

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEM <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30</i>				1. REQUISITION NUMBER		PAGE OF 1 131	
2. CONTRACT NO.		3. AWARD/ EFFECTIVE DATE	4. ORDER NUMBER		5. SOLICITATION NUMBER OPM32-11-R-0018		6. SOLICITATION ISSUE DATE 09/21/2011
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Wanda Cross		b. TELEPHONE NUMBER (No collect calls)		8. OFFER DUE DATE/LOCAL TIME 10/20/2011 1500 ET	
9. ISSUED BY DC CENTRAL OFFICE ISSUING OFC US OFFICE OF PERSONNEL MANAGEMENT CONTRACTING GROUP 1900 E STREET NW ROOM 1342 WASHINGTON DC 20415				10. THIS ACQUISITION IS ☐ UNRESTRICTED OR ☒ SET ASIDE: 25.00 % FOR: ☒ SMALL BUSINESS ☐ EMERGING SMALL BUSINESS ☐ HUBZONE SMALL BUSINESS ☐ Sole Source NAICS: 518210 SIZE STANDARD: \$23.0 ☐ SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS ☐ 8(A)			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED ☐ SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) ☐		13b. RATING	
15. DELIVER TO CODE		16. ADMINISTERED BY CODE 29000		14. METHOD OF SOLICITATION ☐ RFQ ☐ IFB ☒ RFP			
17a. CONTRACTOR/OFFEROR CODE		FACILITY CODE		18a. PAYMENT WILL BE MADE BY CODE			
TELEPHONE NO.				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED ☐ SEE ADDENDUM			
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
		This RFP solicits proposals to provide Commercial Information Technology (IT) services in multiple Specialized Technical Areas (STAs). This procurement will result in the establishment of multiple Blanket Purchase Agreements (BPAs), and includes a Partial Small Business Set-Aside. See continuation pages for solicitation terms and conditions. OFFERORS SHALL READ THE ENTIRE SOLICITATION AND ADHERE TO ALL DEADLINES AND REQUIRED SUBMISSIONS. <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>					
25. ACCOUNTING AND APPROPRIATION DATA						26. TOTAL AWARD AMOUNT (For Govt. Use Only)	
☒ 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDEND				☒ ARE ☐ ARE NOT ATTACHED.			
☐ 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA				☐ ARE ☐ ARE NOT ATTACHED.			
☐ 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES 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 REF. 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)			
30b. NAME AND TITLE OF SIGNER (Type or print)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print)		31c. DATE SIGNED	

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Due system error, the correct size standard on page 1, block 10 of this solicitation is inaccurate. The correct size standard is \$25M.				

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED☐ INSPECTEDACCEPTED, 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

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

37. CHECK NUMBER

☐ PARTIAL ☐ FINAL☐ COMPLETE ☐ PARTIAL ☐ FINAL

38. S/R ACCOUNT NUMBER

39. S/R VOUCHER NUMBER

40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT

42a. RECEIVED BY (*Print*)

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER

41c. DATE

42b. RECEIVED AT (*Location*)42c. DATE REC'D (*YY/MM/DD*)

42d. TOTAL CONTAINERS

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SECTION C	CONTRACT CLAUSES FAR 52.212-4 , Contract Terms and Conditions – Commercial Items Addendum to FAR 52.212-4 FAR 52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders – Commercial Items FAR 52.252-2 Clauses Incorporated by reference Contract Clauses Incorporated in Full Text
SECTION D	CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS Attachment I Performance Work Statement Attachment II Small Business Subcontracting Plan Outline Attachment III Past Performance Questionnaire Attachment IV Quality Assurance Surveillance Plan (QASP) Attachment V Labor Qualification Standards Sample
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CAUTION - LATE Submissions, Modifications, and Withdrawals: See provision 52.212-1. All offers are subject to all terms and conditions of this solicitation.

NOTE: In order to be considered for an award Offerors shall complete provision of the FAR 52.212-3 Offeror Representations and Certifications – Commercial Items. Offeror may complete the electronic online Representations and Certifications located at <http://orca.bpn.gov/> in accordance with FAR 4.1201(a).

SECTION B INSTRUCTIONS

Offerors shall insert titles for the labor categories applicable to their proposal and develop fully burdened fixed labor rates. Please apply additional discounts to the fixed rates for each labor category where applicable. *See sample format below.* Offeror shall include in option year rates escalation percentage, if any. Proposal shall also include a note with the escalation percentage for each option year.

THE CONTRACTOR SHALL PROPOSE LABOR CATEGORIES AND RATES NECESSARY TO FULFILL THE REQUIREMENTS OF THE SPECIAL TECHNICAL AREAS (STAs) IN THIS SOLICITATION. Offeror may propose on multiple STAs, but each STA shall have a separate proposal.

In completing the pricing for Base and Option Years, which are for evaluation purposes only, offerors may refer to a **sample labor category qualification** specified in Attachment V.

Vendors are not required to have a General Services Administration (GSA) contract in order to submit a proposal in response to this RFP. All responsible sources may submit a proposal which will be considered by OPM.

Rate Key: Please use the following symbols for base and option years to denote type of pricing proposed.

- Denotes Commercial/Published Price

*** - Denotes GSA Price**

PARTIAL SMALL BUSINESS SET-ASIDE: This acquisition is being advertised as a partial Small Business set-aside. The Government intends to award two or more contracts to Small Businesses presenting the best value.

SECTION B - CONTINUATION OF SF 1449 BLOCKS

B.1 SCHEDULE OF SUPPLIES OR SERVICES:

B.1.1 BASE YEAR – STA 1 - Application Systems and Database Development and Maintenance

[illegible]

B.2 Base Year – STA 2 – Data Center Support

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
		\$				
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B.3 Base Year – STA 2.1 Enterprise Systems Software Support

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
		\$				
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B.4 Base Year – STA 2.2 Computer Operations Support

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
		\$				
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B.5 Base Year - STA 3 CIO Strategic Management, Capital Planning and Portfolio Management, IT Program Management, Records Management, Government-wide HR Management, IT Security Management, Enterprise Architecture.

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.6 Base Year - STA 3.1 CIO Strategic Management Support and IT Program Management

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
		\$				
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B.8 Base Year - STA 3.1.2 IT Program Management Support

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.9 Base Year - STA 3.2 Records Management and Data Quality Program Management and Implementation

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.10 Base Year - STA 3.3 IT Security Management

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.11 Base Year - STA 3.3.1 Security Certification & Accreditation

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.13 Base Year - STA 3.3.3 Independent Verification and Validation

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.14 Base Year - STA 3.3.4 Security Policies and Procedure Development

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.15 Base Year – STA 3.3.5 Security Testing and Evaluation

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.16 Base Year – STA 3.3.6 Security Audits & POA&M Management

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.17 Base Year – STA 3.4 Enterprise Architecture

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.18 Base Year - STA 4 Network Operations and Security Services

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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B.19 Base Year - STA 5 Web Development/Support Services

ITEM	LABOR CATEGORY	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
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PART C - CONTRACT CLAUSES

C.1 52.212-4, CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (JUNE 2010)

INCORPORATE BY REFERENCE (See Standard Form 1449, Block 27a)

C.2 ADDENDUM TO FAR PART 52.212-4

1. INSPECTION AND ACCEPTANCE OF SERVICES

The Contracting Officer (CO), unless delegated to the Contracting Officer's Representative (COR) will be responsible for inspecting products/services furnished under the contract.

2. QUALITY ASSURANCE

A Quality Assurance Surveillance Plan (QASP) will be incorporated at the BPA Call level. The Government will evaluate the Contractor's performance under this contract using the method of surveillance deemed appropriate. If the CO and/or COR reveals contract provisions are not being met, the discrepancy will be brought to the attention of the Contractor for correction.

If the Contractor fails to correct any deficiencies under the contract, the Government shall have the right to (1) require the Contractor to immediately take all the necessary steps to ensure performance of the service in conformity with the requirements of the contract, and (2) reduce the monthly fee payable under the contract by the amount to reflect the reduced value of the services performed, or (3) have the necessary work accomplished by the Government forces or other means, and reduce the Contractor's payment in the amount of the expenses incurred.

C.3 52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders—Commercial Items. (AUG 2011)

(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) [52.222-50](#), Combating Trafficking in Persons (Feb 2009) ([22 U.S.C. 7104\(g\)](#)).

___ Alternate I (Aug 2007) of [52.222-50](#) ([22 U.S.C. 7104\(g\)](#)).

(2) [52.233-3](#), Protest After Award (AUG 1996) ([31 U.S.C. 3553](#)).

(3) [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:

X (1) [52.203-6](#), Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) ([41 U.S.C. 253g](#) and [10 U.S.C. 2402](#)).

x (2) [52.203-13](#), Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 ([41 U.S.C. 251 note](#))).

___ (3) [52.203-15](#), Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (June 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

X (4) [52.204-10](#), Reporting Executive Compensation and First-Tier Subcontract Awards

(Jul 2010) (Pub. L. 109-282) ([31 U.S.C. 6101 note](#)).

___ (5) [52.204-11](#), American Recovery and Reinvestment Act—Reporting Requirements (Jul 2010) (Pub. L. 111-5).

X (6) [52.209-6](#), Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (DEC 2010) ([31 U.S.C. 6101 note](#)). (Applies to contracts over \$30,000). (Not applicable to subcontracts for the acquisition of commercially available off-the-shelf items).

___ (7) [52.219-3](#), Notice of Total HUBZone Set-Aside (Jan 1999) ([15 U.S.C. 657a](#)).

___ (8) [52.219-4](#), Notice of Price Evaluation Preference for HUBZone Small Business Concerns (JULY 2005) (if the offeror elects to waive the preference, it shall so indicate in its offer) ([15 U.S.C. 657a](#)).

___ (9) [Reserved]

___ (10)(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](#).

___ (11)(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](#).

X (12) [52.219-8](#), Utilization of Small Business Concerns (Dec 2010) ([15 U.S.C. 637\(d\)\(2\)](#) and (3)).

X (13)(i) [52.219-9](#), Small Business Subcontracting Plan (Oct 2010) ([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](#).

___ (iv) Alternate III (Jul 2010) of [52.219-9](#).

___ (14) [52.219-14](#), Limitations on Subcontracting (Dec 1996) ([15 U.S.C. 637\(a\)\(14\)](#)).

___ (15) [52.219-16](#), Liquidated Damages—Subcontracting Plan (Jan 1999) ([15 U.S.C. 637\(d\)\(4\)\(F\)\(i\)](#)).

___ (16)(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](#).

___ (17) [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](#)).

___ (18) [52.219-26](#), Small Disadvantaged Business Participation Program—Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and [10 U.S.C. 2323](#)).

___ (19) [52.219-27](#), Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (May 2004) ([15 U.S.C. 657 f](#)).

___ (20) [52.219-28](#), Post Award Small Business Program Rerepresentation (Apr 2009) ([15 U.S.C. 632\(a\)\(2\)](#)).

X (21) [52.222-3](#), Convict Labor (June 2003) (E.O. 11755).

___ (22) [52.222-19](#), Child Labor—Cooperation with Authorities and Remedies (Jul 2010) (E.O. 13126).

X (23) [52.222-21](#), Prohibition of Segregated Facilities (Feb 1999).

X (24) [52.222-26](#), Equal Opportunity (Mar 2007) (E.O. 11246).

___ (25) [52.222-35](#), Equal Opportunity for Veterans (Sep 2010)([38 U.S.C. 4212](#)).

X (26) [52.222-36](#), Affirmative Action for Workers with Disabilities (Oct 2010) ([29 U.S.C. 793](#)).

___ (27) [52.222-37](#), Employment Reports on Veterans, (Sep 2010) ([38 U.S.C. 4212](#)).

X (28) [52.222-40](#), Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

___ (29) [52.222-54](#), Employment Eligibility Verification (JAN 2009). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in [22.1803](#).)

___ (30)(i) [52.223-9](#), Estimate of Percentage of Recovered Material Content for EPA–Designated Items (May 2008) ([42 U.S.C. 6962\(c\)\(3\)\(A\)\(ii\)](#)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (ii) Alternate I (May 2008) of [52.223-9](#) ([42 U.S.C. 6962\(i\)\(2\)\(C\)](#)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (31) [52.223-15](#), Energy Efficiency in Energy-Consuming Products (DEC 2007) ([42 U.S.C. 8259b](#)).

___ (32)(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](#).

X (33) [52.223-18](#), Contractor Policy to Ban Text Messaging While Driving (SEP 2010) (E.O. 13513).

