. TOTAL CONTAINERS

Section SF 30 - BLOCK 14 CONTINUATION PAGE

PWS

STATEMENT OF WORK

FOR

Defense Security Cooperation Agency (DSCA) Information Technology Support

Contemplated Task Type: Hybrid Firm Fixed Price & Labor Hour

1.0 INTRODUCTION

1.1 Background

DSCA is responsible for planning, coordinating, administering, and supervising Department of Defense (DOD) programs for transfer of defense articles, services, and technology, by sale or grant, to foreign governments and international organizations. These programs include Foreign Military Sales (FMS) under which defense articles and services are sold to foreign countries or international organizations, Foreign Military Financing (FMF) under which grants or loans are provided to foreign countries for financing of FMS, or direct commercial contracts with U.S. industry, International Military Education and Training (IMET) under which financial assistance is provided to foreign students attending U.S. military schools, Drawdowns under which MILDEP services and materiel are made available to foreign governments by Presidential determination, Excess Defense Articles under which foreign governments are sold or granted excess military equipment, and Humanitarian Assistance and Mine Assistance (HA/MA) under which support is provided to foreign governments. This activity requires extensive inter-agency coordination and continuing interaction with U.S. defense industry, foreign governments, the media, and the general public. A wide body of statutes, policies, and procedures must be carefully followed, and all decisions concerning the transfer of defense articles, services and technology must be made within the larger framework of U.S. foreign policy and national security objectives. In value, these programs total billions of dollars annually, and DSCA is responsible for directing and supervising them from inception through completion, accounting and reporting. Detailed responsibilities of the Agency are set forth in DOD Directive 5105.65.

As a small agency, DSCA Headquarters is comprised of high-level civilian and military staff and Senior Executive Service personnel that work with high-level staff from other agencies, Congress, White House, industry and foreign governments. As such,

DSCA cannot keep in-house specialists in all areas of IT.

Security Cooperation (SC) is a very specialized business for which appropriate commercial software products or IT vendor knowledge is relatively rare. Consequently, DSCA has adopted the strategy of generally outsourcing most computer operations and portions of major new software developments and sourcing software maintenance to government software development agencies where possible. This allows the government employees to concentrate on the tasks for which corporate memory is most essential.

Accordingly, DSCA has adopted the policy of fully outsourcing the operations of its support for end users at DSCA Headquarters (HQ) in Arlington, VA. Currently, this is accomplished by a contractor team providing end-user support (PC Support Center, on-site assistance, limited cable installation, personal computer set-up, audio visual services such as VTC support, equipment installation, printer support, and other IT Projects). Additionally, a team of government civilians maintain the network and a portfolio of 12 legacy software customer applications. Possible network expansion and new applications, rewrites and modifications to existing systems are anticipated in the future. DSCA has one Classified application residing on an in-house server.

As a result DSCA seeks a contractor to provide support in one area and four optional areas:

1. End User Support – Hardware, Software, implementation, testing, deployment, project management, systems troubleshooting, and to be prepared to support surge requirements.
2. Local Area Network Support – to include but not limited to Application Servers, Web Servers, switches, SAN, NAS, tape drives, Fiber and copper cabling, network backbone, patch cables, and all operating systems and applications, (optional).
3. Application Support - to include design, development and maintenance of specific DSCA and Government applications developed using COTS Tools (optional).
4. Offsite tape storage in a secure GSA approved container for weekly and monthly backups (optional).
5. Telecommunications - to include Conference Calls and Video Telecommunications Conference Calls using ISDN, IP, and bridging (optional).

1.2 Objective

DSCA Headquarters requires Information Technology (IT) infrastructure support. Areas of support include basic End User Support, and optional support for Local Area Network (LAN) and application development and maintenance programming. Basic support includes but is not limited to user assistance, supply functions (inventory tracking and management), PC hardware maintenance and installation, and security support such as PKI/PKE installation and support, information assurance software patches and Security Technical Implementation Guidance (STIGs). Additional possible support includes support to remote sites (DSCA entities outside the National Capital Region), Webmaster support, contingency and surge support, etc. Additionally within the life of

the contract there is the possibility of an increased level of application and network support.

The level of support required during the period of performance will vary depending upon conditions. Flexibility in staffing this requirement, that is commensurate with evolving requirements, is paramount.

A matrix detailing the CLIN structure is shown in Attachment 1.

1.3 ADP Environment

Hardware

User Computers to be supported consists of a mixture of approximately 280 Unclassified workstations and Thin Client/Blade PCs (eventually all workstations will be replaced by Thin Client/Blade PCs), 100 laptops, 70 BlackBerry devices, and 225 Classified workstations and Thin Client/Blade PCs. DSCA procures its own hardware and software. Computer workstations are replaced on the average of 4 years. See attachment 2 for hardware and software configuration.

Network

Two separate Local Area Networks (LANs) are involved. One is an UNCLASSIFIED LAN that supports all (approx 280) users. Network servers are replaced on the average of three to four years. Software upgrades to the operating system usually occur only when the current OS is no longer supported by software vendor. The system has a recent accreditation that expires September 2009. Remote access to the Unclassified LAN is through a CITRIX connection.

The second is a SECRET LAN that supports about 225 users. Those users supported by both LANs are equipped with two computer systems that share common peripherals, specifically a keyboard, mouse, and monitor. The user switches the peripherals between the microcomputers using a KVM switch. The SECRET computers are diskless thin client systems connecting to PC Blades. For the few PC based systems with hard disk C-drives, the hard drives must be locked in safes at the end of the workday. The Classified LAN is connected to the SIPRNet and provides access to the worldwide DoD classified network.

Each LAN uses Cisco switched Ethernet hubs and is connected to the Pentagon by a FNS fiber connection running at 1Gbps. A NSA-approved TACLANE encryption device protects the transmission for the circuit connecting the SECRET LAN to the Pentagon. Wiring between towers in Crystal Gateway North is also encrypted with NSA-approved TACLANE devices.

Application Software

DSCA maintains a portfolio of custom applications to support specialized aspects of the Security Cooperation mission that are conducted at the Headquarters. A majority of the user base for these applications is located at Headquarters. (See attachment 3.) Programming languages will include, but not be limited to, MS Access, MS Visual Basic 6.0, . Net, Microfocus COBOL, CITRIX, MS SQL Server, and Crystal Reports.

2.0 APPROACH/SCOPE

DSCA's acquisition strategy is to implement a hybrid task reflecting four (4) areas of support with one mandatory and nine optional requirements. The areas of support are 1) End User Support (basic and optional), 2) LAN support (optional), 3) Application support (optional), 4) Offsite tape storage (optional), and 5) Audio Visual and Video Teleconference Technician for onsite support (optional). Other optional areas are offsite tape storage, contingency and surge support for end user. Each of the CLINs can be exercised in the first year or in any of the 4 subsequent years.

First, the contractor shall be required to provide a full range of End User support and PC support to include hardware and software services providing technical support and expertise relating to the installation, operations, training, capacity management, performance management and maintenance of hardware and software configurations. The Contractor must be able to provide a staff that is knowledgeable in applying security patches and capable of providing electronic software distribution over the LAN. The Contractor must be able to provide a staff that is trained and certified in PC maintenance with an A+ certification or higher, and trained in the management and maintenance of the HP Consolidated Client Infrastructure (CCI) Thin Client blades and servers. The Contractor must be able to follow good inventory practices including continuous inventory tracking and the use of the Web DPAS inventory system. The contractor team must possess a strong customer service ethic since DSCA's objective is to provide responsive and accommodative support.

Second, the Contractor may be required to support the LAN, to include, but not limited to communications, network security, Firewall support/planning, intrusion detection, tape backup, installation of hardware and software, system configuration and documentation, auditing, electronic software distribution, IP based VTC and Web Master support. Also the contractor may participate in rehearsing system restoration and COOP exercises which may require occasional travel to the selected DSCA COOP sites. In addition the contractor should be capable of providing technical expertise during the research, purchasing and deployment of industry standard servers as well as new technology as it becomes available and accepted by DSCA as a new standard. The contractor must have a Security+ Certification or higher, a CISSP is preferred. All server and network administration and ADP communications services are to be performed for the two separate networks SECRET and UNCLASSIFIED. The contractor may be asked to provide consultation services on the procurement of network upgrades or security equipment.

Third, the Contractor may be tasked to provide application support to develop new applications and maintain existing applications as outlined in technical direction letters issued by the Government.

Lastly, the Contractor, at the direction of the Government, shall provide offsite tape storage in a fireproof container approved for the storage of SECRET material. The Contractor may provide surge support or minimal overtime to meet unexpected requirements as a result of planned operations to occur during non-duty hours, unplanned requirements, or crisis driven requirements.

- 2.1 The Basic End User Support (CLIN 0001AA and corresponding option year CLINs) task is expected to be a firm fixed price effort to provide response to user needs and planned tasks to enhance service and systems. The Government is also looking for optional firm fixed price FTEs (CLIN 0001AB) and corresponding option year CLINs) to supplement end user support if ordered by the Government. Surge support (CLIN0001AC and corresponding option year CLINs) to be provided on an hourly basis as ordered by the Government. A Technical Direction Letter will provide technical direction for CLIN 0001AC. Contingency support (CLIN 0001AD and corresponding option year CLINs) is to be provided on an hourly basis as ordered by the Government.
- 2.2 The LAN support effort (CLIN 0002AA and corresponding option year CLINs) is to provide a firm fixed price for one position to augment the LAN team and an optional firm fixed price for two to three positions. The Government is looking for LAN surge support (CLIN 0002AB and corresponding option year CLINs). The Government is looking for LAN Contingency support (CLIN 0002AC and corresponding option year CLINs).
- 2.3 Offsite Tape Storage (CLIN 0003AA and corresponding option year CLINs) is intended to provide a daily service and a secure facility to allow DSCA to store server backup tapes for both Unclassified and Classified networks. DSCA expects the contractor to have a facility within a reasonable distance of DSCA Headquarters. The contractor will adhere to DD Form 250 regarding transporting and storage of the tapes. This is an optional task that may be exercised by the Government at the commencement of the contract.
- 2.4 Application Development and Maintenance support (CLIN 0004AA and corresponding option year CLINs) is expected to be a labor hour effort and will be completely optional in nature.
- 2.5 The Audio Visual and Video Teleconference support effort (CLIN 0005AA and corresponding option year CLINs) is to provide an optional firm fixed price for one to three positions. The Government is looking for knowledgeable technical

support for the Agency's AV and VTC support for all conference room projectors, teleconference equipment, VTC equipment to include a VTC Bridge and the operation and maintenance of all the equipment. This position will be required to maintain a minimum of the Security+ technical qualification. This position requires extensive knowledge of IP based and ISDN based telecommunication protocols, and the incumbent must be qualified to work with these devices and with the LAN switches and routers.

All optional CLINs identified throughout this SOW may be exercised as a unilateral right of the Government at anytime the Government desires.

