

Section C, Statement of Objectives

1 BACKGROUND

The U.S. Department of State, Bureau of Human Resources (HR) determines the size and configuration of the Department workforce in order to meet its goal of defending national security and promoting national interests; identifies the Department's current and future human resource needs by developing personnel policies, program plans, and overseas staffing models; ensures the Department has adequate personnel and employees with the right skills in the right places to complete its mission; and documents all processes associated with individual employment histories and career progression, e.g., recruitment and hiring, training and workforce development, performance evaluation, awards, promotions, separations, discipline and retirement (within the bounds of all applicable laws and regulations).

HR has recently developed and integrated comprehensive workflow applications under an existing State Department open-ended architecture Web based Electronic Official Personnel Folder (eOPF) management system. This statement of objectives will continue the effort to prepare, index and convert to electronic image a variety of HR program records.

2 OBJECTIVE

The purpose of this Statement of Objectives (SOO) is to fulfill the requirements of the Department of State, Bureau of Human Resources, Records and Information Management Division (HR/EX/RIM) to provide O&M, document imaging and technical support in the automation of work processes and back-file conversions of official human resources records and information into electronic format using the ePower document imaging and workflow application.

3 SCOPE OF WORK

The contractor shall provide a sufficient number of on-site staff to ensure operational maintenance of the eOPF application at the State Annex SA-1 (Columbia Plaza) building in Washington, DC. Scanner operators shall scan each document page into the appropriate category of electronic folders, as described under Task 1. Additionally, the contractor shall supply the resources to provide technical and administrative assistance as described under Task 2.

The core hours of duty shall be Monday through Friday, 7:00 AM to 5:00 PM. During peak processing periods, generally occurring between May 15th and October 31st, the volume of work may require shift work up to 10 PM at night and on Saturdays and Sundays. Prior to instituting, the COTR will approve changes in shift hours. The hours of duty on any given day may also be adjusted across shifts as required.

The Contractor shall provide the COTR with reports that analyze the output for each phase of the project. Reports shall be generated upon requests from the COTR based on specifications provided by the COTR.

SPECIFIC TASKS

Task 1

Average 1,500 folders per month, 100 to 150 pages per folder in various conditions (older and newer documents)

Document Preparation - Document preparation shall include but is not limited to:

- Retrieving cases, documents and folders
- Removing staples
- Photocopying documents which are too thin (onion skin paper), badly wrinkled or otherwise not able to pass through the scanner.
- Taping torn or tattered documents to allow proper scanning.
- Analyzing folder contents and making decisions on whether scraps of paper are important and should be treated as individual documents.
- Determining the difference between Administrative, Performance, Legal or Policy documents.
- If mismatched SSN's or misfiled documents are discovered during prepping process contractor will mark folder and/or notify COTR.
- Identifying and marking duplicate copies of documents.
- Re-stapling documents
- Fastening documents in folders
- Re-filing documents and/or folders

Indexing and Imaging shall include:

- Properly identifying the type of document.
- Data entry of index keys, i.e., social security number, document types and dates.
- Entering effective date using the date marked as "Effective" if such a date exists on the form.
- If document is a letter/memo/email/fax, the date of the document will be indexed, not the date signed.
- If form or document does not contain a date then index with date from the previous document.
- Ensuring documents are in chronological order.

Quality Assurance Review shall include:

- Reviewing the scanned image for proper orientation (i.e., not sideways or upside down, correct side for right-side/left side forms).
- Legibility of text, proper document type, correct social security number, correct number of documents.
- Rescanning corrected documents.
- Input data corrections.
- Certifying folder accuracy and completeness.

- Returning the contents of the folder to the state in which the folder was received before scanning.
- Tracking prepping, scanning and index errors.
- Compiling error reports.

Administrative Support

Personnel assigned to this function shall perform but shall not be limited to, the following duties.

- Utilize bar coding software
- Prepare and index new folders.
- FT routine filing
- Retrieve folders from storage areas, locates employee documents, completes document log-out register, delivers folders/documents to scanner operators, upon return of folders performs log-in/log-out manifests.
- Assist in preparing, tracking, and retrieving folders from HR offices requiring hard copy conversion.
- Lifting boxes of records.
- Packing and un-packing boxes of records for imaging.
- Preparing electronic records manifest for transport of imaged records to offsite storage facilities.
- Pick-up and delivery of records or documents from various HR offices.
- Boxing and retirement of records.

Task 2

Technical Support

Personnel assigned to this function shall perform but shall not be limited to, the following duties.