___ (34) [52.225-1](#), Buy American Act—Supplies (Feb 2009) ([41 U.S.C. 10a-10d](#)).

___ (35)(i) [52.225-3](#), Buy American Act—Free Trade Agreements—Israeli Trade Act (June 2009) ([41 U.S.C. 10a-10d](#), [19 U.S.C. 3301](#) note, [19 U.S.C. 2112](#) note, [19 U.S.C. 3805](#) note, Pub. L. 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, and 110-138).

___ (ii) Alternate I (Jan 2004) of [52.225-3](#).

___ (iii) Alternate II (Jan 2004) of [52.225-3](#).

___ (36) [52.225-5](#), Trade Agreements (AUG 2009) ([19 U.S.C. 2501](#), *et seq.*, [19 U.S.C. 3301](#) note).

X (37) [52.225-13](#), Restrictions on Certain Foreign Purchases (June 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___ (38) [52.226-4](#), Notice of Disaster or Emergency Area Set-Aside (Nov 2007) ([42 U.S.C. 5150](#)).

___ (39) [52.226-5](#), Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) ([42 U.S.C. 5150](#)).

___ (40) [52.232-29](#), Terms for Financing of Purchases of Commercial Items (Feb 2002) ([41 U.S.C. 255\(f\)](#), [10 U.S.C. 2307\(f\)](#)).

___ (41) [52.232-30](#), Installment Payments for Commercial Items (Oct 1995) ([41 U.S.C. 255\(f\)](#), [10 U.S.C. 2307\(f\)](#)).

X (42) [52.232-33](#), Payment by Electronic Funds Transfer—Central Contractor Registration (Oct 2003) ([31 U.S.C. 3332](#)).

___ (43) [52.232-34](#), Payment by Electronic Funds Transfer—Other than Central Contractor Registration (May 1999) ([31 U.S.C. 3332](#)).

___ (44) [52.232-36](#), Payment by Third Party (Feb 2010) ([31 U.S.C. 3332](#)).

X (45) [52.239-1](#), Privacy or Security Safeguards (Aug 1996) ([5 U.S.C. 552a](#)).

___ (46)(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:

___ (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) (Sep 2009) ([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 (Sep 2009) ([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 (Feb 2009) ([41 U.S.C. 351](#), et seq.).

___ (7) [52.226-6](#), Promoting Excess Food Donation to Nonprofit Organizations (Mar 2009) (Pub. L. 110-247).

___ (8) [52.237-11](#), Accepting and Dispensing of \$1 Coin (Sept 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 this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) [52.203-13](#), Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 ([41 U.S.C. 251 note](#))).

(ii) [52.219-8](#), Utilization of Small Business Concerns (Dec 2010) ([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 \$650,000 (\$1.5 million for construction of any public facility), the subcontractor must include [52.219-8](#) in lower tier subcontracts that offer subcontracting opportunities.

(iii) [Reserved]

(iv) [52.222-26](#), Equal Opportunity (Mar 2007) (E.O. 11246).

(v) [52.222-35](#), Equal Opportunity for Veterans (Sep 2010) ([38 U.S.C. 4212](#)).

(vi) [52.222-36](#), Affirmative Action for Workers with Disabilities (Oct 2010) ([29 U.S.C. 793](#)).

(vii) [52.222-40](#), Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause [52.222-40](#).

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

(ix) [52.222-50](#), Combating Trafficking in Persons (Feb 2009) ([22 U.S.C. 7104\(g\)](#)).

___ Alternate I (Aug 2007) of [52.222-50](#) ([22 U.S.C. 7104\(g\)](#)).

(x) [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.*).

(xi) [52.222-53](#), Exemption from Application of the Service Contract Act to Contracts for Certain Services-Requirements (Feb 2009) ([41 U.S.C. 351](#), *et seq.*).

(xii) [52.222-54](#), Employment Eligibility Verification (JAN 2009).

(xiii) [52.226-6](#), Promoting Excess Food Donation to Nonprofit Organizations (Mar 2009) (Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause [52.226-6](#).

(xiv) [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)

CONTRACT CLAUSES INCORPORATED BY REFERENCE**C.4 FAR 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 the clause may be accessed electronically at this/these address (es):

<http://www.arnet.gov/far/>

<https://www.acquisition.gov/far/index.html>

Clause	Title	Date
52.202-1	DEFINITIONS	JUL 2004
52.203-3	GRATUITIES	APR 1984
52.203-5	COVENANT AGAINST CONTINGENT FEES	APR 1984
52.203-6, Alt I	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT	SEP 2006
52.203-11	CERTIFICATION AND DISCLOSURE REGARDING PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS	SEP 2007
52.203-12	LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS	OCT 2010
52.204-4	PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER	AUG 2000
52.204-7	CENTRAL CONTRACTOR REGISTRATION	APR 2008
52.204-9	PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL	JAN 2011
52.204-10	REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS	JUL 2010
52.209-5	CERTIFICATION REGARDING RESPONSIBILITY MATTERS	APR 2010
52.209-6	Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment.	DEC 2010
52.209-7	Information Regarding Responsibility Matters.	JAN 2011
52.209-9	UPDATES OF PUBLICLY AVAILABLE INFORMATION REGARDING RESPONSIBILITY MATTERS	JAN 2011
52.212-4	CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS	JUNE 2010
52.215-1, Alt 1	INSTRUCTIONS TO OFFERORS – COMPETITIVE ACQUISITIONS	JAN 2004
52.217-5	EVALUATION OF OPTIONS	JUL 1990
52.219-1	SMALL BUSINESS PROGRAM REPRESENTATIONS	APR 2011
52.219-7	NOTICE OF PARTIAL SMALL BUSINESS SET-ASIDE	JUN 2003
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS	JAN 2011
52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN	JAN 2011
52.219-14	LIMITATIONS ON SUBCONTRACTING	DEC 1996
52.219-28	POST AWARD SMALL BUSINESS PROGRAM REPRESENTATIVE	APR 2009
52.224-1	PRIVACY ACT NOTIFICATION	APR 1984
52.224-2	PRIVACY ACT	APR 1984
52.225-13	RESTRICTIONS ON CERTAIN FOREIGN PURCHASED	JUN 2008
52.225-25	PROHIBITION ON ENGAGING IN SANCTIONED ACTIVITIES RELATING TO IRAN – CERTIFICATION	SEP 2010
52.227-14	RIGHTS IN DATA – GENERAL	DEC 2007
52.227-16	ADDITIONAL DATA REQUIREMENTS	JUNE 1987
52.227-17	RIGHTS IN DATA – SPECIAL WORKS	DEC 2007
52.227-19	COMMERCIAL COMPUTER SOFTWARE LICENSE	DEC 2007
52.232-1	PAYMENTS	APR 1984

52.232-23	ASSIGNMENT OF CLAIMS	JAN 1986
52.232-33	PAYMENT BY ELECTRONIC FUNDS TRANSFER – CENTRAL CONTRACTOR REGISTRATION	OCT 2003
52.233-1	DISPUTES	JUL 2002
52.233-3	PROTEST AFTER AWARD	AUG 1996
52.233-4	APPLICABLE LAW FOR BREACH OF CLAIM	OCT 2004
52.234-3	NOTICE OF EARNED VALUE MANAGEMENT SYSTEM	JULY 2006
52.234-4	NOTICE OF EARNED VALUE MANAGEMENT SYSTEM – POST AWARD	JULY 2006
52.237-3	CONTINUITY OF OPERATIONS	JAN 1991
52.239-1	PRIVACY OR SECURITY SAFEGUARDS	AUG 1996
52.242-13	BANKRUPTCY	JUL 1995
52.242-15	STOP WORK ORDER	AUG 1989
52.242-17	GOVERNMENT DELAY OF WORK	APR 1984
52.243-1, Alt I	CHANGES – FIXED PRICE	APR 1984
52.244-6	SUBCONTRACTS FOR COMMERCIAL ITEMS	DEC 2010
52.246-4	INSPECTION OF SERVICES – FIXED PRICE	AUG 1996

CONTRACT CLAUSES INCORPORATED IN FULL TEXT

C.5 CONTRACT CLAUSES INCORPORATED IN FULL TEXT

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a **Firm Fixed Price** contract resulting from this solicitation.

(End of Provision)

52.217-5 EVALUATION OF OPTIONS (JUL 1990)

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

(End of Provision)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

(End of Clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least **30 days before the contract expires**. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed **six (6) years**.

(End of Clause)

FAR 52.232-18 AVAILABILITY OF FUNDS (APR 1984)

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer. (End of Clause)

FAR 52.233-2 SERVICE OF PROTEST (SEP 2006)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

Hand-Carried/Mailing Address:

U.S. Office of Personnel Management
Facilities, Security and Contracting
Attn: William N. Patterson
Room 1342
1900 E Street, NW
Washington, DC 20415

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the General Accounting Office (GAO).

(End of Provision)

FAR 52.204-7 CENTRAL CONTRACTOR REGISTRATION (APR 2008)

(a) Definitions. As used in this clause—

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

“Data Universal Numbering System (DUNS) number” means the 9-digit number assigned by Dun and Bradstreet, Inc. (D&B) to identify unique business entities.

“Data Universal Numbering System +4 (DUNS+4) number” means the DUNS number assigned by D&B plus a 4-character suffix that may be assigned by a business concern. (D&B has no affiliation with this 4-character suffix.) This 4-character suffix may be assigned at the discretion of the business concern

to establish additional CCR records for identifying alternative Electronic Funds Transfer (EFT) accounts (see the FAR at [Subpart 32.11](#)) for the same concern.

“Registered in the CCR database” means that—

(1) The Contractor has entered all mandatory information, including the DUNS number or the DUNS+4 number, into the CCR database; and

(2) The Government has validated all mandatory data fields, to include validation of the Taxpayer Identification Number (TIN) with the Internal Revenue Service (IRS), and has marked the record “Active”. The Contractor will be required to provide consent for TIN validation to the Government as a part of the CCR registration process.

(b)(1) 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, basic agreement, basic ordering agreement, or blanket purchasing agreement resulting from this solicitation.

(2) 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 exactly as stated in the offer. The DUNS number will be used by the Contracting Officer to verify that the offeror is registered in the CCR database.

(c) If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one.

(1) An offeror may obtain a DUNS number—

(i) Via the Internet at <http://fedgov.dnb.com/webform> or if the offeror does not have internet access, it may call Dun and Bradstreet at 1-866-705-5711 if located within the United States; or

(ii) If located outside the United States, by contacting the local Dun and Bradstreet office. The offeror should indicate that it is an offeror for a U.S. Government contract when contacting the local Dun and Bradstreet office.

(2) The offeror should be prepared to provide the following information:

(i) Company legal business.

(ii) Tradestyle, doing business, or other name by which your entity is commonly recognized.

(iii) Company Physical Street Address, City, State, and ZIP Code.

(iv) Company Mailing Address, City, State and ZIP Code (if separate from physical).

(v) Company Telephone Number.

(vi) Date the company was started.

(vii) Number of employees at your location.

(viii) Chief executive officer/key manager.

(ix) Line of business (industry).

(x) Company Headquarters name and address (reporting relationship within your entity).

(d) 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.

(e) Processing time, which normally takes 48 hours, should be taken into consideration when registering. Offerors who are not registered should consider applying for registration immediately upon receipt of this solicitation.

(f) The Contractor is responsible for the accuracy and completeness of the data within the CCR database, 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 review and update on an annual basis from the date of initial registration or subsequent updates its information in the CCR database to ensure it is current, accurate and complete. Updating information in the CCR does

not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(g)

(1)

(i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in [Subpart 42.12](#), the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the CCR database; (B) comply with the requirements of [Subpart 42.12](#) of the FAR; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (g)(1)(i) of this clause, or fails to perform the agreement at paragraph (g)(1)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the CCR information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

(2) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the CCR record to reflect an assignee for the purpose of assignment of claims (see FAR [Subpart 32.8](#), Assignment of Claims). Assignees shall be separately registered in the CCR database. Information provided to the Contractor's CCR record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the "Suspension of payment" paragraph of the EFT clause of this contract.

(h) Offerors and Contractors 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.

(End of clause)

FAR 52.204-8 ANNUAL REPRESENTATIONS AND CERTIFICATIONS (MAY 2011)

(a)(1) The North American Industry Classification System (NAICS) code for this acquisition is **518210**.

(2) The small business size standard is \$7.0M.

(3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(b)(1) If the clause at [52.204-7](#), Central Contractor Registration, is included in this solicitation, paragraph (d) of this provision applies.

(2) If the clause at [52.204-7](#) is not included in this solicitation, and the offeror is currently registered in CCR, and has completed the ORCA electronically, the offeror may choose to use paragraph (d) of this provision instead of completing the corresponding individual representations and certifications in the solicitation. The offeror shall indicate which option applies by checking one of the following boxes:

☐ (i) Paragraph (d) applies.