The five tasks cited above may involve a transition from existing support personnel to the contractor. It is anticipated that the necessary knowledge transfer of functional specific information will occur in a timely fashion as designated by the client representative. Optional FTE and surge exercise will include an advanced 30-day notification to contractor except for emergency contingency requirements. The contractor will be expected to staff emergency contingency support requirements within 5 workdays after notification from the client representative.

The effort expended by the contractor under labor hour portions of this task is expected to be "best effort". This effort includes providing qualified personnel, properly supervised, appropriately trained, and following industry accepted methodologies and other pertinent practices. The effort is further characterized by operating at all times with the Government's best interest in mind, using efficient and effective methods, and demonstrating sound cost control by consolidating or cross tasking positions. Failure to provide this required effort may result in the Government pursuing remedies as afforded by FAR Clause 52.246-6, Inspection – Time – and – Material and Labor Hour. .

3.0 TASK DESCRIPTION/TECHNICAL REQUIREMENTS

3.1 END USER SUPPORT

The offeror's End-User Support manager will receive direction and priorities from DSCA's Deputy for IT, a DSCA employee. The End-User Support manager will report to and will submit all required reports to the DSCA Deputy for IT on a timely basis as outlined in this document. All requests for support from the government to the End-User Support team, other than normal PC Support Center inquiries, shall be routed through the Deputy for IT.

End-User Support consists of ad hoc responses to user requests for assistance and deliberately planned tasks and projects including but not limited to deploying new PCs, developing system standard software images, testing and deploying vulnerability updates, and testing new equipment such as scanners and CD Writers used for end user deployment. The vendor should size the End-User Support team to meet the ad hoc user support service standards described below during the hours of operation. DSCA strives to provide a rapid and

accommodative style of support to its users. The contractor's team will be assigned planned tasks to exploit the time when calling volume is low.

3.1.1 User Assistance

The contractor shall operate an on-site telephonic PC Support Center to handle user calls dealing with outages and application assistance. The PC Support Center shall be staffed from **6:30 AM to 6:00 PM** (Eastern Time). The contractor shall perform IAW DSCA guidelines listed below.

Users calling the PC Support Center during normal hours shall reach a PC Support person at least 90% of the time. Contractor employees shall open a trouble ticket on all calls 100% of the time regardless of method of contact. Contractor employees shall attempt to resolve problems over the telephone and close them on the first call for 40% of the time. PC Support Center calls answered directly by PC Support Center personnel will be closed within 30 minutes 80% of the time and 90% within one hour. If closure cannot be achieved over the phone on the first call, the trouble ticket shall remain open until resolved. The user shall be advised of the ticket number. If appropriate, contractor personnel shall be dispatched to the user's work area. Contractor personnel shall arrive within 15 minutes of the call 80% of the time. Logs of all calls, trouble tickets, their dispositions, and time to closure shall be developed and maintained. Clear and concise oral communications by contractor personnel is vital in order to ensure that DSCA's customers receive effective End User support via telephone and working directly with the customer. Call volumes have typically be in the range of 40-80 calls per day. The contractor is encouraged to identify and remediate, or recommend remediation of, systemic problems that will reduce call volume.

Deliverable: Performance Report as outlined in this document

Failure to achieve minimum levels may result in consideration under FAR clause 52.246-4 (Inspection of Services – Fixed Price) and FAR clause 52.246-6 (Inspection – Time-and-Material and Labor-Hour). Surveillance of report accuracy will be done utilizing random end user surveys.

3.1.2 Inventory

PC Support personnel shall conduct and maintain a hardware and software inventory. The contractor shall maintain the Agency ADP hardware and software inventory control records by serial number. Inventory records shall be updated as equipment condition or location is changed within the HQ. Records include but are not limited to the following categories: Manufacture, Model number, Serial number, Quantity, Disposition, and Initial Cost, location, status and condition of equipment (repair/nonrepairable, etc.). All items are tracked using a bar code. Inventory records will be maintained using the Defense Property Accounting System (DPAS). DSCA is not averse to accepting the contractor's solution to internal inventory management on a day-to-day basis.

Deliverable: Inventory Status Report as outlined in this document

Failure to achieve minimum levels may result in consideration under FAR clause 52.246-4 (Inspection of Services – Fixed Price) and FAR clause 52.246-6 (Inspection – Time-and-Material and Labor-Hour). Surveillance of report accuracy will be done utilizing random inventory inspections.

3.1.3 Installation and Maintenance

The contractor shall provide on site technical support services on a by request basis. The contractor may be required to have staff available after normal hours and on weekends and holidays. To the maximum degree possible, scheduled maintenance that requires the denial of systems and services shall not be conducted during weekdays from 6:30 AM to 6:00 PM. All users shall be notified of scheduled downtime in advance, whether scheduled for during or after work hours. When emergency maintenance is required and can be forecasted in advance, the PC Support Center shall notify all users. The contractor shall be required to perform preventative maintenance on all agreed to agency IT equipment.

The contractor shall install, test, and configure new versions of DSCA standard software/hardware on a standard image to include, but not limited to Windows XP Pro, Vista, MS Office, Agency standard office software suite applications, anti-virus software, information assurance security patches, communications, applications, and peripheral interfaces on PCs and laptops. Standard images must be configured to conform to DoD's security guidelines and subject to a vulnerability scan prior to deployment. In the case of PCs, this shall include installation of a network interface card, pre-loading a standard suite of software on the unclassified hard-drives and on the removable hard disk pack on the classified PCs, and pre-setting certain operating system options and policies such as password protected screen savers. In addition, laptop computers shall be equipped with PC cards to include modem/Ethernet combination cards for remote communications. The contractor shall coordinate with end-users to configure portable PCs to conform to travelers' remote connectivity demands to include network-interfacing requirements. This shall need to be done on a recurring basis before overseas trips, depending on the countries involved.

The contractor shall provide and supervise all contract personnel, equipment, tools, materials, transportation, and other items necessary to move, relocate and reconfigure workstations, move and or relocate other ADP equipment (e.g., printers and scanners), and install or relocate network cables from the wall to the PC. It may be required that this work be performed outside of the normal business hours, to include evenings and weekends. The contractor may relocate ADP equipment from local storage areas, and/or move equipment from one work area to another within the Agency and will maintain records of the moved equipment. The contractor may prepare hardware and software for shipment and/or storage and if requested deliver surplus items to Defense Reutilization

Management Office (DRMO) in Richmond, VA as directed by the PC/LAN Manager or Deputy for IT. Each employee shall be capable of lifting up to 40 pounds unassisted.

The contractor shall develop and maintain a full set of configuration documents describing physical configuration, software configurations, and software and hardware settings. This documentation shall be continually maintained as changes are made. On a monthly basis, a copy of the current version of these documents shall be stored off-site at a location TBD. The quality of this documentation shall be sufficiently detailed that a new technician may understand and replicate any part of the system without prior knowledge. The contractor will maintain additional documentation on configuration and practice as required for periodic system accreditations.

Deliverable: Performance Report monthly.

Failure to achieve minimum levels may result in consideration under FAR clause 52.246-4 (Inspection of Services – Fixed Price) and FAR clause 52.246-6 (Inspection – Time-and-Material and Labor-Hour). Surveillance of report accuracy will be done utilizing random end user surveys.

3.1.4 End User Training

Training associated with the introduction of new systems (e.g., printers, laptops, software upgrades, etc.) or the arrival of a new user may be the responsibility of the contractor. For each new or modified system, feature, or service, the contractor may be required to:

- Notify all affected users of the new feature by e-mail and, wherever feasible, issue brief operating instructions.
- Solicit interest in a briefing and demonstration of the new feature.
- Schedule and conduct such a briefing and demonstration. If any user interest is shown, at least one such briefing and demonstration shall be conducted. If interest is high, the contractor shall provide an additional briefing and demonstration whenever 20 or more persons show interest. The contractor may provide informal, as needed, training and user assistance associated with DOD unique applications.

3.1.5 IT Security

DSCA is responsible for administering a user security awareness program to be managed by the DSCA Information Assurance Manager (IAM). The contractor shall support this DSCA continuing security program for users by conducting specific tasks when, and as directed, by the IAM. These tasks shall, as a minimum, have the following components:

- Security software patches shall be installed on all workstations as indicated by network scans and in response to DoD Information Assurance Vulnerability

Alerts (IAVAs).

- The Contractor will assist in the download and distribution of updates or patches as available within the prescribed time allotted by the DoD.
- The Contractor should be versed in use of electronic software distribution system.

The contractor will verify that PC anti-virus software is up to date as determined in the SOP, and will assist in the download and distribution of updates as available. In the event that a virus is detected, the contractor shall notify all users via e-mail, notify the DSCA LAN manager, and the Information Assurance Manager (IAM) immediately, and take prompt and appropriate steps to identify, contain and isolate the virus in accordance with (IAW) published internal documentation.

The contractor shall develop and maintain records establishing the accountability for every removable CLASSIFIED hard drive or other media provided to users, kept as spares, or pending repair by serial number. This includes maintaining records of the destruction of hard drive media. All CLASSIFIED media in the contractor's control shall be stored in security containers or secure rooms when not in use.

3.1.6 Optional Tasks

The contractor may be required to perform on an as needed basis (CLIN 0001AB and corresponding option year CLINs) to various mission essential functions (i.e. hardware/software installations, equipment /software testing, hardware maintenance, document scanning support and other office automation/IT services, on an as needed basis). In addition surge and contingency requirements may also require support.

The Government will notify the contractor for surge support (CLIN 0001AC and corresponding option year CLINs) at least 30 days prior to the start date for any optional FTE exercised. The notification will advise the contractor of the labor category being exercised as well as the amount of time of service being ordered. Each optional FTE must be approved by the DSCA COTR prior to start date. The Government reserves the right to reject any proposed FTE that does not meet the minimum requirements set forth in paragraph 9.1. Optional FTEs approved for work on this task order shall be billed on a monthly basis at the established hourly price set forth in Schedule B.

The contractor may be required to perform contingency support (CLIN 0001AD and corresponding option year CLINs) on an as needed basis as identified and ordered by the Government. Actions pertaining to contingency support are detailed in the SOP.

The Government will attempt to notify the contractor at least 5 working days prior to the start date for any contingency support requirements. The notification will advise the contractor of the labor category being exercised as well as the number of hours of service being ordered. Personnel providing contingency support must be approved by the DSCA COTR prior to start date. The Government reserves the right to reject any proposed personnel that does not meet the minimum requirements set forth in paragraph 9.1. Personnel approved to provide contingency support on this task order shall be billed on an hourly basis at the established hourly rates set forth in Schedule B.