- Serve as task leaders for the teams of scanners, quality assurance reviewer's, and O&M staff
- Reviews purged material for accuracy before returning to program office
- Compiles monthly error reports.
- Ensure production levels are met.
- Track and report performance measures.

4 OTHER PERFORMANCE REQUIREMENTS

4.1 Security Requirements

This contract has a Secret security level requirement. Prior to being allowed to perform on this contract all personnel must obtain a current Secret security clearance.

Personnel assigned to this delivery order access sensitive personnel data of the Department's Civil and Foreign Service personnel. The contractor prepares official personnel folders and

performance folders for scanning, scans documents into online personnel folders for department retrieval, and performs other important administrative duties including accessing employment data and the salaries of employees for verification purposes. Personnel data includes, but is not limited to, names, social security numbers, promotions, salaries, disciplinary actions, and position assignments.

The data in itself is unclassified but extremely sensitive; due to the nature of the work performed the contractor requires unrestricted access to entire personnel files. The ability to potentially manipulate and/or disclose data outside the scope of this contract could lead to serious implications, including personal endangerment of the Department's personnel. For these reasons, HR/EX requires that contractor personnel possess secret security clearances prior to performing on this contract.

The contractor must submit the forms listed below for each applicant.

- Standard Form 86P
- Standard Form 86PS
- Credit Release Form
- Finger Print Card (FD258) (Two Originals)

Identification/Building Pass

Reference: DoSAR 652.237-71 Identification/Building Pass

For cleared contractor personnel working at DoS domestic facilities, the contractor shall obtain a Department of State building pass identification card (BPIC) for all employees performing under this contract who require frequent and continuing access to Department of State facilities. The BPIC shall be used for the purpose of facility access only for contract performance and shall not be used for any other purpose. It is important to note that all newly-cleared contractor personnel must attend a mandatory security briefing conducted by DS/IS/APD before a BPIC can be issued.

The contractor shall submit a Visitor Authorization Request/Letter (VAR) on company letterhead to the following U.S. postal service mailing address: U.S. Department of State, Diplomatic Security, Information Security, Industrial Security Division (DS/IS/IND), 1801 North Lynn Street, SA-20, 13th Floor, Washington, DC 20522-2008. However, faxed copies of VARs to 571-345-3000 are highly encouraged. All visitor requests must include the Letter of Consent (LOC) issued by DSS and must specify the following information:

- Applicant's full name, job title, and social security number
- Applicant's date and place of birth
- Applicant's street address, apartment, city, state, and zip code
- Citizenship
- Current security clearance level, date, and Issuing Agency
- Contract Number (as indicated on DD Form 254)
- Department of State Point of Contact/Telephone Number

- Purpose of Visit
- Dates of Visit
- Access hours (Monday - Friday or 24 hours - 7 days)
- Facility Clearance Level, CAGE Code, and DSS Cognizant Security Office Address
- Name of company facility security officer, address, and phone number

Upon notification of approval of the VAR by DS/IS/IND, the Government Point of Contact shall prepare the Building Pass Request package.

The contractor shall hand carry the complete package, including the COTR's approval memorandum, to the Building Pass Office, Department of State, 520 23rd Street (courtyard of Columbia Plaza), Washington, DC.

The applicant shall not be allowed to perform on this contract within DoS facilities until DS/IS/IND certifies the individual's security clearance, the contractor attends the mandatory security briefing, and a building pass is issued.

All contractors shall wear building passes in plain sight at all times while in Department of State buildings. All contractors shall show their building passes when entering these buildings and upon request.

All passes shall be returned to the COTR upon separation of the employee or expiration or termination of the contract. Final payment under this contract shall not be made until all passes are returned to the COTR.

Other

The purpose of this SOO is to ensure that the Bureau of Human Resources applications and operational requirements have been completely and properly identified and to ensure that there is a mutual understanding between HR/EX and the contractor regarding these requirements. Other pertinent information regarding this SOO follows:

The Contractor shall offer only those services that conform to the Statement of Objectives.

The Contractor must make available all documentation and notes at request of the Contracting Officer's Technical Representative (COTR).

The Contractor shall notify the COTR, if the COTR is not available, of all scheduled meetings with DoS management, outside government agencies, vendors, and contractors before said meeting.

The Contractor shall notify the COTR at the earliest opportunity of any impromptu meetings.

To initiate a modification to the SOO, the Contractor must first notify the COTR of their intention. The COTR will be responsible for briefing HR management on the proposed SOW change(s). If the Government grants approval to process the modification request, the Contractor will be

responsible for providing the COTR with the necessary supporting documentation outlining the impact the requested modification will have on the overall project, as well as appropriate costing information. The COTR will prepare a cover decision memorandum for HR/EX/RIM or HR/EX/SDD, as required consideration of the SOO modification.