☐ (ii) Paragraph (d) does not apply and the offeror has completed the individual representations and certifications in the solicitation.

(c)(1) The following representations or certifications in ORCA are applicable to this solicitation as indicated:

(i) [52.203-2](#), Certificate of Independent Price Determination. This provision applies to solicitations when a firm-fixed-price contract or fixed-price contract with economic price adjustment is contemplated, unless—

(A) The acquisition is to be made under the simplified acquisition procedures in [Part 13](#);

(B) The solicitation is a request for technical proposals under two-step sealed bidding procedures; or

(C) The solicitation is for utility services for which rates are set by law or regulation.

(ii) [52.203-11](#), Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions. This provision applies to solicitations expected to exceed \$150,000.

(iii) [52.204-3](#), Taxpayer Identification. This provision applies to solicitations that do not include the clause at [52.204-7](#), Central Contractor Registration.

(iv) [52.204-5](#), Women-Owned Business (Other Than Small Business). This provision applies to solicitations that—

(A) Are not set aside for small business concerns;

(B) Exceed the simplified acquisition threshold; and

(C) Are for contracts that will be performed in the United States or its outlying areas.

(v) 52.209-2, Prohibition on Contracting with Inverted Domestic Corporations—Representation. This provision applies to solicitations using funds appropriated in fiscal years 2008, 2009, or 2010.

(vi) [52.209-5](#), Certification Regarding Responsibility Matters. This provision applies to solicitations where the contract value is expected to exceed the simplified acquisition threshold.

(vii) [52.214-14](#), Place of Performance—Sealed Bidding. This provision applies to invitations for bids except those in which the place of performance is specified by the Government.

(viii) [52.215-6](#), Place of Performance. This provision applies to solicitations unless the place of performance is specified by the Government.

(ix) [52.219-1](#), Small Business Program Representations (Basic & Alternate I). This provision applies to solicitations when the contract will be performed in the United States or its outlying areas.

(A) The basic provision applies when the solicitations are issued by other than DoD, NASA, and the Coast Guard.

(B) The provision with its Alternate I applies to solicitations issued by DoD, NASA, or the Coast Guard.

(x) [52.219-2](#), Equal Low Bids. This provision applies to solicitations when contracting by sealed bidding and the contract will be performed in the United States or its outlying areas.

(xi) [52.222-22](#), Previous Contracts and Compliance Reports. This provision applies to solicitations that include the clause at [52.222-26](#), Equal Opportunity.

(xii) [52.222-25](#), Affirmative Action Compliance. This provision applies to solicitations, other than those for construction, when the solicitation includes the clause at [52.222-26](#), Equal Opportunity.

(xiii) [52.222-38](#), Compliance with Veterans' Employment Reporting Requirements. This provision applies to solicitations when it is anticipated the contract award will exceed the simplified acquisition threshold and the contract is not for acquisition of commercial items.

(xiv) [52.223-1](#), Biobased Product Certification. This provision applies to solicitations that require the delivery or specify the use of USDA–designated items; or include the clause at [52.223-2](#), Affirmative Procurement of Biobased Products Under Service and Construction Contracts.

(xv) [52.223-4](#), Recovered Material Certification. This provision applies to solicitations that are for, or specify the use of, EPA–designated items.

(xvi) [52.225-2](#), Buy American Act Certificate. This provision applies to solicitations containing the clause at [52.225-1](#).

(xvii) [52.225-4](#), Buy American Act—Free Trade Agreements—Israeli Trade Act Certificate. (Basic, Alternate I, and Alternate II) This provision applies to solicitations containing the clause at [52.225-3](#).

(A) If the acquisition value is less than \$25,000, the basic provision applies.

(B) If the acquisition value is \$25,000 or more but is less than \$50,000, the provision with its Alternate I applies.

(C) If the acquisition value is \$50,000 or more but is less than \$67,826, the provision with its Alternate II applies.

(xviii) [52.225-6](#), Trade Agreements Certificate. This provision applies to solicitations containing the clause at [52.225-5](#).

(xix) [52.225-20](#), Prohibition on Conducting Restricted Business Operations in Sudan—Certification. This provision applies to all solicitations.

(xx) [52.225-25](#), Prohibition on Engaging in Sanctioned Activities Relating to Iran-Certification. This provision applies to all solicitations.

(xxi) [52.226-2](#), Historically Black College or University and Minority Institution Representation. This provision applies to—

(A) Solicitations for research, studies, supplies, or services of the type normally acquired from higher educational institutions; and

(B) For DoD, NASA, and Coast Guard acquisitions, solicitations that contain the clause at [52.219-23](#), Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns.

(2) The following certifications are applicable as indicated by the Contracting Officer:

[Contracting Officer check as appropriate.]

___ (i) [52.219-22](#), Small Disadvantaged Business Status.

___ (A) Basic.

___ (B) Alternate I.

___ (ii) [52.222-18](#), Certification Regarding Knowledge of Child Labor for Listed End Products.

___ (iii) [52.222-48](#), Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment Certification.

___ (iv) [52.222-52](#), Exemption from Application of the Service Contract Act to Contracts for Certain Services—Certification.

___ (v) [52.223-9](#), with its Alternate I, Estimate of Percentage of Recovered Material Content for EPA–Designated Products (Alternate I only).

___ (vi) [52.227-6](#), Royalty Information.

___ (A) Basic.

___ (B) Alternate I.

___ (vii) [52.227-15](#), Representation of Limited Rights Data and Restricted Computer Software.

(d) The offeror has completed the annual representations and certifications electronically via the Online Representations and Certifications Application (ORCA) website at <http://orca.bpn.gov>. After reviewing the ORCA database information, the offeror verifies by submission of the offer that the representations and certifications currently posted electronically that apply to this solicitation as indicated in paragraph (c) of this provision have been entered or updated within the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR [4.1201](#)); except for the changes identified below [*offeror to insert changes, identifying change by clause number, title, date*]. These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

FAR CLAUSE #	TITLE	DATE	CHANGE
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_____	_____	_____	_____
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Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted on ORCA.

(End of provision)

C.6 OPM SPECIFIC CLAUSES**1752.200-70 On-Site Working Conditions (July 2005)**

(a) OPM facilities are smoking restricted workplaces. Due to the nature of the work, facilities, and requirements, contractor staff may only smoke outside in designated smoking areas.

(b) Normal operating hours are 7:00 am to 5:30 pm, Monday through Friday. Meeting task objectives within specific timeframes may require the working of extended/overtime hours. Any extended hours must be authorized in advance, and certified as worked by the task Government Project Manager(s).

(c) Government personnel observe the following days as holidays:

New Year's Day	January 1 *
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4*
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25*

* If the date falls on a Saturday, the Government holiday is the preceding Friday. If the date falls on a Sunday, the Government holiday is the following Monday.

(d) In addition to the days designated as holidays, the Government observes the following days:

- Any other day designated by Federal Statute
- Any other day designated by Executive Order
- Presidential Inauguration Day
- Any other day designated by the President's Proclamation

(e) It is understood and agreed between the Government and the Contractor that observance of such days by Government personnel shall not otherwise be a reason for an additional period of performance, or entitlement of compensation except as set forth within the contract. In the event the Contractor's personnel work during the holiday, they may be reimbursed by the Contractor, however, no form of holiday or other premium compensation will be reimbursed either as a direct or indirect cost, other than their normal compensation for the time worked. This provision does not preclude reimbursement for authorized overtime work if applicable to this contract.

(f) When the Federal, State, Local or other Governmental entity grants excused absence to its employees, assigned Contractor personnel may also be dismissed. The Contractor agrees to continue to provide sufficient personnel to perform critical tasks already in operation or scheduled, and must be guided by the instructions issued by the CO or COR.

(g) If Government personnel are unavailable due to furlough or any other reason, the Contractor must contact the CO or the COR to receive direction. It is the Government's decision as to whether the contract price/cost will be affected. Generally, the following situations apply:

(1) Contractor personnel who are able to continue contract performance (either on-site or at a site other than their normal workstation), must continue to work and the contract price shall not be reduced or increased.

(2) Contractor personnel who are not able to continue contract performance (e.g., support functions) may be asked to cease their work effort. This may result in a reduction to the contract price.

1752.204-70 Contractor Personnel Security Requirements (Jan 2008)

(a) The U.S. Office of Management and Budget (OMB) Memorandum M-05-24, referenced in paragraph (a) of FAR 52.204-9, Personal Identity Verification of Contractor Personnel, is available on-line at <http://www.whitehouse.gov/omb/memoranda/fy2005/m05-24.pdf>.

(b) The Government may require security clearances for performance of this contract. The Contractor must obtain these clearances before beginning work on the contract (OPM will not allow Contractor employees without clearance in any of its facilities). The Contractor must obtain these clearances by using the eQIP system. If satisfactory security arrangements cannot be made with the Contractor, the required services must be obtained from other sources.

(c) The level of classified access required will be indicated on DD-254 or other appropriate form incorporated into each request requiring access to classified information. Contractors are required to have background investigations for suitability if they occupy positions of trust (e.g., systems administration) even if they do NOT have access to classified information.

(d) Necessary facility and/or staff clearances must be in place prior to start of work on the contract

(e) Contractors are responsible for the security, integrity and appropriate authorized use of their systems interfacing with the Government and or used for the transaction of any and all Government business. The Government, through the Government's Contracting Officer, may require the use or modification of security and/or secure communications technologies related to Government systems access and use.

(f) The Government, at its discretion, may suspend or terminate the access and/or use of any or all Government access and systems for conducting business with any/or all Contractors when a security or other electronic access, use or misuse issue gives cause for such action. The suspension or termination may last until such time as the Government determines that the situation has been corrected or no longer exists.

1752.205-70 Announcement of Contract Award (July 2006)

OPM complies with FAR 5.3, Synopses of Contract Awards, in terms of synopsisizing and publicly announcing contract awards. These actions take place at the time of, and not before, the contract is awarded. Contract award, in this case, means signature of the contractual document by the Contracting Officer and forwarding of the contractual document to the contract awardee. If the contract awardee wishes to make a separate public announcement, the awardee must obtain the approval of the Contracting Officer prior to releasing the announcement, and must plan to make announcement only after the contract has been awarded.

1752.209-70 Contractor Performance Capabilities (July 2005)

The Contractor must be capable of performing all the tasks described in the Statement of Work. The Government shall not be liable for any costs or other involvement in the purchase, repair, maintenance or replacement of Contractor items used to implement or comply with requirements of the contract. Likewise, the Government shall in no way be held accountable by the Contractor for the Contractor's inability to perform under this Contract due to Government technology implementations and or changes.

1752.209-71 Contractor's Key Personnel (July 2005)

(a) In order to ensure a smooth and orderly start up of work, it is essential that the key personnel specified in the Contractor's proposal be available on the effective date of the contract. If these personnel are not made available at that time, the Contractor must notify the Government Contracting Officer and show cause. If the Contractor does not show cause, the Contractor may be subject to default action.

(b) The Contractor shall not of its own will remove or replace any personnel designated as "key" personnel without the written concurrence of the cognizant Contracting Officer. Prior to utilizing employees other than specified personnel, the Contractor shall notify the Government Contracting Officer and the COR. This notification must be no later than five (5) calendar days in advance of any proposed substitution and must include justification (including resume(s) of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on contract performance.

(c) Substitute personnel qualifications must be equal to, or greater than, those of the personnel being substituted. If the Government Contracting Officer and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the contract, the Contractor may be subject to default action. If deemed necessary by the Government, substitute personnel must be given a one-(1) day orientation by Contractor personnel at no additional cost to the Government and with no change in the delivery schedule.

(d) In the event that the performance of assigned Contractor personnel or any substitute(s) is determined by the Government to be unsatisfactory at any time during the life of the Contract, the Government reserves the right to request and receive satisfactory personnel replacement within five (5) calendar days of receipt by the Contractor of written notification. Notification will include the reason for requesting replacement personnel.

(e) The Contractor-supplied personnel are employees of the Contractor and under the administrative control and supervision of the Contractor. The Contractor, through its personnel, shall perform the tasks prescribed herein. The Contractor must select, supervise, and exercise control and direction over its employees (including subcontractors) under this Contract. The Government shall not exercise any supervision or control over the Contractor in its performance of contractual services under this contract. The Contractor is accountable to the Government for the action of its personnel.

(f) The Contractor is herewith notified that employee recruiting and employee retention practices shall be monitored on a regular basis.