3.2 LAN SUPPORT

Contractor will provide either one individual or more (optional) to augment the Local Area Network (LAN) operations or staff the entire effort at a firm fixed price (CLINs 0002AA, 0002AB) to include email, file storage, backup services, user account management, and performance management, to DSCA Headquarters and possibly remote sites. The LAN Support Team manages the connectivity to NIPRNet and SIPRNet to fulfill DSCA Headquarters business operations. They also manage Internet access, specialized application servers (EDA web server, FMFS, Citrix, and Intranet). The Contractor may provide network backup support, Web Master Support, cable installation, diagnostics support, virtual private network, network security to include Intrusion Detection, network scanning, and auditing. Switches, routers, firewall and network encryption is managed by the Information Technology Agency (a U.S. Army organization that provides and is responsible for the Pentagon backbone). In the event that the Contractor assumes full responsibility for DSCA network support, the contractor shall submit the required reports (see SOP).

3.2.1 System Uptime

The DSCA objective is to attain a high level of availability for each and every system and application offered to the user during workdays from 6:30 AM to 6:00 PM. DSCA's network system availability normally exceeds 99.5%, 7 x 24. The contractor will not be held fully accountable for meeting these objectives because he/she is not responsible for the system architecture and cannot be responsible for failures that occur in the Pentagon that affect DSCA services. However, the contractor is expected to employ operational practices consistent with such goals and to report on the degree to which those goals are attained.

3.2.2 Backups

The Exchange server related databases will be fully backed up daily. Incremental server back-ups will be conducted daily and full back-ups weekly on other servers. Recovery procedures will be conducted according to the SOP.

3.2.3 Support

The contractor may be requested to provide non-recurring tasks of an advisory or installation nature involving architecture, training involving installation and upgrading of systems and recommendations regarding future IT procurements. The contractor may provide technical expertise and support relating to the installation and maintenance of LAN equipment, communications, interfaces, and cabling. The contractor may be required to run cable from the wall jack to the patch panel located in the secure LAN room, configure Ethernet hubs and Synoptics concentrators. The contractor may implement and maintain multiple Windows W2K Server platforms both in a closed Intranet network environment, and in the Internet environment.

3.2.4 LAN IT Security

The contractor may be responsible in conjunction with the existing LAN support personnel with insuring that all related security actions are performed (e.g., installing security patches, managing user accounts, configuring servers to meet NSA and DISA guidance.) Audit logs may be reviewed for evidence of attempted or actual penetration of each server or network as necessary. When suspicious attempts can potentially be attributed to a user (e.g., by name or password), that information will be forwarded to the DSCA IAM. When irregular accesses or penetrations occur the contractor shall provide a report to the DSCA PC/LAN manager and DSCA IAM. Will be required to take periodic training to meet DoD's standards for System Administrators.

3.2.5 Additional Tasks

On an as needed monthly basis surge support (CLIN 0002AC and corresponding option year CLINs) the contractor may be required to provide technical support and expertise relating to the installation, user management, security, consultation, operations, network administration, capacity management, performance management, and maintenance of ADP hardware and software server systems configurations (both IBM AIX and W2K) and LAN hubs and supporting communications.

The Government will notify the contractor at least 30 days prior to the start date for any optional FTE exercised. The notification will advise the

contractor of the labor category being exercised as well as the number of months of service being ordered. Each optional FTE must be approved by the DSCA COR prior to start date. The Government reserves the right to reject any proposed FTE that does not meet the minimum requirements set forth in paragraph 9.2. Optional FTEs approved for work on this task order shall be billed on a monthly basis at the established monthly price set forth in Schedule B.

The contractor may be required to perform contingency support (CLIN 0002AC and corresponding option year CLINs) on an as needed basis as identified and ordered by the Government. The Government will notify the contractor at least 5 working days prior to the start date for any contingency support requirements. The notification will advise the contractor of the labor category being exercised as well as the number of hours of service being ordered. Personnel providing surge support must be approved by the DSCA COR prior to start date. The Government reserves the right to reject any proposed personnel that does not meet the minimum requirements set forth in paragraph 9.2. Personnel approved to provide contingency support on this task order shall be billed on a hourly basis at the established hourly rates set forth in Schedule B.

The weekly backups will be stored off-site at a location TBD (CLIN0003AA). DSCA may elect to have the contractor be responsible for the daily offsite storage of Agency network backup tapes for disaster recovery as required at a site TBD. The Contractor may provide an offsite facility, within a reasonable distance of DSCA HQ, and it must be approved for storage of Secret material in compliance with federal government security certification approval procedures.

3.3 APPLICATION PROGRAMMING SUPPORT

Applications programming support entails requirements analysis, data modeling, database design and administration and system testing. DSCA has developed and maintained a suite of custom applications supporting selected HQ users in special areas of SC administration. The bulk of DSCA's applications are in MS Access and Visual Basic. Microsoft SQL Server is the emerging database management system of choice for new applications. There are two areas of practice where DSCA expects consistent performance. 1) Estimates of software size should be made in function points, based on the counting rules of the International Function Point User Group. 2) A reliable, repeatable and accurate method for estimating software development costs should be employed. Programming application support may be required in part or whole to support one or more of the following DSCA applications as outlined in Attachment 2. This task (CLIN 0004AA and corresponding option year CLINs) is a government option. It is a labor hour effort.

The Government will notify the contractor at least 30 days prior to the start date for any optional FTE exercised. The notification will advise the contractor of the labor category being exercised as well as the number of hours of service being ordered. Each optional FTE must be approved by the DSCA COR prior to start date. The Government reserves the right to reject any proposed FTE that does not meet the minimum requirements set forth in paragraph 9.3. Optional FTEs approved for work on this task order shall be billed on a monthly basis at the established hourly rates set forth in Schedule B.

Prior to any work commencing under this optional task area, the client representative will issue a technical direction letter specifying which SOW requirement needs to be fulfilled. At a minimum this letter will include government POC providing task direction, nature of work to be performed, deliverables and required timeframes if known. It is the contractor's responsibility to respond to this request in writing within 2 weeks (exclusive of contingency requirements i.e. national mission urgency) with a proposed staffing plan, and proposed timeline to meet the requirements. The level of staffing required for a specified task shall be mutually agreed upon by the contractor and the client representative prior to the start of any work. Any disagreements in this area shall be directed immediately and in writing, by the contractor, to the DSCA Contracting Officer.

While contractors are expected to base their cost/pricing proposal for each year of this order on a specific mix of labor covering the scope of applications and software expertise required, it is agreed and understood that the actual level of staffing required after award may fluctuate and shall be agreed upon in accordance with paragraph above. Over the period of this task order, including potential option years, the Government reserves the right to increase or decrease the estimated level of staffing, as necessary, to adequately address any and all requirements that arise within the scope of this task order.

3.4 Telecommunications and Video Teleconference Support

The Audio Visual and Video Teleconference support effort (CLIN 0005AA and corresponding option year CLINs) is to provide an optional firm fixed price for one to three positions. The minimum requirement for this position is at least one year of video teleconference experience. The Government is looking for knowledgeable technical support for the Agency's AV and VTC support for all conference room projectors, teleconference equipment, VTC equipment to include a VTC Bridge and the operation and maintenance of all the equipment. This position requires extensive knowledge of IP based and ISDN based telecommunication protocols, and the incumbent must be qualified to work with these devices and with the LAN switches and routers in either an Unclassified or Classified environment. This position may require having to react to short-fused

requirements resulting in testing connectivity to a proposed site and then possibly setting up 1-3 VTC sessions within DSCA HQ in a short period of time.

4.0 DELIVERABLES

4.1 DELIVERABLE REQUIREMENTS

All deliverables must meet professional standards and meet the requirements set forth in contractual documentation. The Contractor shall be responsible for delivering all end items specified. The following items are deliverables which fall within the scope of this task and which are illustrative of the type of work the Government expects to order. The Government reserves the right to modify the deliverable list as necessary to meet changing requirements/priorities. At the completion of each software release (prior to the load of this release on the development server), the contractor shall present to the government the tested, accepted and functioning software and any other related software or documentation.

4.2 CRITERIA FOR ACCEPTANCE

Specific criteria for acceptance of deliverables shall be as follows:
Reports shall be prepared and be delivered to the client representative as specified in paragraph 4.3.

4.3 SCHEDULE

Specific delivery schedule for documentation shall be as follows:

Task #	Deliverable Title	CDRL/DID #	Number/Form at Distribution	Calendar Days After Contract Award or after request, or as requested
C-6.1	Monthly Status Report	A004/DI-MGMT-80368	See DSCA-1 below	10 Work Day Each Month
C-6.1	Yearly Status Report	A005/DI-MGMT-80368	See DSCA-2 Below	Each 12 Months
C-6.1	Final Status Report	A006/DI-MGMT-80368	See DSCA-2 Below	Final
C-6.1	Weekly Status Report	A006/DI-MGMT-80368	See DSCA-1 Below	NLT 1200 noon First business day of the preceding week

DSCA-1 = Normal distribution 1 copy photo copy (not bound) and one electronic CD copy* in MS Word and/or via e-mail to the DSCA LAN Manager..

DSCA-TBD = As tasks are turned on or added to this SOW deliverables and delivery dates will be identified to the contractor. When required the Contract Officer will be notified as to contract changes.

DSCA-2 = This is a yearly or final distribution. This is a CD-ROM containing one copy of all deliverables from this SOW. Indexed to show content by type and date. Format to current industry standard acceptable to DSCA, Readable using current MS office software, listed in SOP.

5.0 PLACE OF PERFORMANCE

The primary place of performance shall be at the DSCA Headquarters, Crystal Gateway North, 201 12th Street, Arlington, VA 22202-4306. The Headquarters is located on the 2nd and 3rd floors of the East Tower (suites 203 and 303 and Offices on the 4th and 5th floors West Tower. The contractor shall have access to the facility 7 days per week, 24 hours per day. The Government shall provide the contractor a partitioned work area, access to telephone, fax machine, computer and all tools necessary (except as noted in paragraph 3.1.2 above) to perform all duties.

6.0 HOURS OF WORK

Contractor personnel shall provide coverage at the specified Government site between 6:30 am and 6:00 pm, or as agreed to by the client representative. Normal duty days shall be Monday through Friday, excluding Government-observed holidays. This schedule will minimize the difficulty in coordinating with Government personnel.

7.0 PERIOD OF PERFORMANCE

The period of performance for this task order shall be for 12 months from the date of award. The Government reserves the right to invoke for at least four or more additional option years (12-month duration) after the original period of performance if the selected contractor maintains an acceptable level of performance and funding is available.

8.0 GOVERNMENT-FURNISHED RESOURCES

The Government will provide the contractor with required hardware, software, communications as well as other required items to perform required work. The government may purchase any necessary items to support the contractor in the course of the contract period. In the event additional equipment or software is requested by the contractor, the Government will make the required items available as needed. All GFE, as well as all developed or purchased software, is property of the Government.