The assigned COTR will monitor the Contractor's performance to ensure the Contractor is using accepted quality control procedures.

The COTR shall meet with the appointed contractor manager whenever a SOO discrepancy is reported/found or whenever the COTR considers it necessary. It will be the responsibility of the COTR to secure the proper facilities to hold meetings. The purpose of these meetings will be to discuss progress and problems in performance. A mutual effort shall be made to resolve all problems identified.

When several technical approaches are deemed feasible and all fall within the scope of the statement of work, the COTR will provide technical direction as to which approach is to be undertaken. Such direction will not modify the agreed scope and/or description of work performed without the approval of HR management.

The COTR will monitor the Contractor's work progress, identify delays, and determine needed changes in the execution of the work effort of the Contractor. All deliverables shall require interim approval from the COTR during the course of the project.

The Government may increase the scope of the task order to include additional services related to the initial planning task and new tasks as an addition to the work described in this SOO.

The Contractor will be asked to disclose any information that may indicate potential conflicts of interest in proposal submission.

The Contractor shall not use or divulge any information gained through this contract for commercial use by the contractor and or any sub-contractors.

The Contractor shall report any suspected and/or known security violations or unusual occurrences to the Bureaus' Information System Security Officer(s) (ISSO).

4.2 Disclosure of Information

Information made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer.

The contractor agrees to assume responsibility for protecting the confidentiality of Government records, which are not public information. Each contractor or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the

contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

The contractor and its employees shall exercise the utmost discretion in regard to all matters relating to their duties and functions. They shall not communicate to any person any information known to them by reason of their performance of services under this Task Order, which has not been made public, except in the necessary performance of their duties or upon written authorization of the Contracting Officer. All documents and records (including photographs) generated during the performance of work under this Task Order shall be for the sole use of and become the exclusive property of the U.S. Government. Furthermore, no data, data base records, article, book, pamphlet, recording, broadcast, speech, television appearance, film or photograph concerning any aspect of work performed under this Task Order shall be published or disseminated through any media without the prior written authorization of the Contracting Officer. These obligations do not cease upon the expiration or termination of this Task Order. The contractor shall include the substance of this provision in all contracts of employment and in all subcontracts hereunder.

4.3 Limited Use of Data

Performance of this effort may require the contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.

Contractor and/or contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorized Government personnel or upon written approval of the Contracting Officer (CO). The contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort. Nothing herein shall preclude the use of any data independently acquired by the contractor without such limitations or prohibit an agreement at no cost to the Government between the contractor and the data owner which provides for greater rights to the contractor.

4.3.1. Privacy Act

Performance under this contract may require contractor to view/handle personal data that is covered by the Privacy Act of 1974, as amended, the E-Commerce Act of 2002 (section 208), and other applicable regulations and statutes. Contractor will be responsible for ensuring all its personnel adhere and comply with all applicable regulations during the performance of this contract.

4.4 Productive Direct Labor Hours

The contractor can only charge the Government for "Productive Direct Labor Hours". "Productive Direct Labor Hours" are defined as those hours expended by Contractor personnel in performing work under this effort. This does not include sick leave, vacation, Government or contractor holidays, jury duty, military leave, or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms, tornadoes, etc) Presidential funerals or any other unexpected government closures .

4.5 Government Holidays

The following Government holidays are normally observed by Government personnel: New Years Day, Martin Luther King's Birthday, Presidential Inauguration Day (metropolitan DC area only), President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation. Or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms, tornadoes, etc) Presidential funerals or any other unexpected government closures.

4.6 Payment for Unauthorized Work

No payments will be made for any unauthorized supplies and/or services, or for any unauthorized changes to the work specified herein. This includes any services performed by the Contractor of their own volition or at the request of an individual other than a duly appointed Contracting Officer. Only a duly appointed Contracting Officer is authorized to change the specifications, terms, and conditions under this effort.

4.7 Contractor Personnel

The Contractor shall be responsible for managing and overseeing the activities of all Contractor personnel, as well as subcontractor efforts used in performance of this effort. The Contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained in the statement of work. Resumes are only required for all key personnel and shall contain documented experience directly applicable to the functions to be performed. Further, these prior work experiences shall be specific and of sufficient variety and duration that the employee is able to effectively and efficiently perform the functions assigned.