1752.209-72 Qualifications of Contractor's Employees (July 2005)

The Contracting Officer may require dismissal from work of those employees which he/she deems incompetent, careless, insubordinate, unsuitable or otherwise objectionable, or whose continued employment he/she deems contrary to the public interest or inconsistent with the best interest of national security. The Contractor must fill out, and cause each of its employees on the contract work to fill out, for submission to the Government, such forms as may be necessary for security or other reasons. Upon request of the Contracting Officer, the Contractor's employees must be fingerprinted. Each employee of the Contractor who works on this contract shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form 1-151, or who presents other evidence from the Immigration and Naturalization Service that employment will not affect his/her immigration status.

1752.209-73 Standards of Conduct (June 2006)

(a) Personnel assigned by the contractor to the performance of work under this order must be acceptable to the Government in terms of personal and professional conduct. Contractor personnel shall

conform to standards of conduct as follows:

(1) No contractor employees shall solicit new business while performing work under this order.

(2) The contractor and its employees shall not discuss with unauthorized persons any information obtained in the performance of work under this order.

(b) Should the continued assignment to work under this order of any person in the contractor's organization be deemed by the Contracting Officer to conflict with the interests of the Government, that person shall be removed immediately from assignment, and the reason for removal shall be fully documented in writing by the Contracting Officer. Employment and staffing difficulties shall not be justification for failure to meet established schedules, and if such difficulties impair performance, the contractor may be subject to default.

1752.209-74 Organizational Conflicts of Interest (July 2005)

(a) The Contractor warrants that, to the best of the Contractor's knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest (OCI), as defined in FAR 9.5, Organizational and Consultants Conflicts of Interest, or that the Contractor has disclosed all such relevant information.

(b) The Contractor agrees that if an actual or potential OCI is discovered after award, the Contractor shall make a full disclosure in writing to the Contracting Officer. This disclosure must include a description of actions, which the Contractor has taken or proposes to take, after consultation with the Contracting Officer, to avoid, mitigate, or neutralize the actual or potential conflict.

(c) The Contracting Officer may terminate this contract for convenience, in whole or in part, if it deems such termination necessary to avoid an OCI. If the Contractor was aware of a potential OCI prior to award or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the Contracting Office, the Government may terminate the contract for default, debar the Contractor from Government contracting, or pursue such other remedies as may be permitted by law or this contract.

(d) The Contractor must include this clause in all subcontracts and in lower tier subcontracts unless a waiver is requested from, and granted by, the Contracting Officer.

(e) In the event that a requirement changes in such a way as to create a potential conflict of interest for the Contractor, the Contractor must:

(1) Notify the Contracting Officer of a potential conflict, and;
(2) Recommend to the Government an alternate approach which would avoid the potential conflict, or

(3) Present for approval a conflict of interest mitigation plan that will:
(i) Describe in detail the changed requirement that creates the potential conflict of interest; and

(ii) Outline in detail the actions to be taken by the Contractor or the Government in the performance of the task to mitigate the conflict, division of subcontractor effort, and limited access to information, or other acceptable means.

(4) The Contractor must not commence work on a changed requirement related to a potential conflict of interest until specifically notified by the Contracting Officer to proceed.

(5) If the Contracting Officer determines that it is in the best interest of the Government to proceed with work, notwithstanding a conflict of interest, a request for waiver must be submitted in accordance with FAR 9.503.

1752.209-75 Reducing Text Messaging While Driving (Oct 2009)

(a) In accordance with Section 4 of the Executive Order, "Federal Leadership on Reducing Text Messaging While Driving," dated October 1, 2009, you are hereby encouraged to:

(1) Adopt and enforce policies that ban text messaging while driving company-owned or -rented vehicles or Government-owned, -leased or -rented vehicles, or while driving privately-owned vehicles when on official Government business or when performing any work for or on behalf of the Government; and

(2) Consider new company rules and programs, and reevaluating existing programs to prohibit text messaging while driving, and conducting education, awareness, and other outreach for company employees about the safety risks associated with texting while driving. These initiatives should encourage voluntary compliance with the company's text messaging policy while off duty.

(b) For purposes of complying with the Executive Order:

(1) "Texting" or "Text Messaging" means reading from or entering data into any handheld or other electronic device, including for the purpose of SMS texting, e-mailing, instant messaging, obtaining navigational information, or engaging in any other form of electronic data retrieval or electronic data communication.

(2) "Driving" means operating a motor vehicle on an active roadway with the motor running, including while temporarily stationary because of traffic, a traffic light or stop sign, or otherwise. It does not include operating a motor vehicle with or without the motor running when one has pulled over to the side of, or off, an active roadway and has halted in a location where one can safely remain stationary.

1752.219-70 Small Business Subcontracting Plan (June 2006)

(a) If your company is required to file a Small Business Subcontracting Plan (SBSP) in accordance with FAR 52.219-9, please use the Subcontracting Plan in the RFP Attachment of this solicitation. Small Businesses are not required to complete a SBSP.

(b) The on-line Electronic Subcontracting Reporting System (eSRS) must now be used for input of the reports required by FAR 52.219-9(d)(10)(iii). To comply with this requirement, please do the following:

(1) If your company does not yet have an eSRS account, then please sign up for one at www.esrs.gov. A user guide that explains how to use eSRS is available at: http://esrs.gov/documents/esrs_contractor_user_guide_1.7.pdf. If you notice that your company contact information or DUNS number in eSRS are not correct, then please make corrections through the Central Contractor Registration (CCR) website at <http://www.ccr.gov/>. That data will then flow from the CCR to the Federal Procurement Data System – Next Generation (FPDS-NG) and then finally into the eSRS system. Repopulation of your eSRS contact info can take two business days after you make corrections in the CCR. Please include the e-mail addresses of the contracting officer in eSRS for notification in block 13 of the report.

(2) Starting with fiscal year 2005, submit your Summary Subcontracting Reports (SSRs – Old SF 295) and your Individual Subcontracting Reports (ISRs – Old SF 294) for contracts into the eSRS. Midyear reports are not required in eSRS for FY 2004 and 2005.

(3) For fiscal year 2006 onward also submit your midyear (March) ISRs into eSRS.

(4) If you have not yet submitted a final report for any contracts closed during FY 2004 onward, you should do so now using the eSRS.

(5) Please continue to submit to the Contracting Officer paper prints of all the reports you input to eSRS, until further notice. (This continues to be a FAR requirement)

(6) If you have a Blanket Purchase Agreement (BPA) with OPM, please submit your ISRs via paper. FPDS-NG, which provides data into eSRS, does not identify subcontracting plans resulting from BPAs and other types of orders.

1752.222-70 Notice of Requirement for Certification of Non-segregated Facilities (July 2005)

By signing this offer or contract, the contractor will be deemed to have signed and agreed to the provisions of Federal Acquisition Regulations (FAR) Clause 52.222-21, Certification of Non-segregated Facilities, incorporated by reference in this solicitation/contract. The certification provides that the bidder or offeror does not maintain or provide for its employees, facilities which are segregated on a basis of race, color, religion, or national origin, whether such facilities are segregated by directive or on a de facto basis. The certification also provides that the bidder/offeror does not and will not permit its employees to perform their services at any location under its control where segregated facilities are maintained. FAR Clause 52.222-21 must be included in all subcontracts as well.

1752.222-71 Special Requirements for Employing Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (July 2005)

(a) If this contract contains FAR Clause 52.222-35 (Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans), your company must comply with the requirements of this clause, including the listing of employment opportunities with the local office of the state employment service system.

(b) If this contract contains FAR clauses 52.222-37 (Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans) or 52.222-38 (Compliance with Veterans' Employment Reporting Requirements), you are reminded that your company must comply with the special reporting requirements described in those clauses. Your company must submit information on several aspects of its employment and hiring of special disabled and Vietnam era veterans or other veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized. You must submit this information no later than September 30 of each year, in the "Federal Contractor Veterans' Employment Report" or VETS-100 Report. The U.S. Department of Labor has established a web site for submitting this report. The address is:
<http://www.vets100.cudenver.edu>.

1752.223-70 Electronic Product Environmental Assessment Tool (EPEAT)-Registered Electronic Products (Jan 2008)

(a) Electronic Product Environmental Assessment Tool (EPEAT) is a tool to help purchasers evaluate, compare and select computer desktops, laptops, notebooks and computer monitors based on their environmental attributes. To obtain additional information regarding EPEAT-registered electronic products, go to <http://www.epeat.net>.

(b) FAR 52.223-9, IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products, requires that at all of the electronic products that the agency acquires under this Information Technology (IT) contract to meet the agency's requirements must be EPEAT Bronze-registered or higher electronic products.

(c) By signing this offer or contract, the contractor will be deemed to have signed and agreed that all of the electronic products that the contractor provides under this contract are EPEAT Bronze-registered or higher electronic products.

1752.223-71 Environmentally Preferable Products and Services (July 2005)

(a) Executive Order 13423, Strengthening Federal Environmental, Energy, and Transportation Management, requires in agency acquisitions of goods and services (i) use of sustainable environmental practices, including acquisition of biobased, environmentally preferable, energy-efficient, water-efficient, and recycled-content products, and (ii) use of paper of at least 30 percent post-consumer fiber content.

(b) By signing this offer or contract, the contractor will be deemed to have signed and agreed

that all goods and services provided under this contract will comply with the above requirements of Executive Order 13423.

1752.224-70 Protecting Personally Identifiable Information (May 2009)

(a) Applicability

This clause applies to contractor personnel and addresses specific OPM requirements in addition to those included in the Privacy Act of 1974 (5 U.S.C. 552a - the Act). The following should not be construed to alter or diminish civil and/or criminal liabilities provided under the Act.

(b) Definition of Personally Identifiable Information (PII)

Personally Identifiable Information (PII) is information that can be used to discern or trace a person's identity, such as name, social security number, biometric records, and that combined with other information, can be used to compromise the integrity of agency records relating to a person, by permitting access to unauthorized disclosure of these records. For example, a name alone would generally not constitute PII, but when linked to his or her social security number, date of birth, or mother's maiden name, would constitute PII. In other words, **PII** refers to **any information, on any medium, that identifies a specific individual** whether the information is on paper or electronic.

(c) Responsibilities for Handling PII

(1) Contract employees shall not remove PII from their individual assigned duty station without prior approval of their supervisor.

(2) All contract employees are personally responsible for the proper handling of PII, regardless of location. All contract employees must be:

- responsible for the proper control and handling of PII residing on their computer, on removable media, and on paper documents.
- responsible for ensuring portable data storage and communication devices are properly controlled and secured at all times.
- responsible for the proper marking, control and storage of printouts and other paper documents containing PII in their possession.
- Email cannot be encrypted. Since PII must be encrypted before being sent, send it only as an encrypted attachment. Do not send PII in the content of an email.

(d) Encryption of Personally Identifiable Information (PII)

(1) OPM has a policy protecting, and when appropriate, restricting sending, copying or moving PII from the OPM network. Therefore, if the contract employees must send PII, send it only as an encrypted attachment. OPM employees and contractors are required to encrypt PII data using WinZip. Instructions on how to use WinZip to encrypt and protect files containing PII are available on Theo at: <http://theo.opm.gov/helpdesk/selfhelp/WinZipv90EncryptionProcedures.pdf>. WinZip can be used to protect data on workstations, laptops and email attachments. It is available on all OPM workstations attached to the agency's network.

(2) A password protected file is not secure. Never send any unencrypted PII data in e-mail.

(e) Procedures for Reporting a Breach of PII

(1) A breach of PII includes loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or unauthorized access of personally identifiable information whether physical or electronic. As an agency, OPM is required to immediately report all potential PII data breaches --

whether they involve paper documents or electronic information. In order to meet this responsibility, OPM has established a new internal procedure for reporting the loss or possible compromise of any PII, and this clause conforms to that procedure.

(2) OPM contractors must report any breach or potential breach to the OPM Situation Room and the Contracting Officer within 30 minutes of becoming aware of the risk – regardless of the time or day of the week. Breaches should be reported, even if it is believed the breach is limited, small, or insignificant. OPM's IT security experts will determine when a breach needs additional focus and attention. The OPM Situation Room is available 24 hours per day, 365 days per year. Report the breach to the OPM Situation Room and the Contracting Officer either by phone or by e-mail; however, be sure NOT to include PII in the e-mail.

(f) Points of Contact

(1) OPM contractors must report a breach or potential breach of PII to the OPM Situation Room at:

sitroom@opm.gov
(202) 418-0111
Fax (202) 606-0624

(2) When notifying the Situation Room, please copy or copy the Contracting Officer at:

U.S. Office of Personnel Management
Contracting Group, FSC
1900 E Street, NW, Room 1342
Washington, DC 20415-0001

(3) To get help with WinZip, please contact the OPM HelpDesk at:

helpdesk@opm.gov
(202) 606-4927
TTY (202) 606-1295

(4) If you have questions regarding these procedures, contact the Contracting Officer.