9.0 CONTRACTOR SKILL REQUIREMENTS

9.1 PC Support Center

Contractor performance of assigned End Users Support responsibilities shall require personnel with at least three years on-site experience in providing system configuration, maintenance and troubleshooting of hardware and software applications to include Microsoft (MS) Windows 2000 Windows XP, Windows Vista, MS Office 2000, 2003, and 2007 Suites, MS Exchange, and follow-on next generation software. DSCA requires that personnel must have the following qualifications. The basic and intermediate staff must have a mix of two to three years of experience at PC Support Center support. In addition the manager must have a minimum of one year of managing a comparable PC Support Center. An understanding of Internet Explorer, WinFax Pro, and an understanding of the DoD PKI/PKE for network and application authentication is desirable. Knowledge of the Defense Property Accounting System (DPAS) is a plus. The ability to communicate clearly and ability to convey messages to non-technical and diverse personnel is required. Employees must have a good command of the English language.

9.2 LAN Support

Contractor personnel shall have at least 3 years experience with Windows 2003 server, AIX 400, Citrix, Veritas backup and restore software, Microsoft Exchange

server. Contractor personnel shall have knowledge of design, installation and configuration of all network devices; routers, switches, bridges, NES's TACLANES, FNS, T1's and Network General Sniffer in a LAN/WAN environment Intrusion Detection System (IDS) and Firewalls. Must know LAN/WAN protocols, and strong skills in TCP/IP ports, protocols and services. Additionally, knowledge of wiring, cabling and testing Ethernet category 5, Fast Ethernet and Fiber media types is desirable. An understanding of the use of the DoD PKI/PKE for network and application authentication is desirable. The ability to communicate clearly and ability to convey messages to non-technical and diverse personnel is required. Employees must have a good command of the English language.

9.3 Application Programming Support

Contractor personnel shall have at least 3 years experience with MS Access, MS Visual Basic 6.0, Microfocus COBOL, MS SQL Server, CITRIX, and Crystal Reports. Additional skill sets that may be required include, but not limited to: project management, requirements analysis, software design, database administration, testing, documentation, production support (some applications require manual transfer of data from an unclassified environment to a classified environment and vice versa), and software sizing using function point analysis. Contractors that can demonstrate that they have achieved a Capability Maturity Model level 2 or greater, and that the personnel proposed for DSCA's tasks have experience at that level will be viewed favorably. An understanding of the use of the DoD PKI/PKE for application authentication. The ability to communicate clearly and ability to convey messages to non-technical and diverse personnel is required. Employees must have a good command of the English language.

9.4 Audio Visual and Telecommunications Support

Contractor personnel must have at a minimum of one year video teleconference experience using Polycom products. They must have additional experience in network operations and VTC bridging.

10.0 PERSONNEL SECURITY

All personnel working at DSCA HQ must hold a SECRET or Interim SECRET security clearance. Contractor personnel with Interim security clearance must have a final SECRET within 6 months after start of contract. Non-US Citizens or personnel with dual citizenship are not permitted on this contract. The costs of obtaining and maintaining required security clearances shall be the responsibility of the contractor. Records, data, and information to which the contractor has access may be highly sensitive and considered proprietary in nature. The contractor shall not divulge any information about DSCA files, data processing activities or functions, user IDs, passwords, or any other knowledge that may be gained as a result of these tasks to anyone who is not authorized to have such information. The contractor shall observe and

comply with all DoD Security Directives, Regulations and Policies in effect at the DSCA facility. Contractor personnel shall display any required identification badge in the manner specified by the pertinent directives. The Contractor must be able to comply with information contained on DD Form 254 (see attached).

11.0 ADMINISTRATIVE MATTERS

11.1 TECHNICAL POINTS OF CONTACT

Scott Harris
Defense Security Cooperation Agency
Crystal Gateway North
201 12th Street South, Suite 203
Arlington, VA 22202-4306700
(703) 601-3851
Scott.Harris@dscamail.mil

11.2 DSCA COR

David Frasher
Defense Security Cooperation Agency
Crystal Gateway North
201 12th Street South, Suite 203
Arlington, VA 22202-4306700
(703) 601-4459
David.Frasher@dscamail.mil

11.3 DSCA Contracting Officer

James Washington
Crystal Gateway North
201 12th Street South, Suite 203
Arlington, VA 22202-4306700
(703) 604-6566
James.Washington@dscamail.mil

11.4 TRAVEL

Travel may occasionally be required to accomplish the tasks listed herein to include government or DSCA required training. There will be a separate contract line item for travel. Any other travel shall be pre-approved by Government Technical POC or the COTR and accomplished in accordance with the Government's Joint Travel Regulation (JTR). All travel and associated costs shall be on a cost reimbursable basis and shall only be allowed up to the limits of the JTR. The Government estimate for travel costs is \$ 5, 000 per year (inclusive of any indirect burden rates such as G&A which the contractor may apply to travel costs). Profit shall not be applied to travel costs.

If the contractor intends to apply any indirect burden rates to travel costs, that rate must specifically be identified in the contractor's proposal. Additionally, the proposal must identify the DSCA point of contact (name, phone #, and email address) that can verify the rate as the most recently recommended actual or provisional rate.

12.0 INVOICES

The Period of Performance (POP) for each invoice will be for one calendar month. The contractor shall submit only one invoice per month per order/contract. The invoice shall be broken down by charges per CLIN and should be submitted in a format that parallels the CLIN structure established in the Pricing Summary Sheet contained in the SOW. The appropriate office will receive the invoice by the twenty-fifth calendar day of the month after the end of the POP for the invoice. Included with the invoice will be all backup documentation required such as, but not limited to, travel authorizations and training authorizations (including invoices for such). The receiving agency's written acceptance with the signature of the authorized customer representative and the date of acceptance will be included as part of the backup documentation. In lieu of a physical customer representative signature, the contractor shall submit an electronic copy of the invoice to the IT-Solutions Shop for client's evaluation and acceptance. If the invoice is received without all of the required backup documentation, especially the customer's written acceptance, the invoice will be rejected. The Government requires certification by the DSCA COR before payment is processed.

13.0 SECTION 508

All Electronic and Information Technology (EIT) procured through this task must meet the applicable accessibility standards at 36 CFR 1194. If the applicable accessibility standards have not been identified prior to award, they may be incorporated after award. Such action after award may be a basis for the contractor requesting an equitable adjustment. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended.

14.0 52.237-3 CONTINUITY OF SERVICES

- (a) The Contractor recognizes that the services under this contract are vital to the government and must be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The contractor agrees to –
 - (1) Furnish phase-in training; and
 - (2) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.
- (b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.
- (c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contractor. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.
- (d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (*i.e.*, costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

**Attachment 1
CLIN Structure**

	Mandatory Firm Fixed Price	Optional Firm Fixed Price	Optional Labor Hours
End-User Support	Basic Support CLIN0001AA	Optional personnel support CLIN0001AB	Surge Support CLIN0001AC Contingency Support CLIN0001AD
LAN Support	LAN Support CLIN0002AA	Two to three personnel CLIN0002AB	LAN Surge Support CLIN0002AC LAN Contingency Spt CLIN0002AD
Offsite Tape Storage		Offsite Tape Storage CLIN0003AA	
Custom Applications Support			CLIN0004AA
Audio Visual & Telecommunications Support		CLIN0005AA	

Attachment 2

Hardware, Software and Applications

The current unclassified workstations are IBM Intellistation, P4, 3.4GHz, w/80GB hard drives with 18" and 22" flat panel color monitors. The operating system on the unclassified workstations is Windows XP Pro with Microsoft Office 2003 suite of products and other Agency approved software. DSCA is in the process of deploying the Unclassified Thin Client HP workstations with Windows XPe, and the PC Blades with Windows XP, MS Office 2007 suite, and other Agency approved software.

The Classified workstations are Thin Client HP machines with Windows XPe, and PC Blases with Windows XP, MS Office 2007 suite, and other Agency approved software. There are select PC machines on the Classified network such as the Dell Optiplex GX270, 2.4GHz w/40GB removable hard drives with Microsoft Windows XP operating system supporting Microsoft Office 2000 Professional suite of products. The classified systems share the keyboard and monitor with the unclassified workstation by utilizing an NSA approved KVM switch box.

Both the unclassified and Classified LANs support MS Exchange (Outlook). There are 38 unclassified Xerox printers, both B/W and Color. There are 33 Classified Xerox printers both B/W and Color. Conference room projectors and VTC equipment are also part of the DSCA hardware inventory as well as 60+ servers.

Each network currently operates Microsoft Server 2003 and supports Microsoft Office Professional 2007 and one IBM, RS6000 using AIX 400. Both networks are scheduled to be converted to Server 2008 operating system since Server 2003 will no longer be supported after the established End of Service date published by Microsoft.

All file servers run Windows 2003 operating system and are equipped with Symantec anti-virus software. RISC 6000 servers use the IBM AIX version of the UNIX operating system. The UNCLASSIFIED e-mail server employs the Microsoft Exchange e-mail application.

PC Support Center request and trouble ticket tracking software being utilized is Track-It. DSCA's use of specialized software includes but is not limited to the following additional DoD-unique applications:

- Staff Action Control and Coordination Portal (SACCP)
- DPAS (Defense Property Accounting System)
- DTS (Defense Travel System)
- DSAMS (Defense Security Assistance Management System) supports the SC community on case development
- Citrix Metaframe for custom applications
- CAC (Common Access Card) card readers with Active Identity as the middleware.

Laptops either operate Windows XP or Windows Vista depending on the make of the laptop. All laptops support Office 2007. The notebook or laptop computers are of IBM Thinkpads The laptops may not be connected to the network either directly or via a docking adapter.