4.7.1 Project Manager

The Contractor shall provide a Project Manager to facilitate Government-Contractor communications. The Project Manager shall be the primary technical and managerial interface between the Contractor and Contracting Officer (CO) and the Contracting Officer's Technical Representative (COTR) located at US Department of State, Bureau of Human Resources, 2401 E Street, NW, Washington, DC 20520. The name of this person, and an alternate or alternates,

who shall act for the contractor when the Manager is absent, be designated in writing to the CO. The Project Manager or alternate will have full authority to act for the contractor on all contract matters relating to daily operations.

The Project Manager or alternate must be available during normal duty hours, as specified herein and to meet with government personnel within 24 hours to discuss problems.

The Contractor's Project Manager shall meet with the CO/COTR as necessary to maintain satisfactory performance and to resolve other issues pertaining to Government/Contractor procedures. At these meetings, a mutual effort will be made to resolve any and all problems identified. Written minutes of these meetings shall be prepared by the Contractor, signed by the Contractor's designated representative, and furnished to the Government within two (2) workdays of the subject meeting.

The Project Manager and alternate or alternates must be able to read, write, speak, and understand English.

4.7.2 Physical Security

The contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of normal duty hours and/or after normal duty hours, all government facilities, equipment and materials must be secured.

4.8 Emergency or Special Event Services

Occasionally, the Contractor may be required to perform and/or provide services outside the normal hours of duty. These occasions will be infrequent and require services be performed after normal working hours in the evening and/or weekends (Saturday and Sunday). The COTR and the contractor will mutually agree upon any/all deviations to the schedule.

5 PLACE(S) OF PERFORMANCE

The work will be performed at the Department of State Annex (SA1), 2401 E Street, NW, Room H-804 Washington, DC.

6 PERIOD OF PERFORMANCE

The period of performance for this effort is 12 months from date of award, hereto referred to as the Base Period. This effort includes two (2) option periods, which may be unilaterally exercised by the Government. Each option period shall not exceed one year in duration, unless mutually agreed upon and a formal modification issued. All terms and conditions applicable to the base period shall extend to the options unless otherwise agreed upon.

7 DELIVERABLES/DELIVERABLE SCHEDULE

In fulfillment of this effort, the Contractor shall provide the following deliverables. All deliverables shall be submitted to the COTR, unless otherwise agreed upon.

Unless otherwise specified, the Government will have a maximum of ten (10) working days from the day the draft deliverable is received to review the document, provide comments back to the contractor, approve or disapprove the deliverable(s). The contractor will also have a maximum of ten (10) working days from the day comments are received to incorporate all changes and submit the final deliverable to the Government. All days identified below are intended to be workdays unless otherwise specified.

7.1 Project Plan

The contractor shall prepare a Project Plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements for this effort. The Project Plan shall detail the key activities and milestones, distance learning technology, allocation of staff and other resources necessary to the for successful completion of this effort. The COTR shall receive the revised Project Plan in both hard copy and electronic form in Microsoft Project Server. Based on the Project Plan, the COTR will provide approval to move forward on activities planned. The contractor shall request prior approval on all activities not included in the plan or any modifications to the plan after approval has been given.

7.2 Monthly Status Report

The contractor shall document the efforts performed in the completion of each task in a detailed Monthly Status Report due on or before the 10th of each Month. The status report shall include, at a minimum:

- Progress for the period: detailed progress report of findings, activities and accomplishments during the reporting period, and summary of work accomplished during the reporting period and percent complete.
- Activities planned for the next reporting period: planned activities, as well as the status of any/all deliverables, including planned delivery date(s) and actual and/or anticipated delivery date(s).
- Problems encountered: identification of any problems, issues or delays and recommendations as to their resolution, and any corrective action that was taken to correct identified problems.
- Strategy revisions: recommended changes to include any lessons learned

7.3 Scanning Targets Defined

The contractor shall provide scanning targets for the following month. The report will define document types that will be scanned and the total number of pages to be completed during the following month. The report will summarize the prior scanning targets achieved or missed, significant issues, problems and recommendations to improve the process in the future. The contractor will not be penalized for targets missed due to technical difficulties beyond the contractor's control.

7.4 Deliverable Table

Reference	Milestone/Deliverable	Responsibility	Date
7.1	Project Plan	Contractor	30 calendar days after contract award
7.2	Monthly Status Report	Contractor	10th of each month
7.3	Scanning Targets	Contractor	Last business day of each month

7.5 Inspection and Acceptance Criteria

Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery by the COTR.