1752.224-71 Freedom of Information Act Requests (Sep 2009)

(a) Offerors are reminded that information furnished under this solicitation may be subject to disclosure under the Freedom of Information Act (FOIA). Therefore:

(1) All items that are confidential to business, or contain trade secrets, proprietary, or personnel information must be clearly marked in all documents submitted to the U.S. Office of Personnel Management (OPM or The Government). Marking of items will not necessarily preclude disclosure when the OPM determines disclosure is warranted by FOIA. However, if such items are not marked, all information contained within the submitted documents will be deemed to be releasable.

(2) No later than five (5) business days after award of a contract, blanket purchase agreement (BPA), or order, the Contractor must provide OPM a redacted copy of the contract/BPA/order in electronic format. This copy will be used to satisfy any requests for copies of the contract/BPA/order under the FOIA. If the Contracting Officer believes that any redacted information does not require protection from public release, the issue will be resolved in accordance with paragraph 3.104-4(d) of the Federal Acquisition Regulation.

(b) Any information made available to the Contractor by the Government must be used only for the purpose of carrying out the provisions of this contract and must not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract.

(c) In performance of this contract, the Contractor assumes responsibility for protection of the confidentiality of Government records and must ensure that all work performed by its subcontractors shall be under the supervision of the Contractor or the Contractor's responsible employees.

(d) Each officer or employee of the Contractor or any of its subcontractors to whom any Government record may be made available or disclosed must be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 19 U.S.C. 641. That section provides, in pertinent part, that whoever knowingly converts to their use or the use of another, or without authority, sells, conveys, or disposes of any record of the United States or whoever receives the same with intent to convert it to their use or gain, knowing it to have been converted, shall be guilty of a crime punishable by a fine of up to \$10,000, or imprisoned up to ten years, or both.

1752.228-70 Insurance (July 2005)

(a) In accordance with FAR 52.228-5, "Insurance-Work on a Government Installation (JAN 1997)" incorporated by reference, the Contractor must secure, pay the premiums for and keep in force until the expiration of this contract, and any renewal thereof, adequate insurance of the types and in the amounts as specified under FAR 28.3.

(b) Each policy of insurance must contain an endorsement that any cancellation or material change in the coverage adversely affecting the Government's interest must not be effective unless the insurer or the Contractor gives written notice of cancellation or change, as required by the CO. When the coverage is provided by self-insurance, the Contractor shall not change or decrease the coverage without the CO's prior approval.

(c) A certificate of each policy of insurance must be furnished to the CO within ten (10) days after notice of award certifying, among other things, that the policy contains the aforementioned endorsement. The insurance company providing the above insurance must be satisfactory to the Government. Notices of policy changes shall be furnished to the CO. The substance of this clause must be made to flow down to any subcontractors.

1752.232-70 Invoice Requirements (Dec 2010)

(a) A proper invoice must include the following items (except for interim payments on cost reimbursement contracts for services):

- (1) Name and address of the contractor.
- (2) Invoice date and invoice number. (Contractors should date invoices as close as possible to the date of transmission.)
- (3) Contract number or other authorization for supplies delivered or services performed (including order number and contract line item number).
- (4) Description, quantity, unit of measure, unit price, and extended price of supplies delivered or services performed.
- (5) Shipping and payment terms (e.g., shipment number and date of shipment, discount for prompt payment terms). Bill of lading number and weight of shipment will be shown for shipments on Government bills of lading.
- (6) Name and address of contractor official to whom payment is to be sent (must be the same as that in the contract or in a proper notice of assignment).
- (7) Name (where practicable), title, phone number, and mailing address of person to notify in the event of a defective invoice.

(8) Taxpayer Identification Number (TIN). The contractor must include its TIN on the invoice only if required by agency procedures. (See 4.9 TIN requirements.)

(9) Electronic funds transfer (EFT) banking information.

(i) The contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision (e.g., 52.232-38, Submission of Electronic Funds Transfer Information with Offer), contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer-Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer-Other Than Central Contractor Registration), or applicable agency procedures.

(ii) The last four digits of the contractor's bank account must be shown on each invoice submitted for payment. This information will be used as a cross-reference in situations where the EFT banking information in the Central Contract Registration is suspect.

(iii) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(10) The vendor's certification that their EFT banking information in the Central Contractor Registration is current, accurate and complete as of the date of the invoice.

(11) Any other information or documentation required by the contract (e.g., evidence of shipment).

(b) Any invoice that does not contain all of the information listed in paragraph (a) above will be rejected as improper, and a new complete corrected invoice must be submitted. The payment due date for the corrected invoice will be calculated from the date it is received in the Prompt Pay e-mail box.

(c) ALL OPM invoices—without exception—must have unique identifying numbers, and be submitted via e-mail to OPM's Prompt Pay e-mail box at:

PromptPay@opm.gov

Please note that OPM cannot guarantee payment of invoices sent by any other means, such as regular mail or e-mail to other addresses.

(d) Please attach only one invoice to each e-mail, and use the following format for the subject line of the e-mail:

<Contractor name>&<Invoice no>&<Amount>&<Contract Number>/<Call or Order Number>

Example:

ABC Co&AB-1298433&10000.00&OPM00-00-X-0000/X0000

(e) Payment due dates will only be calculated from the date that invoices are received in the Prompt Pay e-mail box.

(f) Inquiries regarding payment of invoices should be e-mailed to InvoiceInquiries@opm.gov. The relevant invoice must be attached to the inquiry e-mail, and the subject line of the e-mail must state "INQUIRY," followed by the information described in paragraph (d) above.

Example:

INQUIRY: ABC Co&AB-1298433&10000.00&OPM00-00-X-0000/X0000

Do NOT use the Prompt Pay e-mail box for inquiries.

(g) If the supplies, services, technical or other reports are rejected for failure to conform to the technical requirements of the contract, or for damage in transit or otherwise, the invoice will be rejected and returned to the Contractor.

1752.232-71 Method of Payment (July 2005)

(a) Payments under this contract will be made either by check or by wire transfer through the Treasury Financial Communications System at the option of the Government.

(b) The Contractor must forward the following information in writing to the Contracting Officer not later than seven (7) days after receipt of notice of award:

(1) Full Name (where practicable), title, telephone number, and complete mailing address of responsible official(s):

(i) to whom check payments are to be sent, and
(ii) who may be contacted concerning the bank account information requested below.

(2) The following bank account information required to accomplish wire transfers:

(i) Name, address, and telegraphic abbreviation of the receiving financial institution.
(ii) Receiving financial institution's 9-digit American Bankers Association (ABA) identifying number for routing transfer of funds. (Provide this number only if the receiving financial institution has access to the Federal Reserve Communications System.)

(iii) Recipient's name and account number at the receiving financial institution to be credited with the funds. If the receiving financial institution does not have access to the Federal Reserve Communications System, provide the name of the correspondent financial institution through which the receiving institution receives electronic funds transfer messages. If a correspondent financial institution is specified, also provide:

(A) Address and telegraphic abbreviation of the correspondent financial institution.

(B) The correspondent financial institution's 9-digit ABA identifying number for routing transfer of funds.

(c) Any changes to the information furnished under paragraph (b) of this clause shall be furnished to the Contracting Officer in writing at least 30 days before the effective date of the change. It is the Contractor's responsibility to furnish these changes promptly to avoid payments to erroneous addresses or bank accounts.

(d) The document furnishing the information required in paragraphs (b) and (c) must be dated and contain the signature, title, and telephone number of the Contractor official authorized to provide it, as well as the Contractor's name and contract number

1752.232-72 Limitation of Government's Obligation (May 2009)

(a) Contract line item(s) *through* are incrementally funded. For these item(s), the sum of \$* of the total price is presently available for payment and allotted to this contract. An allotment schedule is set forth in paragraph (j) of this clause.

(b) For item(s) identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the Contractor will notify the Contracting Officer in writing at least thirty days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total

amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (j) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

(e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

(j) The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

On execution of contract	\$ _____
(month) (day), (year)	\$ _____
(month) (day), (year)	\$ _____
(month) (day), (year)	\$ _____

1752.233-70 OPM Protest Procedures (Dec 2010)

(a) An interested party who files a protest with OPM has the option of requesting review and consideration of the protest by either the Contracting Officer (CO) or the Senior Procurement Executive (SPE). The protest must clearly indicate the official to whom it is directed.

(b) If the protest is directed to the SPE, a copy of the protest must be sent to the Director of the Contracting Group at the same time the protest is filed with the CO in accordance with FAR 52.233-2. The address of the Director of the Contract Group is:

William N. Patterson, Director
Contracting Group, FSC
U.S. Office of Personnel
1900 E Street N.W., Room 1342
Washington, DC 20415

(c) Review and consideration of a protest by the SPE is an alternative to review and consideration by the CO.

1752.237-70 Non-Personal Services (July 2005)

(a) As stated in the Office of Federal Procurement Policy Letter 92-1, dated September 23, 1992, Inherently Governmental Functions, no personal services shall be performed under this contract. No Contractor employee will be directly supervised by the Government. All individual employee assignments, and daily work direction, shall be given by the applicable employee supervisor. If the Contractor believes any Government action or communication has been given that would create a personal services relationship between the Government and any Contractor employee, the Contractor must promptly notify the Contracting Officer of this communication or action.

(b) The Contractor must not perform any inherently Governmental actions under this contract. No Contractor employee shall hold him or herself out to be a Government employee, agent, or representative. No Contractor employee may state orally or in writing at any time that he or she is acting on behalf of the Government. In all communications with third parties in connection with the contract, Contractor employees must identify themselves as Contractor employees and specify the name of the company for which they work. In all communications with other Government Contractors in connection with this contract, the Contractor employee must state that they have no authority to in any way change the contract and that if the other Contractor believes this communication to be a direction to change their contract, they should notify the Contracting Officer for that contract and not carry out the direction until a clarification has been issued by the Contracting Officer.

(c) The Contractor must insure that all of its employees working on this contract are informed of the substance of this clause. Nothing in this clause limits the Government's rights in any way under any other provision of the contract, including those related to the Government's right to inspect and accept the services to be performed under this contract. The substance of this clause must be included in all subcontracts at any tier.

1752.239-70 Internet Protocol Version 6 (IPv6) (July 2005)

Any information technology product or system procured as a result of this solicitation must be IPv6 Compliant. A compliant product or system must be able to receive process and transmit or forward IPv6 packets and be able to interoperate with other system and protocols in both IPv4 and IPv6 modes.

1752.239-71 Information Technology Systems Security (July 2005)

(a) The activities required by the Statement of Work (SOW) shall necessitate the Offeror's access to a Federal Automated Information System (AIS) or systems, as well as the implementation of new systems. Based upon the definitions contained in Federal Information Processing Standards Publication 199 (FIPS PUB 199), the Government has determined that the Moderate, **Moderate Level (MML) applies** to the sensitivity of the data contained in the AIS(s) and **Level MML applies to the operational criticality of the data processing capabilities of the AIS(s)**. (Note: FIPS PUB 199 is accessible on line at: <http://csrc.nist.gov/publications/fips/fips199/FIPS-PUB-199-final.pdf>.)

(b) The Offeror's proposal must include:

- (1) A detailed outline (commensurate with the size and complexity of the requirements of the SOW) of its present and proposed Information Technology systems security program and demonstrate that it complies with the security requirements of the SOW, the Federal Information Security Management Act of 2002 (FISMA, Public Law 107-347, 44 U.S.C. 3531-3536); Office of Management and Budget (OMB) Circular A-130, Appendix III, "Security of Federal Automated Information Systems" and an acknowledgement of its understanding of the security requirements in the SOW. (Note: OMB Circular A-130, Appendix III is accessible on line at: http://www.whitehouse.gov/omb/circulars/a130/appendix_iii.pdf.)
- (2) Similar information for any subcontract proposed.

1752.239-72 Contractor Access to OPM IT Systems (Jan 2008)

OPM's Center for Information Services has implemented policies to ensure the security and safety of OPM's information systems. One policy is the ability to audit who has access to OPM IT systems. For that reason the contractor must:

- (1) Immediately following contract award, provide to the distribution list "System Access Control" (systemaccesscontrol@opm.gov) an initial and complete list of employee's names that require access to OPM information systems; and
- (2) By the fifth day of each month thereafter, send a staffing change report to the Contracting Officer's Representative, contract administrator and systemaccesscontrol@opm.gov on a monthly basis. A template for the submission is attached. The report must contain the listing of all staff members who left or were hired under this contract in the past 60 days. This form must be submitted even if no separation has occurred during this period. Failure to submit a 'Contractor Staffing Change Report' each month will result in the suspensions of all user ids associated with this contract.