Attachment 3

Current Headquarters Applications

DSCA 1200 System (C)

Foreign Military Sales Credit System (U)

1000 System (U)

Congressional Notification System (CNS) (C)

Direct Commercial Contracts System (DCCS) (C)

1 Foreign Military Financing Planning System pertaining to a specific foreign country
Egypt (U),

Case Tracking System (U)

DSCA IMET Allocation Database System (U)

Excess Defense Articles Tracking System & Web page (C)

Gifts Inventory Tracking System (U)

Javits System (U)

Forecasting System (U)

DSCA WEB BASED APPLICATIONS

PBB/PBC System (U)

FMF Budget System (U)

ATTACHMENT 4

Metrics Performance Plan
 DSCA Information Technology Support
 PC Support Center Support

Required Service	Measures of Success	Standards – Criteria for Acceptance	Method of Surveillance	Incentives “Positive” or “Negative”
3.1.1 User Assistance	Calls to PC Support Center personnel. Trouble Tickets opened. Phone resolution. Calls Closed. Dispatched personnel.	90% answered directly 100% of calls 40% on initial call. 80% in 30 min. 90% in 1 hr. 80% arrival in 15 min	Random end user survey	
3.1.2 ADP Hardware & Software Inventory	Inventory records updated upon equipment arrival, move or condition change. Storage area inventory accuracy. Software Configuration, updates, patches and “ghosting”.	100% of serialized items updated within 48 hours. 100% of items 100% of TCs, PCs, laptops, PDAs updated IAW client guidance.	Random survey of DPAS records	
3.1.3 Client Satisfaction	Contractor initiated survey	Conducted semi-annually 100% of the time. Satisfaction	Review of answered surveys	

		rate no less than 90%.		
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Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	End User Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				
				NET AMT	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AA	Basic Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		
				NET AMT	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AB OPTION	Personnel Support FFP Personnel Support. This is an option CLIN and if requested, the Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AC OPTION	Surge Support LH Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001AD OPTION	Contingency Support LH Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002AA	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002AB OPTION	LAN Support FFP LAN Support. The Contractor shall provide 2-3 personnel and Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002AC OPTION	LAN Surge Support LH		Hours		
	LAN Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted.				
	FOB: Destination				
	PURCHASE REQUEST NUMBER: DNAR90052				
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002AD OPTION	LAN Contingency Support LH		Hours		
	LAN Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted.				
	FOB: Destination				
	PURCHASE REQUEST NUMBER: DNAR90052				
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003	Offsite Tape Storage FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003AA OPTION	Offsite Tape Storage. FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004	Custom Application Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004AA OPTION	Custom Application Support LH The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005	Audio Visual & Telecommunications Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005AA OPTION	Audio Visual & Telecommunications Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001 OPTION	End User Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AA OPTION	Basic Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AB OPTION	Personnel Support FFP Personnel Support. This is an option CLIN and if requested, the Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AC OPTION	Surge Support LH Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001AD OPTION	Contingency Support LH Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002 OPTION	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AA OPTION	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AB OPTION	LAN Support FFP LAN Support. The Contractor shall provide 2-3 personnel and Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AC OPTION	LAN Surge Support LH LAN Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002AD OPTION	LAN Contingency Support LH LAN Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1003 OPTION	Offsite Tape Storage FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1003AA OPTION	Offsite Tape Storage. FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1004 OPTION	Custom Application Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
1004AA OPTION	Custom Application Support LH The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005 OPTION	Audio Visual & Telecommunications Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1005AA OPTION	Audio Visual & Telecommunications Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001 OPTION	End User Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AA OPTION	Basic Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AB OPTION	Personnel Support FFP Personnel Support. This is an option CLIN and if requested, the Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AC OPTION	Surge Support LH Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE
CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001AD OPTION	Contingency Support LH Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002 OPTION	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AA OPTION	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AB OPTION	LAN Support FFP LAN Support. The Contractor shall provide 2-3 personnel and Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AC OPTION	LAN Surge Support LH LAN Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002AD OPTION	LAN Contingency Support LH LAN Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2003 OPTION	Offsite Tape Storage FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2003AA OPTION	Offsite Tape Storage. FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2004 OPTION	Custom Application Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
2004AA OPTION	Custom Application Support LH The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005 OPTION	Audio Visual & Telecommunications Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2005AA OPTION	Audio Visual & Telecommunications Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001 OPTION	End User Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AA OPTION	Basic Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AB OPTION	Personnel Support FFP Personnel Support. This is an option CLIN and if requested, the Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AC OPTION	Surge Support LH Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001AD OPTION	Contingency Support LH Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002 OPTION	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002AA OPTION	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002AB OPTION	LAN Support FFP LAN Support. The Contractor shall provide 2-3 personnel and Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002AC OPTION	LAN Surge Support LH		Hours		
	LAN Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted.				
	FOB: Destination				
	PURCHASE REQUEST NUMBER: DNAR90052				
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002AD OPTION	LAN Contingency Support LH		Hours		
	LAN Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted.				
	FOB: Destination				
	PURCHASE REQUEST NUMBER: DNAR90052				
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3003 OPTION	Offsite Tape Storage FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3003AA OPTION	Offsite Tape Storage. FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3004 OPTION	Custom Application Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
3004AA OPTION	Custom Application Support LH The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3005 OPTION	Audio Visual & Telecommunications Suppor FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3005AA OPTION	Audio Visual & Telecommunications Suppor FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001 OPTION	End User Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001AA OPTION	Basic Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001AB OPTION	Personnel Support FFP Personnel Support. This is an option CLIN and if requested, the Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001AC OPTION	Surge Support LH Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001AD OPTION	Contingency Support LH Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.1 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002 OPTION	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002AA OPTION	LAN Support FFP LAN Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002AB OPTION	LAN Support FFP LAN Support. The Contractor shall provide 2-3 personnel and Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002AC OPTION	LAN Surge Support LH		Hours		
	LAN Surge Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted.				
	FOB: Destination				
	PURCHASE REQUEST NUMBER: DNAR90052				
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002AD OPTION	LAN Contingency Support LH		Hours		
	LAN Contingency Support. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.2 and elsewhere in the PWS and the proposal submitted.				
	FOB: Destination				
	PURCHASE REQUEST NUMBER: DNAR90052				
				TOT ESTIMATED PRICE	
				CEILING PRICE	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4003 OPTION	Offsite Tape Storage FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4003AA OPTION	Offsite Tape Storage. FFP Offsite Tape Storage. The Contractor Shall provide the required services in accordance with the PWS stated in section 2.3 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4004 OPTION	Custom Application Support FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
4004AA OPTION	Custom Application Support LH The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052		Hours		

TOT ESTIMATED PRICE
CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4005 OPTION	Audio Visual & Telecommunications Suppor FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4005AA OPTION	Audio Visual & Telecommunications Suppor FFP The Contractor Shall provide the required services in accordance with the PWS stated in section 2.4 and elsewhere in the PWS and the proposal submitted. FOB: Destination PURCHASE REQUEST NUMBER: DNAR90052	12	Months		

NET AMT

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	N/A	N/A	N/A	Government
0001AA	N/A	N/A	N/A	Government
0001AB	N/A	N/A	N/A	Government
0001AC	N/A	N/A	N/A	Government
0001AD	N/A	N/A	N/A	Government
0002	N/A	N/A	N/A	Government
0002AA	N/A	N/A	N/A	Government
0002AB	N/A	N/A	N/A	Government
0002AC	N/A	N/A	N/A	Government

0002AD	N/A	N/A	N/A	Government
0003	N/A	N/A	N/A	Government
0003AA	N/A	N/A	N/A	Government
0004	N/A	N/A	N/A	Government
0004AA	N/A	N/A	N/A	Government
0005	N/A	N/A	N/A	Government
0005AA	N/A	N/A	N/A	Government
1001	N/A	N/A	N/A	Government
1001AA	N/A	N/A	N/A	Government
1001AB	N/A	N/A	N/A	Government
1001AC	N/A	N/A	N/A	Government
1001AD	N/A	N/A	N/A	Government
1002	N/A	N/A	N/A	Government
1002AA	N/A	N/A	N/A	Government
1002AB	N/A	N/A	N/A	Government
1002AC	N/A	N/A	N/A	Government
1002AD	N/A	N/A	N/A	Government
1003	N/A	N/A	N/A	Government
1003AA	N/A	N/A	N/A	Government
1004	N/A	N/A	N/A	Government
1004AA	N/A	N/A	N/A	Government
1005	N/A	N/A	N/A	Government
1005AA	N/A	N/A	N/A	Government
2001	N/A	N/A	N/A	Government
2001AA	N/A	N/A	N/A	Government
2001AB	N/A	N/A	N/A	Government
2001AC	N/A	N/A	N/A	Government
2001AD	N/A	N/A	N/A	Government
2002	N/A	N/A	N/A	Government
2002AA	N/A	N/A	N/A	Government
2002AB	N/A	N/A	N/A	Government
2002AC	N/A	N/A	N/A	Government
2002AD	N/A	N/A	N/A	Government
2003	N/A	N/A	N/A	Government
2003AA	N/A	N/A	N/A	Government
2004	N/A	N/A	N/A	Government
2004AA	N/A	N/A	N/A	Government
2005	N/A	N/A	N/A	Government
2005AA	N/A	N/A	N/A	Government
3001	N/A	N/A	N/A	Government
3001AA	N/A	N/A	N/A	Government
3001AB	N/A	N/A	N/A	Government
3001AC	N/A	N/A	N/A	Government
3001AD	N/A	N/A	N/A	Government
3002	N/A	N/A	N/A	Government
3002AA	N/A	N/A	N/A	Government
3002AB	N/A	N/A	N/A	Government
3002AC	N/A	N/A	N/A	Government
3002AD	N/A	N/A	N/A	Government
3003	N/A	N/A	N/A	Government
3003AA	N/A	N/A	N/A	Government
3004	N/A	N/A	N/A	Government
3004AA	N/A	N/A	N/A	Government
3005	N/A	N/A	N/A	Government

3005AA	N/A	N/A	N/A	Government
4001	N/A	N/A	N/A	Government
4001AA	N/A	N/A	N/A	Government
4001AB	N/A	N/A	N/A	Government
4001AC	N/A	N/A	N/A	Government
4001AD	N/A	N/A	N/A	Government
4002	N/A	N/A	N/A	Government
4002AA	N/A	N/A	N/A	Government
4002AB	N/A	N/A	N/A	Government
4002AC	N/A	N/A	N/A	Government
4002AD	N/A	N/A	N/A	Government
4003	N/A	N/A	N/A	Government
4003AA	N/A	N/A	N/A	Government
4004	N/A	N/A	N/A	Government
4004AA	N/A	N/A	N/A	Government
4005	N/A	N/A	N/A	Government
4005AA	N/A	N/A	N/A	Government

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	N/A	N/A	N/A	N/A
0001AA	N/A	N/A	N/A	N/A
0001AB	N/A	N/A	N/A	N/A
0001AC	N/A	N/A	N/A	N/A
0001AD	N/A	N/A	N/A	N/A
0002	N/A	N/A	N/A	N/A
0002AA	N/A	N/A	N/A	N/A
0002AB	N/A	N/A	N/A	N/A
0002AC	N/A	N/A	N/A	N/A
0002AD	N/A	N/A	N/A	N/A
0003	N/A	N/A	N/A	N/A
0003AA	N/A	N/A	N/A	N/A
0004	N/A	N/A	N/A	N/A
0004AA	N/A	N/A	N/A	N/A

0005	N/A	N/A	N/A	N/A
0005AA	N/A	N/A	N/A	N/A
1001	N/A	N/A	N/A	N/A
1001AA	N/A	N/A	N/A	N/A
1001AB	N/A	N/A	N/A	N/A
1001AC	N/A	N/A	N/A	N/A
1001AD	N/A	N/A	N/A	N/A
1002	N/A	N/A	N/A	N/A
1002AA	N/A	N/A	N/A	N/A
1002AB	N/A	N/A	N/A	N/A
1002AC	N/A	N/A	N/A	N/A
1002AD	N/A	N/A	N/A	N/A
1003	N/A	N/A	N/A	N/A
1003AA	N/A	N/A	N/A	N/A
1004	N/A	N/A	N/A	N/A
1004AA	N/A	N/A	N/A	N/A
1005	N/A	N/A	N/A	N/A
1005AA	N/A	N/A	N/A	N/A
2001	N/A	N/A	N/A	N/A
2001AA	N/A	N/A	N/A	N/A
2001AB	N/A	N/A	N/A	N/A
2001AC	N/A	N/A	N/A	N/A
2001AD	N/A	N/A	N/A	N/A
2002	N/A	N/A	N/A	N/A
2002AA	N/A	N/A	N/A	N/A
2002AB	N/A	N/A	N/A	N/A
2002AC	N/A	N/A	N/A	N/A