Performance Measures

Performance Measure	Desired Outcome	Minimum Acceptable	Surveillance Method	Penalty/Incentive
Project Plan	Project Plan developed with major milestones determined	30 Calendar days after contract award	COTR Acceptance	0.1% deduction for every business day late to a maximum of 2% of the total contract value
Monthly Scanning Targets	Contractor will meet monthly scanning targets mutually agreed upon between contractor and COTR	Targets met	COTR Monitoring	5% deduction on monthly invoice when targets are not achieved.
Error Reporting	Contractor will not exceed 3% margin of error	Less than 3% errors	Error Reports, Employee feedback, and	5% deduction on monthly invoice when excess of

	on gross pages scanned during the month that were missed by quality assurance (QA) and were pushed through to the production environment.		COTR Monitoring	3% errors reported.
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7.6 General Acceptance Criteria

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

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

8 Quality Assurance

The COTR will review, for completeness, preliminary or draft documentation that the Contractor submits, and may return it to the Contractor for correction. Absence of any comments by the COTR will not relieve the Contractor of the responsibility for complying with the requirements of this work statement. Final approval and acceptance of documentation required herein shall be by letter of approval and acceptance by COTR. The Contractor shall not construe any letter of acknowledgment of receipt material as a waiver of review, or as an acknowledgment that the

material is in conformance with this work statement. Any approval given during preparation of the documentation, or approval for shipment shall not guarantee the final acceptance of the completed documentation.

9 ADMINISTRATIVE CONSIDERATIONS

9.1 Correspondence

To promote timely and effective administration, correspondence shall be subject to the following procedures:

- a) Technical correspondence (where technical issues relating to compliance with the requirements herein) shall be addressed to the Contracting Officer's Technical Representative (COTR) with an information copy to the Contracting Officer (CO) and the Contract Administrator (CA).
- b) All other correspondence, including invoices, (that which proposes or otherwise involves waivers, deviations or modifications to the requirements, terms or conditions of this SOW) shall be addressed to the Contracting Officer with an information copy to the COTR.

9.2 Points of Contact

9.2.1 Contracting Officer's Technical Representative (COTR)

- a) The Contracting Officer's authorized technical representative, for this effort is as follows:

US Department of State

Bureau of Human Resources
2401 E Street, NW H804E
Washington, DC 20520

- b) The COTR is the individual within the Program Management function who has overall technical responsibility for this effort. The COTR supports the CO/CA during administration of this effort by:
 - 1) Making final decisions regarding any recommended rejection of deliverables;
 - 2) Providing technical clarification relative to overall workload matters;
 - 3) Providing advice and guidance to the Contractor in the preparation of deliverables and services;
 - 4) Providing acceptance of deliverable products to assure compliance with requirements.
- c) The COTR also provides technical direction to the Contractor, i.e., shifting work emphasis between areas of work; fills in details, or otherwise serves to accomplish the purposes of this effort. Technical direction shall be within the general statement of work for this effort. The COTR does NOT have the authority to and may NOT issue any technical direction which:
 - 1) Constitutes an assignment of work outside the general scope of this effort;

- 2) Constitutes a change as defined in the "Changes" clause;
 - 3) In any way causes an increase or decrease in cost or the time required for performance;
 - 4) Changes any of the terms, conditions, or other requirements of this effort; and
 - 5) Suspends or terminates any portion of this effort.
- d) All technical direction shall be issued in writing by the COTR or will be confirmed by the COTR in writing within 10 calendar days after verbal issuance. A copy of the written direction shall be furnished to the CO and the CA.
- e) In addition to providing technical direction, the COTR will:
- 1) Monitor the Contractor's technical progress, including surveillance and assessment of performance, and recommend to the CO and CA, any changes in the requirement;
 - 2) Assist the Contractor in the resolution of technical problems encountered during performance; and
 - 3) Perform inspection and acceptance or recommendation for rejection of Contractor deliverables and identify deficiencies in delivered items. This does not replace any other quality assurance inspection requirements that are specified elsewhere within this SOW.
- f) If in the opinion of the Contractor, any instruction or direction issued by the COTR is outside of their specific authority, the Contractor shall not proceed but shall notify the CO in writing within 5 working days after receipt of any instruction or direction, with an informational copy to the CA.

9.2.2 Contracting Officer

The Contracting Officer (CO) for this effort is as follows:

Department of the Interior/GovWorks
Procurement Operations Branch
381 Elden Street, MS4000, Herndon, Virginia 20170-4817
Attn: Robert V. Roberts

9.2.3 Contract Administration

The Contract Administrator (CA) for this effort is as follows:

Department of the Interior/GovWorks
Procurement Operations Branch
381 Elden Street, MS4000, Herndon, Virginia 20170-4817
Attn: Cari Converse, Cari.Converse@mms.gov

10 INVOICING

The Contractor shall bill no more than once monthly. Invoices must include, as a minimum, the following information for each individual:

Name:
Time Period Covered
Productive Direct Labor Hours for the current billing period and cumulative to
Date
Labor Category(s)
Hourly Rate

Any Travel or Other Direct Costs (ODCs) incurred (including supporting documentation/receipts for all charges) for the current billing period and cumulative to date.