1752.239-73 Section 508 Standards (July 2005)

(a) All electronic and information technology (EIT) procured through this RFQ must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.access-board.gov/sec508/508standards.htm>.

(b) The following standards have been determined to be applicable to this RFQ:

- (1) 1194.21. Software applications and operating systems.
- (2) 1194.22. Web-based intranet and Internet information and applications.
- (3) 1194.23 Telecommunications products.
- (4) 1194.24 Video and multimedia products.
- (5) 1194.26 Desktop and portable computers.

(c) The standards do not require the *installation* of specific accessibility-related software or the attachment of an assistive technology device, but merely require the EIT be compatible with such software and devices so that it can be made accessible if so required by the agency in the future

(d) OPM is required by Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), to offer access to electronic and information technology for disabled individuals within its employ, and for disabled members of the public seeking information and services. This access must be comparable to that which is offered to similar individuals who do not have disabilities. Standards for complying with this law are prescribed by the Architectural and Transportation Barriers Compliance Board ("The Access Board").

(e) The current deliverable(s) must incorporate these standards as well as any agency specific standards developed by OPM. The attached technical description contains further information on how this

is to be done. Your response to the solicitation should contain documentation of your compliance with these standards. However, the Contracting Officer may request additional technical documentation, if necessary to make this determination.

(f) The final work product must include documentation that the deliverable conforms with the Section 508 Standards promulgated by the US Access Board.

(g) In the event of a dispute between you and OPM, then OPM's assessment of the Section 508 compliance will control and you will need to make any additional changes needed to conform with OPM's assessment, at no additional charge to OPM.

1752.242-70 Contract Performance Information (July 2005)

(a) Dissemination of Contract Performance Information

The Contractor must not publish, permit to be published, or distribute for public consumption, any information, oral or written, concerning the results or conclusions made pursuant to the performance of this contract, without the prior written consent of the Contracting Officer. Two copies of any material proposed to be published or distributed must be submitted to the Contracting Officer for approval.

(b) Contractor Testimony

All requests for the testimony of the Contractor or its employees, and any intention to testify as an expert witness relating to: (a) any work required by, and or performed under, this contract: or (b) any information provided by any party to assist the Contractor in the performance of this contract, must be immediately reported to the Contracting Officer. Neither the Contractor nor its employees must testify on a matter related to work performed or information provided under this contract, either voluntarily or pursuant to a request, in any judicial or administrative proceeding unless approved by the Contracting Officer or required by a judge in a final court order.

PART D – CONTRACT DOCUMENTS -EXHIBITS OR ATTACHMENTS

ATTACHMENT 1

PERFORMANCE WORK STATEMENT (PWS)

September 15, 2011

D.1 - PURPOSE

This RFP solicits proposals to provide Commercial Information Technology (IT) services in multiple Specialized Technical Areas (STAs). This procurement will result in the establishment of multiple Blanket Purchase Agreements (BPAs). IT services to be provided for the Office of Personnel Management (OPM) fall into the following STAs:

- STA 1: Application Systems and Database Development and Maintenance.
- STA 2: Data Center Support.
- STA 3: CIO Strategic Management, Capital Planning and Portfolio Management, IT Program Management, Records Management, Government-wide HR Management, IT Security Management, Enterprise Architecture
- STA 4: Network Operations and Security.
- STA 5: Web Development/Support Services.

Offerors may submit responses for one or multiple STAs (or sub-STAs where applicable); however, offerors responding to multiple STAs must provide a separate proposal for each of the STAs they are addressing.

OPM seeks to maintain qualified contractor support personnel for the purpose of filling anticipated repetitive needs for services in support of the OPM, CIO mission. Contractors must have professional expertise in the Special Technical Area (STA) applicable.

UNIQUE TERMS AND CONDITIONS APPLY TO THIS ACQUISITION AS FOLLOWS:

- a. **Partial Set-Aside:** This acquisition is being advertised as a partial Small Business set-aside. The Government intends to award two or more contracts to Small Businesses presenting the best value.
- b. **Contract Awards:** It is anticipated that multiple awards will result for this requirement. The selection of remaining awards will be based on best value.

D.2 - BACKGROUND

The Office of the Chief Information Officer (CIO) is responsible for providing Information Technology services to OPM. CIO delivers these services through a number of groups performing a wide range of IT functions. These functions include:

1. Application Systems and Database Development and Maintenance - software development and support services for program offices within OPM. CIO has recurring needs for support in the areas of requirements definition, analysis, design, development, testing, documentation, implementation;

database design, development and maintenance services; and other IT application development related services.

2. Data Center Support - Data Center Support – IBM Enterprise Systems Software Support services for the CIO that processes retirement and insurance, investigations, and other administrative workloads.

3. Capital Planning and Portfolio Management, IT Program Management, IT Security Management, , Enterprise Architecture - IT support for a variety of IT program areas including Capital Planning and Portfolio Management, IT Program Management, IT Security Management, Enterprise Architecture; FISMA compliance, independent verification and validation; records management; forms management; information collections management; accessibility policy and process management; and Freedom of Information Act (FOIA) and Privacy Act policy and process management.

4. Network Operations and Security Services .Including support services for the CIO to include Help Desk services, local and wide area network management, network engineering, project management, server management, network security, personal computer hardware and software deployment and maintenance, personal computer troubleshooting and repair, and teleworking support.

5. Web Development/Support Services - agency-wide web support services including Internet and Intranet web development, design, maintenance and operation.

D.3 - SCOPE OF WORK

D.3.1 - Specialized Technical Area 1: Application Systems and Database Development and Maintenance

This STA encompasses the full range of applications development and support services for program offices within OPM. The Center for Information Services manages all applications development for OPM's program offices and has a recurring need for full life cycle applications development including requirements definition, analysis, design, development, testing, documentation, implementation and maintenance. Because these application systems provide support for different lines of business, there is a requirement for flexibility in contractor support services depending upon changing workload and priorities facing each OPM program office. Contractor services will provide support involving one or more of the following areas:

- a. Full applications development support and maintenance using the development life cycle methodology defined in the *OPM IT Systems Manager* (ITSM) for OPM lines of business including retirement, insurance, financial management, investigation services and all other program offices.

Requirements analysis, design, development, testing, implementation, and documentation of systems, programs, web sites, databases, document management repositories, and reports. Life cycle methodologies such as Agile are preferred.

- b. Database administration support including system architecture and data model reviews, installation of enterprise database software, data migration and database conversion, performance and tuning, space management and capacity planning, database audits and security control, database cloning and replication , and backup and recovery.
- c. Quality assurance support including structured development life cycle methodology compliance, configuration management, testing, and system validation.
- d. Data conversion in support of the installation of new software releases or migrations to new database environments.

- e. Implementation planning, customization, integration and support for Commercial-Off-the-Shelf (COTS) products, in-house developed systems, and enhancements to existing systems.
- f. Develop Imaging components, Web Server components, component interfaces using COTS APIs, IBM MQSeries interfaces, Database components (Oracle PL/SQL, Microsoft SQL), Service Oriented Architecture (SOA) components, Sterling Commerce Connect Direct Interfaces.

The vendor will provide Application Operation and Maintenance support 7 days a week.

Additionally, on call support will be required for technicians under this contract. Work may require multiple shifts to include day, evening, and night shifts. Some staffers are provided a Blackberry and are expected to be available via email or on the phone after normal working hours. This work includes, but is not limited to the following operational activities.

- **Monitor** application services and resources, maintain current service levels of application services,.
- Experience with administration of CONNECT:Direct file transfer software
 - Provide 1st tier support for application issues/problems.
 - o Proactively monitor all system and application resources
 - o Report all system issues or performance items to management and customers.
 - o Provide assistance to users experiencing problems
 - o Coordinate issue/outage resolution and user notification.
 - o Support OPM-conducted audits/walkthroughs/inspections.
 - o Work with OPM's Network Management Group (NM) to facilitate system or network upgrades or maintenance that affects AS applications.
 - Assist in implementing system and application maintenance; COTS patches; application modifications; user accounts; SAN and EMC monitoring and maintenance (as requested).
 - o Perform all routine and vendor-directed maintenance on all system applications
 - o Perform all routine maintenance on all system support applications
 - o Perform/assist in data migration activities as necessary.
 - Provide statistical analyses based on system performance and activities.
 - o Develop metrics from performance data to ensure identification of performance issues in advance of failures in order to develop mitigation strategies and enhance up-time reliability and system stability
 - o Provide weekly reports to AS management on the above metrics, including trends information, highlighting any potential future issues or concerns that may impact operations of the system.
 - Provide information relating to management inquiries.
 - o Respond to management inquiries relative to operational data or individual events that affect end-user features and functionality.
 - o Support OPM-identified resources in the Certification & Accreditation of the developed and delivered solution in whole or in part.
 - o Participate in all applicable system security audits.
- g. Documentation - Document all system software modules or programs before the software is installed in a production environment. Provide all documentation relating to any work performed, and adhere to both internal programming documentation and external

documentation standards in the form of documentation booklets and/or online methods of documentation. All changes to the software must be documented, including any impact the changes will have on operations and/or applications

- h. Provide Training associated with newly implemented software packages
- i. Change Management – Experience using CM tools such as Serena Dimensions. Coordinate software and hardware changes and upgrades with OPM staff or contractor as appropriate. Manage and enforce the Configuration Management discipline within the environment. Perform all migration of application changes from Development to Test and Test to Production environments in accordance with OPM policies and procedures.
- j. Procurement Services – Provides technical assistance in the acquisition of tools, equipment, services. Participates in all phases of tool evaluation to select the tool.

D.3.1.1 - Project Management

The vendor will provide senior project managers with an in depth background and proven track record in managing complex projects. The vendor will develop work breakdown structures, help identify resource conflicts, manage schedule risks, ensure deliverables schedule is met, and provide technical writing skills.

D.3.1.1.a - Desired Skill Sets

- i. Information Technology Project Management
- ii. Requirements gathering
- iii. Project planning to include creating and managing work breakdown schedules
- iv. Project Cost Estimation
- v. Stakeholder management – managing customer expectations
- vi. Risk Management
- vii. Cost benefit analysis
- viii. Progress Reporting
- ix. Reporting
- x. Ability to work in environment described below with tool sets.
- xi. Understanding of CMMI levels with respect to architecture/documentation/etc.
- xii. Solid written and Oral communication skills
- xiii. Large complex environments with both mainframe and distributed would be desired
- xiv. Use of PM tools.

D.3.1.1.b - Duties and Responsibilities

- i. Provide management and coordination of projects ranging in scope from single system to Agency wide implementation. Managed projects may also have Government wide impact such as the Electronic Government initiatives.
- ii. Meet with stake holders to determine requirements and maintain a requirements trace ability matrix.
- iii. Develop detailed work breakdown schedules to track milestones, tasks and resource allocation to meet project deadline.
- iv. Ensure project deliverables are met and identify and mitigate schedule risk.
- v. Ensure all phases of project are documented using government provided ITSM.
- vi. Provide periodic in progress reviews to AS management.
- vii. Provide weekly reports on all project activity to AS management.
- viii. The provided project managers will also perform other duties as outlined by the onsite Federal Team Lead(s).
- ix. Provide weekly, monthly, quarterly reports and input for AS activity reports, balanced scorecard reporting requirements, FISMA/FISCAM audit requirements, etc.

OPM's current applications development and maintenance support involves a Windows servers , Linux Redhat, an IBM z/OS computing environment, or both. These environments support the following: :
Recommend stating LINUX REDHAT and or UNIX type OS

- (a) Graphical user interfaces (GUI);
- (b) Structured SOA (Service Oriented Architecture) and object-oriented methodologies;
- (c) Rapid Application Development (RAD) tools and techniques including CASE, 4GLs, visual programming and GUI builders, automated requirements definition and management that support distributed processing across the enterprise on various Windows workstations, LAN, WEB, and Enterprise server platforms;
- (d) Transaction processing; and development, administration and maintenance of small to large-scale legacy applications and databases which use Software AG's ADABAS C DBMS, relational databases (e.g. ORACLE and SQL Server), and IBM's VSAM and DB2.

The OPM ORACLE environment currently includes Oracle Enterprise Edition servers, Data Guard. Oracle Real Application Clusters and the Oracle Fusion Middleware core products (Web center, Weblogic, identity management).