2002AD	N/A	N/A	N/A	N/A
2003	N/A	N/A	N/A	N/A
2003AA	N/A	N/A	N/A	N/A
2004	N/A	N/A	N/A	N/A
2004AA	N/A	N/A	N/A	N/A
2005	N/A	N/A	N/A	N/A
2005AA	N/A	N/A	N/A	N/A
3001	N/A	N/A	N/A	N/A
3001AA	N/A	N/A	N/A	N/A
3001AB	N/A	N/A	N/A	N/A
3001AC	N/A	N/A	N/A	N/A
3001AD	N/A	N/A	N/A	N/A
3002	N/A	N/A	N/A	N/A
3002AA	N/A	N/A	N/A	N/A
3002AB	N/A	N/A	N/A	N/A
3002AC	N/A	N/A	N/A	N/A
3002AD	N/A	N/A	N/A	N/A
3003	N/A	N/A	N/A	N/A
3003AA	N/A	N/A	N/A	N/A
3004	N/A	N/A	N/A	N/A
3004AA	N/A	N/A	N/A	N/A
3005	N/A	N/A	N/A	N/A
3005AA	N/A	N/A	N/A	N/A
4001	N/A	N/A	N/A	N/A
4001AA	N/A	N/A	N/A	N/A
4001AB	N/A	N/A	N/A	N/A
4001AC	N/A	N/A	N/A	N/A

4001AD N/A	N/A	N/A	N/A
4002 N/A	N/A	N/A	N/A
4002AA N/A	N/A	N/A	N/A
4002AB N/A	N/A	N/A	N/A
4002AC N/A	N/A	N/A	N/A
4002AD N/A	N/A	N/A	N/A
4003 N/A	N/A	N/A	N/A
4003AA N/A	N/A	N/A	N/A
4004 N/A	N/A	N/A	N/A
4004AA N/A	N/A	N/A	N/A
4005 N/A	N/A	N/A	N/A
4005AA N/A	N/A	N/A	N/A

CLAUSES INCORPORATED BY REFERENCE

52.212-4	Contract Terms and Conditions--Commercial Items	OCT 2008
52.212-5 (Dev)	Contract Terms and Conditions Required to Implement Statutes or Executive Orders--Commercial Items (Deviation)	OCT 2008
52.212-5 Alt I	Contract Terms and Conditions Required to Implement Statutes or Executive Orders--Commercial Items (Oct 2008) Alternate I	FEB 2000

CLAUSES INCORPORATED BY FULL TEXT

52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (JUN 2008)

(a) North American Industry Classification System (NAICS) code and small business size standard. The NAICS code and small business size standard for this acquisition appear in Block 10 of the solicitation cover sheet (SF 1449). However, the small business size standard for a concern which submits an offer in its own name, but which proposes to furnish an item which it did not itself manufacture, is 500 employees.

(b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show--

(1) The solicitation number;

- (2) The time specified in the solicitation for receipt of offers;
 - (3) The name, address, and telephone number of the offeror;
 - (4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;
 - (5) Terms of any express warranty;
 - (6) Price and any discount terms;
 - (7) "Remit to" address, if different than mailing address;
 - (8) A completed copy of the representations and certifications at FAR 52.212-3 (see FAR 52.212-3(b) for those representations and certifications that the offeror shall complete electronically);
 - (9) Acknowledgment of Solicitation Amendments;
 - (10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and
 - (11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.
- (c) Period for acceptance of offers. The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.
- (d) Product samples. When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, these samples shall be submitted at no expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.
- (e) Multiple offers. Offerors are encouraged to submit multiple offers presenting alternative terms and conditions or commercial items for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately.
- (f) Late submissions, modifications, revisions, and withdrawals of offers:
- (1) Offerors are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. If no time is specified in the solicitation, the time for receipt is 4:30 p.m., local time, for the designated Government office on the date that offers or revisions are due.
 - (2)(i) Any offer, modification, revision, or withdrawal of an offer received at the Government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and--
- (A) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers; or

(B) There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or

(C) If this solicitation is a request for proposals, it was the only proposal received.

(ii) However, a late modification of an otherwise successful offer, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.

(3) Acceptable evidence to establish the time of receipt at the Government installation includes the time/date stamp of that installation on the offer wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of Government personnel.

(4) If an emergency or unanticipated event interrupts normal Government processes so that offers cannot be received at the Government office designated for receipt of offers by the exact time specified in the solicitation, and urgent Government requirements preclude amendment of the solicitation or other notice of an extension of the closing date, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal Government processes resume.

(5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.

(g) Contract award (not applicable to Invitation for Bids). The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.

(h) Multiple awards. The Government may accept any item or group of items of an offer, unless the offeror qualifies the offer by specific limitations. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.

(i) Availability of requirements documents cited in the solicitation. (1)(i) The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to--GSA Federal Supply Service Specifications Section, Suite 8100, 470 East L'Enfant Plaza, SW, Washington, DC 20407, Telephone (202) 619-8925, Facsimile (202) 619-8978.

(ii) If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.

(2) Most unclassified Defense specifications and standards may be downloaded from the following ASSIST websites:

(i) ASSIST (<http://assist.daps.dla.mil>).

(ii) Quick Search (<http://assist.daps.dla.mil/quicksearch>).

(iii) ASSISTdocs.com (<http://assistdocs.com>).

(3) Documents not available from ASSIST may be ordered from the Department of Defense Single Stock Point (DoDSSP) by--

(i) Using the ASSIST Shopping Wizard (<http://assist.daps.dla.mil/wizard>);

(ii) Phoning the DoDSSP Customer Service Desk (215) 697-2179, Mon-Fri, 0730 to 1600 EST; or

(iii) Ordering from DoDSSP, Building 4, Section D, 700 Robbins Avenue, Philadelphia, PA 19111-5094, Telephone (215) 697-2667/2179, Facsimile (215) 697-1462.

(4) Nongovernment (voluntary) standards must be obtained from the organization responsible for their preparation, publication, or maintenance.

(j) Data Universal Numbering System (DUNS) Number. (Applies to all offers exceeding \$3,000, and offers of \$3,000 or less if the solicitation requires the Contractor to be registered in the Central Contractor Registration (CCR) database. The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" or "DUNS +4" followed by the DUNS or DUNS +4 number that identifies the offeror's name and address. The DUNS +4 is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the offeror to establish additional CCR records for identifying alternative Electronic Funds Transfer (EFT) accounts (see FAR Subpart 32.11) for the same concern. If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one. An offeror within the United States may contact Dun and Bradstreet by calling 1-866-705-5711 or via the internet at <http://fedgov.dnb.com/webform>. An offeror located outside the United States must contact the local Dun and Bradstreet office for a DUNS number. The offeror should indicate that it is an offeror for a Government contract when contacting the local Dun and Bradstreet office.

(k) Central Contractor Registration. Unless exempted by an addendum to this solicitation, by submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the CCR database prior to award, during performance and through final payment of any contract resulting from this solicitation. If the Offeror does not become registered in the CCR database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror. Offerors may obtain information on registration and annual confirmation requirements via the Internet at <http://www.ccr.gov> or by calling 1-888-227-2423 or 269-961-5757.

(l) Debriefing. If a post-award debriefing is given to requesting offerors, the Government shall disclose the following information, if applicable:

(1) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.

(2) The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.

(3) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.

(4) A summary of the rationale for award;

(5) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror.

(6) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

(End of provision)

ADDENDUM TO FAR 52.212-1 INSTRUCTION TO OFFERORS - - COMMERCIAL ITEMS (OCTOBER 2000)

1. The Defense Security Cooperation Agency (DSCA), is releasing this solicitation electronically only. This on-line version of the Request for Proposal (RFP) is the official version for this acquisition. In cases of conflict between the electronic (on-line) version of this RFP and any downloaded version of the RFP, the on-line RFP prevails. No hard copy of this solicitation will be issued. Offerors are encouraged to check the GSA websites www.gsa-ebuy.gov as well as the DSCA website, <http://www.dsca.mil>, click on Business Operations, click on solicitations and locate the solicitation number. Amendments, if any, will be posted at the DSCA website. All updated information pertaining to this solicitation will also be listed.

2. Questions - **The cut-off date for all questions is December 9, 2008 at 11:00 A.M.** Request that the offeror email all questions to the following individual. Ali.beshir@dsca.mil. No responses to questions via telephone will be answered. All questions must be in writing.

3. Responses to all questions will be in the form of an amendment and returned to the offeror.

4. Proposals must be delivered by **December 19, 2008 at 02:00 P.M.** via U.S. Postal, UPS, FEDEX or hand delivered to the following address by the closing date and time. Someone will be present at the agency to accept proposals. No electronic copies of any proposal will be accepted. No exceptions.
Defense Security Cooperation Agency (DSCA)

201 12th Street South, Ste 203
Arlington, VA 22202
(703) 601-3728 / 703-602-1341
Attn: Janet Szatmary / Ali Beshir

Offerors may deposit their proposal in the "Proposal Drop Box" on the second floor or hand deliver the proposal to the Security Guard. The hours of operation for DSCA are Monday through Friday from 8:00 A.M. to 5:30 P.M.
5. Addendum to Paragraph (b) Submission of offers. In addition to those requirements as stated in paragraph (b), the following are added and shall apply to the submission requirements in response to this solicitation:

(1) Proposal Format - All offerors must submit written proposal materials as described below and in the quantities of each volume as stated. In addition, the Offeror should also provide an electronic version of its proposal on Microsoft Windows-compatible 3.5-inch 1.4 MB diskette(s) or 650 MB CD-Rom (CD-R) in Microsoft Windows (latest version) and Excel format or latest version. Any pricing information will be on separate disk(s) from the technical information. In the case of a conflict between the electronic and the hard copy, the hard copy will be considered the correct version.

Volume I – Technical Capability (Submit 1 with original documents, and 4 copies) - The Technical Capability Statement will consist of a 50 page or less document that outlines the understanding of the Government's requirement and approach to performing the work to include its skills and capability to meet the requirements of this acquisition. The Technical Evaluation Team (TET) will stop reviewing the proposal after the 50th page. Offerors must demonstrate capability and experience in the areas of; understanding of the Government's requirement and approach to performing the work as described in Paragraph 2 (Proposal Composition Requirements and instructions) below. The Technical Capability Statement will be evaluated against the criteria listed under Evaluation Factors in the addendum to FAR 52.212-2, Evaluation, Commercial Items.

Volume II - Past Performance Information (Submit 1 with original documents, and 4 copies) - The offeror must submit Past Performance Documentation in accordance with instructions provided below in the proposal composition requirements and instructions.