Contractor staff will be required to enter time into Microsoft Project Server Web Access (PWA) at the client site. Microsoft Project Server serves as the government's system of record and primary data source for managing earned value. All contractor hours billed on company invoices should match hours entered in the system of record. Invoiced hours will be reconciled against the system of record and discrepancies will result in an adjustment or rejection of the invoice. For instance, if a company invoice displays 120 hours for a contractor employee but the system of record reflects 90 hours for the same time period, the government will either reject the invoice or pay only the hours represented in the system of record.

Invoices are to be sent directly to GovWorks for processing at the address specified below. Direct all invoice inquiries to the Invoice Team, at 703-787-1200 or govworks.invoice@mms.gov.

Department of the Interior/GovWorks
Procurement Operations Branch
381 Elden Street, MS2510, Herndon, Virginia 20170-4817
Attn: Invoice Department

11 TRAVEL

The Department of State, Bureau of Human Resources shall not reimburse any local travel (Washington DC Commuting Area) and related expenses to the contractor for travel from Department of State facilities.

12 CENTRAL CONTRACTOR REGISTRATION (CCR) – NEW CONTRACTS

The Department of the Interior has adopted the Department of Defense's Central Contractor Registration database as its database for contractor information. Accordingly, the following requirements apply to this effort.

(a) Definitions. As used in this clause --

“Central Contractor Registration (CCR) database” means the primary Department of Defense (DoD) repository for contractor information required for the conduct of business with DoD.

“Data Universal Number System (DUNS) number” means the 9-digit number assigned by Dun and Bradstreet Information Services to identify unique business entities.

“Data Universal Numbering System+4 (DUNS+4) number” means the DUNS number assigned by Dun and Bradstreet plus a 4-digit suffix that may be assigned by a parent (controlling) business concern. This 4-digit suffix may be assigned at the discretion of the parent business concern for such purposes as identifying sub-units or affiliates of the parent business concern.

“Registered in the CCR database” means that all mandatory information, including the DUNS number or the DUNS+4, if applicable, is in the CCR database; the DUNS number has been validated; and all edits have been successfully completed.

- (b)
 - (1) By submission of an offer, the offeror acknowledges the requirement that it must be registered in the CCR database prior to contract award, during performance, and through final payment of any task order resulting from this solicitation, except for awards to foreign vendors for work to be performed outside the United States.
 - (2) The offeror shall provide its DUNS or, if applicable, its DUNS+4 number with its offer, which will be used by the Contracting Officer to verify that the offeror is registered in the CCR database.
 - (3) Lack of registration in the CCR database will make an offeror ineligible for award of a Department of the Interior task order.
 - (4) DoD has established a goal of registering an applicant in the CCR database within 48 hours after receipt of a complete and accurate application via the Internet. However, registration of an applicant submitting an application through a method other than the Internet may take up to 30 days. Therefore, offerors that are not registered should consider applying for registration immediately upon receipt of this solicitation.
- (c) The Contractor is responsible for the accuracy and completeness of the data within the CCR, and for any liability resulting from the Government's reliance on inaccurate or incomplete data. To remain registered in the CCR database after the initial registration, the Contractor is required to confirm on an annual basis that its information in the CCR database is accurate and complete.
- (d) Following the Contractor's initial registration in CCR and receipt of any Department of the Interior award of a contract, purchase order, delivery order, task order, basic agreement, basic ordering agreement, or blanket purchase agreement, the Contractor must directly notify the Contracting Officer of any of its changed mandatory business data in CCR within three business days of the change. (See the CCR Handbook at www.ccr.gov for

the current mandatory registration data fields, or contact the CCR Assistance Center at 888-227-2423 or 616-961-4725.)