Software developer(s) must have experience with JAVA, .Net (C#) or Natural, or MQ development. Specifically, understanding of programming language and grasp of the principles, theories, and concepts of the software development process involved in developing in an integrated team.

OPM utilizes Corticon Business Rules Engine as part of its EPIC infrastructure. Rules design and implementation as well as knowledge transfer skills may be required.

OPM utilizes a variety of commercial off the shelf (COTS) applications for life cycle management. These include but are not limited to: Microfocus CaliberRM, Microfocus Silk Test Suite, Serena Dimensions, iGrafx Business Modeling, WebFocus etc. OPM also has need for application and data administration tools for for Oracle WebLogic and WebCenter, WebSphere, Entire X Broker, IBM MQ Server, etc. IT requirements could include providing administration services as well as developing specialized training and SOPs based on CIO requirements for COTS as well as custom applications.

Offeror's candidate(s) should have skills that include:

- Minimum of 3 yrs working with Java / J2EE Model-View-Controller (MVC) Web application development is required.
- Working experience with Java presentation layer framework
- Working experience with Java Inversion of control framework
- Working experience with Java ORM framework
- Working experience with Java security framework
- Working experience with Javascript
- Sun Certified Java Developers (preferred)
- Portal application development experience (specifically Oracle WebLogic)
- Hands-on experience using requirements management, configuration management, testing, and defect tracking tools (Serena Dimensions CM and Microfocus ALM preferred);
- Broad knowledge of multiple technologies, including but not limited to: Third and Fourth Generation Languages, distributed transaction-processing, middleware, rules engines, workflow, network communication and database design.

Natural (4GL language)
ADABASE

JCL
TSO
Command editors (if I recall, this may fall within TSO, etc.)
HATS/CICS
Connect Direct or other file transfer protocols/tools (optional)
JAVA
MQ (or broker type technology)
More of the modern platform (LINUX-UNIX TYPE OS)
Corticon (or similar tool)
Service Oriented Architecture
Object Oriented Architecture
DB2 and or ORACLE DBMS application development
C++, Scripting (PERL, Kornshell, etc)

Analyst Skill Sets:

Designing in above referenced environments
Using SLDC and Agile methods
Object Oriented Design (for tech analysts)
Designing using rules engine (i.e. Corticon)

As applicable to a specific release, the team may require IBM Websphere Message Broker (WMB) subject matter expertise in the areas of message flow design, development and deployment and message broker engineering, administration and monitoring. Qualifications include:

- Minimum of 7 years application development experience;
- Minimum 3-4 years of IBM WMB (Websphere Message Broker) experience specifically with message integrations using IBM WMQ and JMS. IBM WMB Technical Certification is a plus;
- Expertise in messaging integration patterns;
- Strong technical knowledge of messaging transports (JMS, WMQ), messaging qualities of service and message definition modeling;
- Strong foundation in XML, SOAP and other message wire formats;
- Working knowledge of different High Availability and Fault Tolerance strategies;
- Strong analysis, communication and writing skill; and
- ESQL and Java programming skills are required. ESQL is the Websphere specific programming language.

The Proposed software team will also benefit from at least one member with experience with Natural code. PIPS experience optional and if proposing a member of the PIPS O&M team, resource risk mitigation plan should be address.

Candidate(s) should have skills that include:

- Natural language code development in past two years;
- Experience writing pseudo-code or plain English code descriptions for semi- or non-technical audiences;
- Experience with Natural Engineer, desirable.

Team should include at least one member with proven technical writing experience.

Team experience with any of the following tools is also helpful:

- MQ Server
- Oracle WebLogic current generation
- Business Rules Management Systems (iLog or Corticon)

The IT systems are developed and maintained using a variety of automated languages and tools such as COBOLII, CICS Transaction Server, Natural, SQL, Java HTML, XML, JavaScript, C++, Kornshell and other scripting (AWK, SED), CGI/PERL scripting, object technology network using COM and CORBA, JDeveloper, and Microsoft's Visual Basic. OPM's testing, change management, version control and quality assurance tools that may be used in contract performance include, but are not limited to, the following commercial off-the-shelf software products (COTS):

- (a) From Compuware Corporation: File-AID/Data Solutions; File-AID/MVS; Abend-Aid/CICS; Abend-Aid/FX; XPEDITER/TSO; XPEDITER/CICS; QA-HIPERSTATION (hereafter referred to as the COMPUWARE Suite).
- (b) Allen Systems Group product LCM/Life Cycle Manager.
- (c) Microsoft Corporation's Visual SourceSafe.
- (d) MacKinney Corporation's FILE COMPARE.
- (e) Software AG, Inc.'s Predict Application Control (i.e., PAC).
- (f) EMC Captiva's Input Accel
- (g) Oracle's Image and Business Processing Management (IBPM) (Stellent)
- (h) Metastorm's Business Process Management (BPM)
- (i) Daeja ViewOne Viewer
- (j) Microsoft Silk Test
- (k) Active PDF
- (l) CONNECT:Direct from Sterling Commerce
- (m) IBM WebSphere MQSeries
- (n) Oracle
- (o) Informatica
- (p) SAP Business Objects
- (q) Jira
- (r) Cognos
- (s) Serena's Team Track (Business Mash ups) and Change Man Serena Dimensions for request management and version management.

ITSM-defined CM functions include:

- *Configuration Identification*: to identify the configuration of a product (i.e., register and define selected work products and their descriptions) at given points in time
 - *Configuration Control*: to systematically control changes to the configuration
 - *Configuration Status Accounting*: to make current product identification and change data available to the project team
 - *Configuration Auditing*: to make CM information available for review and audits
- Application Life Cycle tools. Including but not limited to Microfocus CaliberRM, Team Define, SCTM, and Silk Performer

Specifically, these common tools provide:

- A *Requirements Management* (RM) tool, through which requirements are tracked, traced, and documented. The RM tool will include all details on user, functional, and system requirements for all EPIC systems.
- A *Test Management* suite, in which functional tests are documented, scripts are written, and manually executed tests are run and tracked by the Development teams. Defects are tracked from identification to resolution and performance tests are executed through the test management suite.
- *Performance and Load* test tools for releases.

All contractor services will comply with the following OPM management practices:

1. OPM's IT Systems Manager (ITSM) will be used as the guideline for developing and enhancing application systems. ITSM is a web-based process that enables the development of application systems in a structured and consistent way. It provides the procedures and deliverables required for each phase of the System Development Life Cycle (SDLC) including examples, templates, and checklists. To the extent that other methodologies are proposed, they can be used as long as there is a crosswalk to OPM's methodology.
2. OPM's *Information Technology Enterprise Architecture, Version 6* will be used as a basis for selecting, approving, and implementing IT projects. The *Technical Reference Model* contained in the Enterprise Architecture will be used to guide hardware and software decisions.
3. All contractors, applications, and systems will comply with the requirements in OPM's *Information Technology Security Policy*. Project plans for new systems and major enhancements will include the steps necessary to establish Security Policy compliance.

DESIGNATED BASE WORK SITE

Designated base work sites are the Theodore Roosevelt Building (TRB) 1900 E St NW, Washington, DC 20415 and Ft. Meade, MD. Alternately, due to limited space in Washington, contractor may be required to provide work space for consultants assigned to this project, including provisions for using VPN and CITRIX connectivity to TRB or Ft. Meade.

Designated base worksite for some tasks is the FIS offices located at 1137 Branchton Road, Boyers, PA 16017.

TRAVEL

Some travel may be required to perform project tasks. Many FIS Subject Matter Experts (SMEs) work in Boyers, Pennsylvania. Occasionally meetings may be convened in Boyers and contract staff will be expected to participate. For staff located in Boyers, many CIO SMEs are located in Washington, DC or Ft. Meade. Occasionally, meetings may be convened at TRB and contract staff will be expected to participate. All travel will be approved in advance of the travel and be in accordance with the Government's Travel Regulations.

D.3.2 - Specialized Technical Area 2: Data Center Support

Data Center Support includes IBM Enterprise Systems Software Support services for the CIO, Operations Technology Management's Data Center (DC) that processes retirement and insurance, investigations, and other administrative workloads.

D.3.2.1 - STA 2.1 - Enterprise Systems Software Support

To support OPM's mission, it is essential that the enterprise system software support provided under the BPA maintain enterprise system and network system stability and keep the enterprise environment fine-tuned and operating as efficiently as possible. The target availability of all hardware and enterprise system software systems is 99.999%

D.3.2.2 - OPM Enterprise Systems and Networks

The Chief Information Officer (CIO) operates in a three shift environment and supports remote and local customers through network and channel extension connections. DC uses two IBM 2096 Enterprise Servers configured in a Parallel Sysplex cluster and running the IBM z/OS Server Operating System. This cluster of servers is connected to the OPM LAN via Gigabit Ethernet. The IBM SecureWay Security Server, hosted on the z/OS cluster, provides integrated z/OS Firewall Technologies and RACF security for z/OS resources and data. In addition the z/OS cluster hosts IBM's SecureWay Communications

Server, IBM's HTTP Server, IBM's Telnet Server and IBM WebSphere Internet Server. The communications server provides TCP/IP services for the z/OS Enterprise Servers and includes virtual IP addressing, TN3270e, and IBM's WebSphere Application Server, IBM HTTP Web Server, and Sub-Capacity Reporting Tool (SCRT)

Major components of OPM's systems rely on on-line CICS systems along with WebSphere Application Server applications for data entry and retrieval, claims adjudication, record control, debt collection, financial management, and payment history transactions; and batch systems for record updates, account maintenance, and monthly and year-end financial reports in support of the Retirement Services. The Retirement Services Line of Business services US Federal retiree annuitants using a combination of SoftwareAG's ADABAS and IBM's DB2 for z/OS. The Federal Investigative Services hosts its Personnel Investigation Processing (PIPS) system on the IBM Enterprise which communicate to various distributed server applications. ADABAS, and its associated programming language (NATURAL), are used for case control and other data base applications. IBM's RACF Security System is highly integrated into all systems and applications.

The CIO also operates a system of Virtual Linux Servers hosted on one of the two zSeries Enterprise Servers. These systems provide Internet access to retirement applications used by external government agencies. The collection of Linux servers are controlled by IBM's z/VM operating system which is protected by IBM's RACF for VM security product. The Linux operating environment is provided by SuSe and Redhat Linux, UDB/DB2 and Oracle for database management, WebSphere Application Server, and Tivoli Access Manager for eBusiness for its security access.

D.3.2.3 - Disaster Recovery and Continuity of Operations

OPM has a very extensive Disaster Recovery Plan for the continued operation of its IBM Enterprise Servers and Data Center activities. The principal data center has its Direct Access Storage Devices (DASD) mirrored in a remote geographical location. The remote site is located far away from the principal center, in a secure location, and the OPM-owned DASD units at the site contain duplicate sets of data, updated in real time with changes made in the principal data center. The connections between the Data Center and the remote site are high speed data circuits with modern communications technology. The existing configuration is monitored constantly to ensure continuous mirroring of data to both remote sites.

In the event of a disaster impacting the Data Center, processing would move to OPM's primary recovery site, with a minimum number of support personnel deployed for an extended period of time to restore and continue operations. OPM customers would access OPM's data through established communication circuits and work from existing OPM sites, home, or other locations as established.

The Disaster Recovery Plan is extensively tested every year with users from business areas testing their critical systems. All of the support staff participates in the testing. A critical part of the test is to simulate the loss of the Data Center's technical support staff, requiring the Contractor to supply 2-3 technically competent individuals with the qualifications of the Senior z/OS Sysplex System Programmers, who will follow very detailed instructions at the recovery site to restore the systems and bring all applications and processes back on line. These individuals must be located and come from a different geographical location than OPM's headquarters. They will only be needed during the annual Disaster Recovery test and in the event of declared disaster event.