Volume III - Contracting/Pricing Volume - (Submit 1 with original document, and 4 copies): Contracting/Pricing Volume will be submitted separately with all executed RFP Documents. Prices will be evaluated for reasonableness. Instructions for preparation of the Contracting/Pricing Proposal are provided at Paragraph 2 (Proposal Composition Requirements and instructions) below.

(2) Proposal Composition Requirements and Instructions

Volume I – Technical Capability:

1. The Government will evaluate the Offeror's technical capability to determine the degree to which the information provided by the offeror in its proposal demonstrates the offeror's ability to manage, supervise, and perform in accordance with the contract requirements and the sub factors listed below:

Subfactor A: Understanding of the Work / Experience in the Security Assistance field with regard to Excess Defense Articles, Non-recurring Charges, and Leases: Demonstrated knowledge and understanding of the required services as outlined in the PWS.

(a) The offeror must identify the methodology and analytical techniques that shall be used to fulfill the technical requirements. The technical approach should clearly describe the following:

(i) An overview of your methodology guiding your performance of the technical requirements identified in the PWS, and a general description of how your technical approach will be applied to accomplishing the requirements. The offeror should demonstrate the following technical proficiency:

(1) Providing explanatory guidance to Security Assistance Organizations (SAOs), Combatant Commands, military departments, other U.S.G. elements,

and industry members responsible for interacting and providing input for the outlined tasks.

(2) Researching historical policy and reports based on questions from a variety of sources within DoD and the State Department and assemble the resulting research into a comprehensive technically complete response.

(3) Knowledge of and ability to differentiate between the linkage of legislation, regulation, and policy in accomplishing technical requirements.

(4) Preparing briefing charts and other electronic presentations or to take and shape draft briefing charts into a clean final product as envisioned by the Action Officer or Director/Deputy Director concerned.

(ii) The logical sequence of tasks that you will perform to accomplish the requirements. Identify and describe the specific techniques and steps that will be applied during the accomplishment of all tasks of this project.

Subfactor B: Key Personnel and Management of Operations: The offeror must describe the key personnel and how it intends to meet the performance objectives identified in the PWS. The offeror should also identify those areas the contractor sees as critical to the customers for this contract, how it will monitor quality performance in those areas, and how it will maintain or exceed customer expectations, including identification and correction of problems.

All sub-factors for Technical Capability will be of equal importance.

Volume II- Past Performance Information

1. The offeror shall provide a minimum of five (5) references relevant to its past performance and its major subcontractor's past performance in providing similar services under existing or prior contracts for the last 5 years. The offeror shall have its references complete the Past Performance Questionnaire (PPQ) (*See Below*) and have the references submit the completed PPQ directly to the Contracting Officer Mr. Janet Szatmary, Defense Security Cooperation Agency (DSCA) 201 12th Street, South, Ste 203, Arlington, VA 22202 by the closing date of this solicitation. Fax copies of the PPQ are acceptable and should be faxed to 703-602-1671.

2. The offeror shall provide a list of no more than three (3) contracts completed within the past three years, which clearly demonstrates the offeror's performance relevant to the requirements and all contracts and subcontracts currently in process. Contracts listed may include those entered into by the Federal Government, state and local government agencies and commercial customers.

3. Offerors that are newly formed entities without prior contracts or new to the solicitation requirements, with no relevant past performance history, must list no more than three (3) references, for all key personnel whose experience the offeror proposes will demonstrate their ability to perform the solicitation requirements.

4. Include the following information for each contract:

- Name and address of contracting activity, state or local government agency, or commercial customer.
- Point of contact (POC). - Contract number.
- Contract type (fixed price/cost reimbursement, competitive/non competitive, negotiated/sealed bid)
- Contract value.
- A description of the services/work required under the contract, including performance location (s) and performance period.
- Name, telephone number, and facsimile number of the Contracting Officer or other individual responsible for awarding the contract.

-Name, telephone number, and facsimile number of the Administrative Contracting -Officer or other individual responsible for administering the contract.

-Name, telephone number, and facsimile number of program manager, operations officer or other individual responsible for technical oversight of contract performance.

5. The offeror should provide information on problems encountered on the contracts and subcontracts identified above and corrective actions taken to resolve those problems. Offerors should not provide general information on their performance. General performance information will be obtained from the references.

6. The offeror may describe any widely recognized quality awards or certifications that the offeror has earned. Such awards or certifications include, for example, the Malcolm Baldrige Quality Award, other Government quality awards, and private sector awards or certifications. Identify the segment of the company (one division or the entire company) that received the award or certification and when the award or certification was bestowed. If the award or certification is more than three years old, present evidence that the qualifications still apply.

7. The Government may contact the references provided in the offer, former customers, etc. to enquire about past performance to include, but not limited to, its reputation for conforming to terms and conditions, for accurately estimating and controlling costs, for adherence to contract schedules (including the administrative aspects of performance); for reasonable and cooperative behavior, and commitment to customer satisfaction. The Government may contact references other than those identified by the offeror. The sub factors are list below:

a. Sub-Factor A, Quality of Service: Will be evaluated for the offeror's record of conforming to specifications and providing quality services.

b. Sub-Factor B, Timeliness of Performance: Will be evaluated for the offeror's ability to meet contractual performance schedules.

c. Sub-Factor C, Customer Satisfaction: Will be evaluated for the conduciveness of offeror's business practices to ensure a cooperative and frictionless relationship with its customers.

Volume III – Contracting/Pricing Volume:

1. The Contracting/Pricing Volume shall consist of the OFFER (the solicitation document as completed and signed to include, as a minimum, the pricing sheet /schedule B, filled in for the 6 months or 180 days after contract award.

2. The offerors are cautioned that no reference to proposed price(s) shall be made in any other volumes but volume III.

3. Offerors shall comply with all requirements of the proposal submission instructions. Deviations shall be fully explained; however, inclusion of price/cost in documents other than the Price Proposal is not an acceptable deviation.

(3) Proposal preparation costs – This Request for Proposal does not commit the Government to pay any costs incurred in the preparation and submission of your proposal or in making any necessary studies for the preparation thereof, or for any visit the Contracting officer may request for the purpose of clarification of the proposal or for preparation of negotiations. By the submission of its offer, the offeror assumes all cost associated.

2. Addendum to Paragraph (c) Period for acceptance of offers: This paragraph (c) is changed to read as follows: The Offeror agrees to hold the prices in its offer firm for 120 calendar days from the date specified for receipt of offers, unless another time period is specified in an amendment to the solicitation.

3. Addendum to Paragraph (e) Multiple offers. This paragraph (e) is changed to read as follows: Multiple offers presenting alternative terms and conditions will not be accepted.

4. Addendum to Paragraph (h) Multiple awards. This paragraph (h) is changed to read as follows: The Government may accept any item or group of items of an offer. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.

End of Addendum to 52.212-1

(End of provision)

52.212-2 EVALUATION--COMMERCIAL ITEMS (JAN 1999)

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

1. Technical Capability
2. Past Performance
3. Price

I. OBJECTIVE:

This procurement is for services to provide Helpdesk services to DSCA HQ. DSCA is seeking a vendor who can perform these services with minimal disruption of service to the DSCA user.

The award will be a Fixed-Price Hybrid contract. The period of performance will consist of a base period of 12 months and 4 option years. Selection will be based upon the best value to the Government.

II. EVALUATION FACTORS AND RATINGS:

The following factors will be used to evaluate the proposals:

Technical

Proven capability of providing Helpdesk services to other agencies of similar size and configuration.

Ability to provide a workforce that meets the personnel security standards of DoDD 5200.2-R.

Past Performance

Past performance will be rated in a narrative manner and the risk associated with the past performance will be categorized as low, moderate, or high. Bidders will be requested to provide client references from prior Helpdesk contracts. The source selection team will attempt to contact those references. Several of the respondents to this solicitation are not likely to be in DoD databases of past performance.

Cost

Competitiveness of price compared to other offerors. The price proposal will be analyzed for realism, reasonableness, and completeness and will receive a narrative analysis. Price: The price for each CLIN will be evaluated separately. Price will be evaluated for price reasonableness in accordance with FAR 13.106-3 based on the total proposed price for the base period of performance and all option periods together. The determination that the total price is reasonable will be made by a comparison of other offers received. If only one offer is received, the determination may be based on a comparison to the IGCE or by any other reasonable basis.

III. RELATIVE ORDER OF IMPORTANCE OF EVALUATION FACTORS:

All evaluation factors will be rated, either quantitatively or adjectively. The major evaluation factors (Technical, Past Performance, Cost) are listed in order of importance in Section II above. Within each major factor, the sub-factors are also listed in order of importance. When combined, all non-price factors are significantly more important than price. However, when all of the most highly rated proposals are equal technically, price will be the overarching factor.

IV. BASIS FOR AWARD:

An award will be made to the responsible offeror whose proposal conforms to the solicitation requirements and presents the BEST VALUE to the Government as determined by the evaluation criteria described herein. BEST VALUE will be based on an integrated assessment by the source selection authority of the results of the evaluation of all areas and factors set forth herein with due consideration to the relative order of importance. Accordingly, the Government may award any resulting contract to other than the offeror proposing the lowest price or other than the offeror achieving the highest adjectival rating. The Government does reserve the right of such flexibility in evaluation to ensure award of a contract is in best interest of the Government. In this acquisition, credible ability to perform is much more important than price, within the vicinity of the IGCE, because of the high cost to the USG of failure to perform.

V. EVALUATION APPROACH

Selection of the successful offeror will be made based upon the evaluation criteria stated below:

A. TECHNICAL CAPABILITY

The Government will evaluate the offeror's proposal regarding the extent to which the offeror's proposal presents a sound detailed approach and demonstrates the capability to perform the requirements outlined in Section J of the Solicitation as appropriate. In particular, it includes an evaluation of the adequacy of the proposed personnel.

B. PAST PERFORMANCE.

The Government will conduct a performance risk assessment based upon the quality of the offeror's past performance as it relates to the probability of successful accomplishment of the required effort. When assessing performance risk, the Government will focus its inquiry on the past performance of the offeror's schedule, quality, and performance, including the contractor's adherence to contract schedules, including the administrative aspects of performance: the contractor's history for reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the contractor's business attitude concerning interests of its customers. This assessment will also include the success of the offeror's former clients in providing Helpdesk services.

Each performance risk assessment will consider the number and severity of problems, the effectiveness of corrective actions taken, and the overall work record. The assessment of performance risk is not intended to be the product of mechanical or mathematical analysis of an offeror's performance on a list of contracts, but rather the product of subjective judgment of evaluation team after it considers all available;

High Performance Risk: Based on the offeror's performance record, or lack of related experience on which past performance may be measured, significant doubt exists that the offeror will successfully perform the required effort within the estimated cost and schedule.

Moderate Performance Risk: Based on the offeror's performance record, some doubt exists that the offeror will successfully perform the required effort within the estimated cost and schedule.