- (e) Offerors and contractors may obtain information on registration and annual confirmation requirements via the Internet at <http://www.ccr.gov>, from the Defense Electronic Business Program Office (Defense e-Business) at contact.ccr@us.pwcglobal.com, from the CCR Assistance Center at 888-227-2423 or 616-961-4725, from the Defense Logistic Information Service at dlis_support@dlis.dla.mil.
- (f) Contractors such as some consultants and sole proprietorships that are small firms that would otherwise have no use for a Dun & Bradstreet (D&B) number may use an alternative D&B registration method. If needing a D&B number principally for CCR registration, such a Contractor should call D&B toll-free at 800/546-0024, and clearly state that it is a very small business and simply needs a DUNS number for the purpose of CCR registration.
- (g) The Office of Management and Budget has instructed all federal agencies to adopt use of the Central Contactor Registration system as a single, government-wide system for storing contractor procurement and payment information. The CCR was developed by the Department of Defense and has been in use there since 1998.
- (h) When registering in the CCR, vendors need to be ready to provide the following information about their companies. (Mandatory fields are marked *.)

General Information:

*Data Universal Numbering System (DUNS) Number	*City, State, Zip
CAGE Code (one will be assigned if you do not have one)	*Country
*Legal Business Name and Doing Business As (DBA)	Mailing Address Information
*US Federal TIN	*Date Business Started
Division Name and Number (if registering as part of a larger organization)	*Fiscal Year End Close Date
*Physical Street Address 1	*Average # of Employees and Annual Revenue
Physical Street Address 2	Company Security Level (if applicable)
	Highest Employee security Level
	Corporate Web Page URL

Corporate Information:

- *Type of Organization (sole proprietor, corporation, tax exempt corporation, government, etc)
- *Business Types (more detailed categories similar to above)
- Minority Owned Business Specific Types

Goods/Services:

- *North American Industry Classification System (NAICS) Codes
- *Standard Industrial Classification (SIC) Codes
- Product Service Codes (PSC Codes) - for services
- Federal Supply Classification Codes (FSC Codes) - for products

Financial Information:

EFT information -

*Financial Institution	*Automated Clearing House
*ABA Routing Number	*Remittance Information
*Account Number, Type, & Lockbox Number	*Accounts Receivable contact
*Authorization Date	*Credit Card accepted (yes/no)

Point of Contact:

*Primary CCR contact person	Government Business POC
*Alternate Contact	Past Performance POC
	Electronic Business POC

Electronic Data Interchange (EDI)

EDI Contact Information

The CCR web site includes more detailed instructions for each data element and information on how to obtain a DUNS number. You must have a DUNS number before you can register.

13 POST AWARD EVALUATION OF CONTRACTOR PERFORMANCE

a) Contractor Performance Evaluations

Interim and final evaluations of contractor performance will be prepared on this effort in accordance with FAR Subpart 42.1500. A final performance evaluation will be prepared, by the COTR, at the time of completion of work. In addition to the final evaluation, interim evaluations may be prepared, by the COTR, annually to coincide with the anniversary date of this effort.

Interim and final evaluations will be provided to the Contractor as soon as practicable after completion of the evaluation. The Contractor will be permitted thirty (30) calendar days to review the document and to submit additional information or a rebutting statement. Any disagreement between the parties regarding an evaluation will be referred to an individual one level above the CO, whose decision will be final.

Copies of the evaluations, Contractor responses, and review comments, if any, will be retained as part of the contract file, and may be used to support future award decisions.

b) Electronic Access to Contractor Performance Evaluations

Contractors that have Internet capability may access evaluations through a secure Web site for review and comment by completing the registration form that can be obtained at the following address: <http://cpscontractor.nih.gov>.

The registration process requires the contractor to identify an individual that will serve as a primary contact and who will be authorized access to the evaluation for review and comment. In addition, the Contractor will be required to identify an alternate contact who will be responsible for notifying the contracting official in the event the primary contact is unavailable to process the evaluation within the required thirty (30) calendar day time frame.

14 SECTION 508 COMPLIANCE REQUIREMENTS

Any/all electronic and information technology (EIT) procured through this effort must meet the applicable accessibility standards at 36 CFR 1194. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov>.

15 GOVERNMENT FURNISHED PROPERTY/INFORMATION

The government (Department of State) will provide to all on-site staff, as required;

- Appropriate office furnishings, telephones, and computer equipment.
- Access to any existing technical documentation available in either hardcopy or electronic format.
- Listing of all applicable applications, Division Points of Contact and additional Bureaus utilizing applications distributed by the Bureau of Personnel.
- Access to the Local Area Network (LAN), systems in accordance with Department of State regulations.
- Written plans, policies, and directives shall be furnished, as they relate to the position.

16 PERSONNEL REQUIREMENTS

All proposed personnel maybe required to submit resumes or be interviewed by the COTR, and accepted by the government project manager(s) prior to beginning work on this contract. Additionally, all personnel must have an appropriate security clearance, commensurate with the requirements of the labor position to be filled.