Low Performance Risk: Based on the offeror's performance record, little doubt exists that the offeror will successfully perform the required effort within the estimate cost and schedule.

C. PRICE

Price: The price for each CLIN will be evaluated separately. Price will be evaluated for price reasonableness in accordance with FAR 13.106-3 based on the total proposed price for the base period of performance and all option periods together. The determination that the total price is reasonable will be made by a comparison of other offers received. If only one offer is received, the determination may be based on a comparison to the IGCE or by any other reasonable basis.

VI. DEFINITION OF ADJECTIVAL RATINGS

Adjectival ratings will be used at two levels:

1. To rate the overall proposal
2. To rate each of the factors

The former will be derived by aggregating the latter.

Proposal Rating

- (1) Excellent. Proposed offer was excellent in all respects and demonstrates excellent understanding of requirements. Offeror has a very good probability of success in completing the contract. In order to receive an overall rating of excellent, the factor designated as the most important must be rated as "excellent, and the remaining non-priced factors must receive a rating of at least "good/low to moderate", "as applicable.
- (2) Good. Proposed offer presents high quality in most areas and demonstrates good understanding of the requirements. Offeror has a good probability of success in completing the contract. In order to receive an overall rating of "good," the factor designated as the most important must be rated at least "good" and the remaining non-price factors must receive a rating of at least "satisfactory".
- (3) Satisfactory. Proposed offer presents adequate quality and demonstrates acceptable understanding of the Government's requirement. Offer has a moderate probability of success in completing the contract. In order to receive an overall rating of "satisfactory", the factor designated as the most important must be rated at least "satisfactory" and the remaining non-price factors received a rating of at least "satisfactory".

- (4) Unsatisfactory. Proposed offer contains major errors, omissions and deficiencies and does not demonstrate an acceptable understanding of the Government's requirement. The proposal cannot meet requirements of the solicitation without major re-write or revisions. The offeror received an unsatisfactory on one or more factors.

Factor Rating

- (1) Excellent. The offeror proposed approach exceeds the Government requirements. The approach identifies advantages/enhancements with no identifiable weaknesses or deficiencies. In order to receive an overall rating of "Excellent" all sub factors, if applicable, designated as the most important must be rated as "excellent" and the remaining sub factors, if applicable, must be rated at least "good". For past performance the proposal risk is low.
- (2) Good. The offeror's proposal will exceed some of the Government requirements. The approach has no more than two identifiable weaknesses and no deficiencies. In order to receive an overall rating of "Good" all sub factors, if applicable, designated as the most important must be rated as "Good" and the remaining sub factors, if applicable, must be rated at least "satisfactory". For Past Performance the proposal risk is low to moderate.
- (3) Satisfactory. The offeror's proposal will meet the Government requirement. The approach contained no more than four weaknesses and no deficiencies. In order to receive an overall rating of "Satisfactory" all sub factors, if applicable, designated as the most important must be rated as "Satisfactory" and the remaining sub factors, if applicable, must be rated at least "Satisfactory". For Past Performance the proposal risk is moderate.
- (4) Unsatisfactory. The offeror's proposal approach does not meet the Government requirement and contains more than two significant weaknesses. Contained at least one identifiable deficiency. For Past Performance the proposal risk is high.
- (5) Neutral. This rating applies to past performance only. Offeror who has not identifiable past performance for itself, sub or key personnel will only be rated favorable or unfavorable.

VII. ADDITIONAL DEFINITIONS.

1. Deficiency. A material failure of a proposal to meet a Government requirement or a combination of significant weaknesses in a proposal that increases the risk of unsuccessful contract performance to a unacceptable level. Examples of deficiencies include a statement by the offeror that it cannot or will not meet a requirement, an approach that clearly does not meet a requirement, or omission of data required to assess compliance with the requirement.
2. Weakness. A flaw in the proposal that increases the risk of unsuccessful contract performance. A “significant weakness” in the proposal is a flaw that appreciably increases the risk of unsuccessful contract performance.
3. Advantage/Enhance. An advantage/enhancement describes some element of a response that notable enhances as aspect of the offeror’s ability to perform the effort or that represents a significant benefit to the Government.
4. Clarifications. Limited exchanges, between the Government and offerors that may occur when awarded without discussions is contemplated. These limited exchanges may be used to clarify certain aspects of proposals (e.g., the relevance of an offeror’s past performance information and adverse past performance information to which the offeror has not previously had an opportunity to respond) or to resolve minor or clerical errors.

(b) Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of provision)

52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (OCT 2008)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(2) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Pub. L. 108-77, 108-78).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items: (Contracting Officer check as appropriate.)

___ (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (SEP 2006), with Alternate I (OCT 1995) (41 U.S.C. 253g and 10 U.S.C. 2402).

___ (2) 52.219-3, Notice of HUBZone Small Business Set-Aside (Jan 1999) (15 U.S.C. 657a).

___ (3) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (JUL 2005) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

___ (4) [Removed].

___ (5)(i) 52.219-6, Notice of Total Small Business Set-Aside (JUNE 2003) (15 U.S.C. 644).

___ (ii) Alternate I (OCT 1995) of 52.219-6.

___ (iii) Alternate II (MAR 2004) of 52.219-6.

___ (6)(i) 52.219-7, Notice of Partial Small Business Set-Aside (JUNE 2003) (15 U.S.C. 644).

___ (ii) Alternate I (OCT 1995) of 52.219-7.

___ (iii) Alternate II (MAR 2004) of 52.219-7.

___ (7) 52.219-8, Utilization of Small Business Concerns (MAY 2004) (15 U.S.C. 637 (d)(2) and (3)).

___ (8)(i) 52.219-9, Small Business Subcontracting Plan (APR 2008) (15 U.S.C. 637(d)(4)).

___ (ii) Alternate I (OCT 2001) of 52.219-9

___ (iii) Alternate II (OCT 2001) of 52.219-9.

___ (9) 52.219-14, Limitations on Subcontracting (DEC 1996) (15 U.S.C. 637(a)(14)).

___ (10) 52.219-16, Liquidated Damages--Subcontracting Plan (JAN 1999) (15 U.S.C. 637(d)(4)(F)(i)).

___ (11)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (OCT 2008) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).

___ (ii) Alternate I (JUNE 2003) of 52.219-23.

___ (12) 52.219-25, Small Disadvantaged Business Participation Program--Disadvantaged Status and Reporting (APR 2008) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

___ (13) 52.219-26, Small Disadvantaged Business Participation Program--Incentive Subcontracting (OCT 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

___ (14) 52.219-27, Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (MAY 2004) (U.S.C. 657 f).

___ (15) 52.219-28, Post Award Small Business Program Rerepresentation (JUNE 2007) (15 U.S.C. 632(a)(2)).

___ (16) 52.222-3, Convict Labor (JUNE 2003) (E.O. 11755).

___ (17) 52.222-19, Child Labor--Cooperation with Authorities and Remedies (FEB 2008) (E.O. 13126).

___ (18) 52.222-21, Prohibition of Segregated Facilities (FEB 1999).

___ (19) 52.222-26, Equal Opportunity (MAR 2007) (E.O. 11246).

___ (20) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (SEP 2006) (38 U.S.C. 4212).

___ (21) 52.222-36, Affirmative Action for Workers with Disabilities (JUN 1998) (29 U.S.C. 793).

___ (22) 52.222-37, Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (SEP 2006) (38 U.S.C. 4212).

___ (23) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (DEC 2004) (E.O. 13201).

___ (24)(i) 52.222-50, Combating Trafficking in Persons (AUG 2007) (Applies to all contracts).

___ (ii) Alternate I (AUG 2007) of 52.222-50.

___ (25)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (MAY 2008) (42 U.S.C. 6962(c)(3)(A)(ii)).

___ (ii) Alternate I (MAY 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(c)).

___ (26) 52.223-15, Energy Efficiency in Energy-Consuming Products (DEC 2007) (42 U.S.C. 8259b) .

___ (27)(i) 52.223-16, IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (DEC 2007) (E.O. 13423).

___ (ii) Alternate I (DEC 2007) of 52.223-16.

___ (28) 52.225-1, Buy American Act--Supplies (JUNE 2003) (41 U.S.C. 10a-10d).

___ (29)(i) 52.225-3, Buy American Act--Free Trade Agreements--Israeli Trade Act (AUG 2007) (41 U.S.C. 10a-10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, Pub. L 108-77, 108-78, 108-286, 109-53 and 109-169).

___ (ii) Alternate I (JAN 2004) of 52.225-3.

___ (iii) Alternate II (JAN 2004) of 52.225-3.

___ (30) 52.225-5, Trade Agreements (Nov 2007) (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

___ (31) 52.225-13, Restrictions on Certain Foreign Purchases (JUN 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___ (32) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

___ (33) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

___ (34) 52.232-29, Terms for Financing of Purchases of Commercial Items (FEB 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

___ (35) 52.232-30, Installment Payments for Commercial Items (OCT 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

___ (36) 52.232-33, Payment by Electronic Funds Transfer--Central Contractor Registration (OCT 2003) (31 U.S.C. 3332).

___ (37) 52.232-34, Payment by Electronic Funds Transfer--Other than Central Contractor Registration (MAY 1999) (31 U.S.C. 3332).

___ (38) 52.232-36, Payment by Third Party (MAY 1999) (31 U.S.C. 3332).

___ (39) 52.239-1, Privacy or Security Safeguards (AUG 1996) (5 U.S.C. 552a).

___ (40)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (FEB 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631).

___ (ii) Alternate I (APR 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items: (Contracting Officer check as appropriate.)

___ (1) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, et seq.).

___ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (MAY 1989) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

___ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act--Price Adjustment (Multiple Year and Option Contracts) (NOV 2006) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

___ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act--Price Adjustment (February 2002) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

___ (5) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, et seq.).

___ (6) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (Nov 2007) (41 U.S.C. 351, et seq.).

___ (7) 52.237-11, Accepting and Dispensing of \$1 Coin (SEP 2008)(31 U.S.C. 5112(p)(1)).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records--Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in paragraphs (i) through (vi) of this paragraph in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause--

(i) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$550,000 (\$1,000,000 for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(ii) 52.222-26, Equal Opportunity (MAR 2007) (E.O. 11246).

(iii) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (SEP 2006) (38 U.S.C. 4212).

(iv) 52.222-36, Affirmative Action for Workers with Disabilities (June 1998) (29 U.S.C. 793).

(v) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (DEC 2004) (E.O. 13201).

(vi) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, et seq.).

(vii) 52.222-50, Combating Trafficking in Persons (AUG 2007) (22 U.S.C. 7104(g)). Flow down required in accordance with paragraph (f) of FAR clause 52.222-50.

(viii) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, et seq.).

(ix) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (Nov 2007) (41 U.S.C. 351, et seq.).

(x) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (FEB 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor May include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a firm fixed price labor hour contract resulting from this solicitation.

(End of provision)

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://farsite.hill.af.mil/>

(End of clause)