All personnel proposed for this contract must have a working knowledge of the MS-Office Professional Suite of software.

Replacement scanner operators, if required, shall be interviewed and approved by the Government prior to assignment for duty with a one (1) week probation period. All replacement scanner operators shall receive a minimum 2 days of on-site training in the proper operation of the scanner equipment, document recognition as to type and appropriate indexes to apply to the scanned document.

16.1 Key Personnel

16.1.1 Key Personnel Definition

Certain skilled experienced professional and/or technical personnel are essential for accomplishing the work to be performed. These individuals are defined as "Key Personnel" and are those persons whose resumes were submitted and marked by the vendor as "Key Personnel". No substitutions shall be made of accepted key personnel except for sudden illness or death, or termination of employment. Substitutions shall only be accepted if in compliance with "Substitution of Key Personnel" provision identified below.

16.1.2 Substitution of Key Personnel

All Contractor requests for approval of substitutions hereunder shall be submitted in writing to the COTR and the Contracting Officer at least twenty-five (25) calendar days in advance of the effective date, whenever possible, and shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the Contracting Officer necessary to approve or disapprove the proposed substitution. An interview may also be requested. The COTR and the Contracting Officer will evaluate such requests and promptly notify the Contractor of approval or disapproval in writing.

16.1.3 Key Personnel Designation

For the purpose of the overall performance of this effort, the Contractor's complete on-site staff shall be designated as key personnel. Resumes shall be provided for all key personnel proposed for this effort. In addition, Letters of Commitment will be provided for all key personnel.

The Project Manager shall be the Contractor's authorized point of contact with the Government CO and the COTR. The Project Manager shall be responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, and communicating policies, purposes, and goals of the organization to subordinates.

17. STANDARDS OF CONDUCT

(a) The Contractor will be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity. The Contractor is also responsible for ensuring that its employees and those of its subcontractor(s) do not disturb papers on desks, open desk drawers or cabinets, use Government telephones, except as authorized, or otherwise jeopardize the security and the privacy of Government employees, its clientele, and the contents and property of the federal building(s) in which the task order work is performed. Each employee or supervisor of the Contractor is expected to adhere to standards of behavior that reflect credit on themselves, their employer, and the Federal Government.

(b) The Contractor will be responsible for taking such disciplinary action, including suspension without pay or removal from the worksite, with respect to its employees, as may be necessary to enforce those standards.

(c) Where applicable, the requirements of this clause must be expressly incorporated into subcontract(s) and must be applicable to all subcontractor employees who may perform recurring services or work at the federal building and grounds of this task order.

(d) The Government retains the right to permanently remove any employee of the Contractor from performing duties assigned under this task order at the federal building should the employee's performance so warrant. The Government will request the Contractor to immediately remove any employee of the Contractor from the federal building/work-site should it be determined by the Contracting Officer that the individual employee of the Contractor is "unsuitable" for security reasons or for otherwise being found to be unfit for performing his assigned duty at a federal building. The following areas (not all-inclusive) are considered justification for requesting the Contractor to immediately remove an employee from a federal building/work site:

(i) Neglect of assigned duty and refusing to render assistance or cooperate in upholding the integrity of the security programs at the worksite;

(ii) Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records;

(iii) Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or fighting; participation in disruptive activities which interfere with the normal and efficient operations of the Government;

(iv) Theft, vandalism, immoral conduct, or any other criminal actions;

(v) Selling, consuming, or being under the influence of intoxicants, drugs, or controlled substances which produce similar effects;

(vi) Improper use of official authority or credentials, as a supervisor or employee of the Contractor;

(vii) Violation of agency and Contractor security procedures and regulations; and

(viii) Violation of the rules and regulations governing federal public buildings and grounds, set forth in 41 CFR Subpart 101-20.3 *Conduct on Federal Property*.

(e) Following a recommendation from an agency program official or security officer, the Contracting Officer will make all determinations regarding the removal of any employee of the Contractor from and denial/termination of clearance and access to the federal building worksite for non-performance, misconduct, or failure to abide by all laws and regulations. The Contracting Officer will verbally inform the Contractor about the employee, followed by a written

confirmation or determination. Specific reasons for the removal of an employee will be provided to the Contractor in writing. In the event of a dispute, the Contracting Officer will make a final determination.

(f) Upon a determination of the Government that an employee of the Contractor be removed from or denied access to a federal building worksite, the employee's clearance and access to the federal building must be immediately revoked or otherwise terminated. Furthermore, if applicable, the building pass and/or other access device(s) previously given to the employee must be immediately surrendered, returned, or delivered to the security officer of the federal building.