D.3.2.4 - Environment

The software and hardware that OPM uses, whether developed, leased, or commercially purchased, include but are not limited to the following:

D.3.2.4.a - Software

- (a) IBM products such as: z/OS, JES2, ESCON Director Support, Resource Access Control Facility (RACF), EREP, High Level Assembler, ICKDSF, ISPF, TSO/E, High Level Assembler, 3270 PC File

Transfer Program, First Failure Support Technology, TIOC, HCD, SMP/E, Language Environment, TCP/IP, z/OS UNIX System Services, GDDM, RMF, SDSF, Secureway Security Server, Communications Server, Tivoli Workload Scheduler for z/OS, Tivoli Workload Scheduler for Applications, Tivoli NetView, Tivoli Omegamon for Mainframe Networks, Tivoli System Automation for z/OS, Tivoli Storage Manager for z/OS and USS, Tivoli Storage Manager for DBS, CICS Transaction Server, WebSphere Application Server, IBM HTTP Server, IBM Telnet Server, SNAPSHOT, SNAPSHOT Space Efficient, Workload Manager, FORTRAN, Enterprise COBOL for z/OS, Ditto/MVS, DFSMSdftp, DFSMSrmm, DFSMSdss, DFSMSHsm, DFSort, CICS VSAM RECOVERY, OSA/SF, Host Integration Services (Host-on-Demand, PCOM, Host Access Transformation Services), JAVA/J2EE, Host Access Transformation Services (HATS), WebSphere CL/Supersession, DB2 for z/OS, DB2 Utilities Suite, Tivoli Composite Application Manager, Tivoli Tape Optimizer, WebSphere Message Broker, WebSphere Message Queue.

z/VM, RACF/VM, Dirmaint, z/VM Performance Monitor, z/VM Realtime Monitor, ISPF/VM, RedHat Linux, SuSe Linux, IBM Tape Manager for z/VM, IBM Backup and Recovery Manager for z/VM, Tivoli System Automation for Multi-platforms, Tivoli Storage Manager for Application Servers WebSphere Application Server for zLinux, Tivoli Access Manager for eBusiness, IBM UDB/DB2, Oracle DBMS, Rational Application Developer, Rational Application Developer for WebSphere, Rational Web Developer for WebSphere, Rational PurifyPlus, Rational Robot, Rational SoDA, Rational Rose, Tivoli Management Framework, DB2 UDB Enterprise Server, DB2 WEB Query, IBM DB2 Connect, IPTABLES, JAVA/J2EE.

- (b) Software AG products such as: z/OS ADABAS for CICS & TSO, ADABAS Cluster Services, ADABAS Cache Facility, ADABAS SAF Security, Predict, Predict Application Control, Predict, NATURAL CICS & TSO, Natural Security, ADABAS Native SQL, ADABAS Online Service, Natural Construct, Natural Connection, Natural Optimizer Compiler, ADABAS Review DB, Review & Natural Monitor, Natural Construct, EntireX Communicator, Entire Systems Server, Entire Network, Entire Connection (PC product), SuperNatural, Oracle, Informatica, SAP Business Objects, Jira, and Cognos.
- (c) Compuware Corporation products such as: File-Aid/MVS, FileAid-Data Solutions, File-Aid RDX. Hiperstation for VTAM, AbendAid/MVS, AbendAid/CICS, Xpediter/MVS, Xpediter/CICS, Xpediter/Xchange,
- (d) McKinney products such as: Adhoc Report Writer, CICS/Message, CICS DP Manager, CICS NEWS, CICS/OLFU
- (e) Allen Systems Group products such as: TMON for MVS, TMON for CICS, Naviplex, Naviplex Client for Windows, Life Cycle Manager, Life Cycle Manager Natural Predict
- (f) BMC Software product: Control-D
- (g) CapitalWare – zMQ Authenticate
- (h) Cheryl Watson Software product: GoalTender
- (i) ChicagoSoft product: MVS/Quick-Ref
- (j) Computer Application Services products: JES2FTP, Report Splitter
- (k) Computer Associates product: CA-VisionResults
- (l) Computer Services International product: Data Miner/VSAMEasy
- (m) Decision Technology products: Decision Analyzer, Decision Analyzer ADABAS Interface, Decision Analyzer Windows Client

- (n) EMC Products such as: EMC ResourcePak Base for OS/390 and z/OS, EMC Symmetrix Host Component for OS/390 and z/OS, EMC Timefinder / Mirror SNAP Facility, EMC Timefinder / Consistency Groups, EMCSP, EMC SRDF / Data Mobility, EMC SRDF / Asynchronous
- (o) Pitney Bowes software products such as: Code1Plus & USPS Database
- (p) Innovation Data Processing products such as: FDR/CPK/ABR, FATS-FATAR
- (q) IS Management Strategies: LPAR Usage and Capacity Analysis (LCS)
- (r) Levi, Ray, and Shoup, Inc. Products such as: VTAM Print System, VTAM Print System / TCPIP, VTAM Print System / LCDS, VMCF/Web Access, Dynamic Report System, and PageCenter
- (s) Mainstar products such as: Catalog Recovery Plus, FastAudit 390, Tape Management Catalog (RMM) Audit, Audit Media Controls
- (t) Merrill Associates – MXG
- (u) MVSSolution products such as: ThruPut Manager Automated Edition (AE)
- (v) Net-Q products such as: APPN-EE Firewall Basic, APPN-EE Firewall Advanced
- (w) NewEra product: SAE
- (x) Novell product: SuSe Linux
- (y) Oracle Corporation product: Oracle DBMS
- (z) Phoenix Software International product: MVS Falcon/DE
- (aa) RedHat – RedHat Linux & Satellite
- (bb) SAS Institute, Inc. products such as: SAS Base, SAS Stat, SAS FSP, SAS Graph, SAS Connect, SAS Access for Oracle
- (cc) Starnet Communications product: X-Win32 Client
- (dd) Sterling Commerce Software (IBM) products such as: Connect:Direct for z/OS, Secure+, FTP+ Server and Clients, Connect:Direct for PC's.
- (ee) Thought Inc: CocoBase
- (ff) VanGuard products such as: VSA System Administrator, VSA Analyzer, VSA Enforcer, VSA Advisor
- (gg) Velocity Software – zVPS/ESALPS

D.3.2.4.b - Hardware

ADP and telecommunications systems hardware that may be used in contract work includes, but is not limited to:

- (a) Enterprise Server Platform
 - IBM 2096-X02 zSeries Parallel Enterprise Server
 - IBM 2096-X03 zSeries Parallel Enterprise Server

IBM Internal Coupling Facility (ICF) Processor
IBM Integrated for Linux (IFL) Processor
IBM zApplication Assist Processor (zAAP)
IBM Cryptographic Assist Processor
IBM Cryptographic Co-Processors
IBM Server Time Protocol (STP)
IBM Capacity Backup Feature
IBM 9032-003 ESCON Director
IBM 3494 Virtual Tape Server Model B20
IBM 3494 Automated Tape Library
EMC DMX-1000 Storage Subsystem
EMC DMX-800 Storage Subsystem
IBM DS8100 Storage Subsystem
Brocade CNT USD-X Channel Extension
IBM 3590 IBM Magnetic Cartridge Unit
IBM 3490-A02 IBM Magnetic Cartridge Unit
IBM 3490E Cartridge Unit
Xerox Docuprint 135 Printer
Xerox 4635 Printer

(b) Wide-Area Network

Ethernet Open Systems Adapter
Gigabit Ethernet Open Systems Adapter
Data Mirroring links network connections
Cisco 7200/2600
Brocade 3200 Switch
Cisco 2950 Switch

2074 Establishment Controller

The CIO operates its hardware and software platforms in an IBM Parallel Sysplex environment. A Sysplex is a collection of z/OS systems that cooperate, using certain hardware and software products, to process work. These Sysplex systems are running on a number of Logical Partitions (LPARs) on both of the IBM 2096 zSeries computers. The CIO's objective is to improve performance and increase availability through Sysplex technology.

The CIO also operates a number of LPARs, on one of the IBM 2096 computers, with the z/VM operating system for the distinct purposes of running multiple Virtual SuSe & RedHat Linux Servers. These servers provide systems for providing web services, database management, and J2EE/JAVA applications.

D.3.2.5 - Distributed Services

The CIO provides other support services such as production control support to OPM program areas responsible for production applications. Most of the work is run on the Enterprise Servers while some of the work runs on distributed platforms such as Windows and Linux Servers. Web services are provided and supported for application development and tools which run on Windows platforms.

D.3.2.6 - Continuous Availability

. All production work is run on multiple dedicated production Logical Partitions (LPARs). There are Development LPARs where the OPM program areas develop and User Acceptance Test LPARs to test new applications or changes to existing applications. Once the applications are approved by Quality Assurance, they are migrated into production. This methodology gives a higher level of assurance that

applications will run error free.

The Enterprise Servers are configured to achieve continuous availability in the production LPARs and are required to meet the goal of 99.999% continuous operation. All the production z/OS systems in the Parallel Sysplex participate in system failover. If one LPAR fails, the work of that LPAR is automatically initiated in another LPAR. If an entire machine were to fail, its workload and processing would be taken up by the surviving machine. To accommodate the additional workload when failover is initiated, OPM has contracted with IBM for its Capacity Backup feature for both IBM 2096 computers. In the event of a failure of either system, the other system is dynamically upgraded to the maximum power available to the machine.

D.3.2.7 - Tasks or Functions to be Available under the BPA

Contractor shall have the capacity to perform the following tasks as needed or as indicated below subject to an awarded Call under the BPA:

D.3.2.7.a - Communications, Notification and Problem Resolution

- (i) Perform first and second level problem determination and resolution for all IBM and third party hardware and software products listed in Part A. Includes testing and applying fixes.
- (ii) Document all problems and resolutions.

D.3.2.7.b - Enterprise Maintenance

- (i) System Maintenance (following DC Change Management policies and procedures)
 - a. Install, implement and maintain all software products currently on the system as well as other products that may be added as a result of future activity throughout the life of the contract.
 - b. Perform maintenance for all software components utilizing SMP/E, VMSES/E, CBIPO, SYSGENS, I/O GENs, application of PTFs, ZAPs, TAR files, table customization installation of user exits or Supervisor Calls (SVCs), corrective services, fixes, and any other code changes. Third party software products will also be maintained by the method specified by each vendor.
 - c. Participate in all system maintenance related functions e.g., configuring host-attached devices, and modifying controller addresses.
- (ii) Enterprise Storage Management
 - a. Assume primary responsibility for implementing enterprise storage management of operating systems data and application data using storage management utilities and management software and hardware products. Provide technical assistance in designing, developing and implementing System Managed Storage (SMS).
 - b. Develop and implement a backup/restore strategy in accordance with DC data availability requirements using existing DC facilities.
 - c. Assist DC in the general maintenance of its storage media. This includes configuring and maintaining the IBM 3494 Virtual Tape Server Model B20, IBM 3494 Automated Tape Library, the various DASD storage subsystems such as EMC DMX-1000, EMC DMX-800, IBM DS8100, and any new DASD or tape technology upgrades implemented in the future.

- d. Assume primary responsibility for DASD volume maintenance including all DASD migrations and any DASD subsystem swap-outs. Produce monthly DASD utilization reports and provide recommendations to improve I/O and channel utilization.
- e. Implement daily backup and weekly dump processing using the concept of an isolated Backup z/OS server, or a follow-on strategy should it come about, using DFSMS and DFSMSHsm and snap process to backup and dump DC data in accordance with the SMS Management Classes and Storage Groups specifications.
- f. Implement daily and weekly dump processing of the z/VM and Linux distributed servers which conform to DC directives of data recovery. The z/OS system should be leveraged to handle these dumps and to automate the processes.

(iii) Enterprise Data Management

- a. Implement operating system data management that organizes, identifies, stores, catalogs, and retrieves all the data information (including programs).
- b. Provide technical expertise in operating system access methods, and data management software used by DC.
- c. Plan, customize, and implement: backup, recovery, migration, and space management functions; tape management functions; fast replication of data using DC existing technologies; concurrent copy facilities; and virtual tape technology.
- d. Implement and maintain automated processes that handle enterprise mainframe data placement, performance, availability, space utilization, migration, retirement, recall, backup and recovery under System Managed Storage, and shall support methodologies that separate logical view of enterprise data from its physical storage location and hardware characteristics.

(iv) Enterprise Software Life Cycle - The DC may migrate software, perform upgrades, and implement new releases and versions of software products. New enterprise IT software and hardware technologies may also be introduced. The contractor shall support these migrations and others which may arise by:

- a. Developing migration plans and/or installation plans in preparation for implementing new versions or new releases of software products.
- b. Developing regression testing scenarios for software upgrades and assist application developers during their regression testing of software upgrades.
- c. Updating, when necessary, existing standards and procedures after successful implementation of the new version or release.
- d. Performing rolling IPLs when implementing new versions or release levels of software products, while not causing unscheduled outages.

(v) Enterprise Change Management

- a. Follow OPM ITSM change management methodology.
- b. Assume primary responsibility for coordinating software and hardware changes and upgrades with the COR, DC, and any other OPM staff or contractors as appropriate.

(vi) Enterprise Documentation and System Logs

- a. Update and maintain a technical library consisting of technical manuals and optical disks for all software products, networks and systems to be maintained.
- b. Maintain logs required to monitor the system. These include SYSLOG, RMF, SMF, SYSLOGD and any application identified logs.
- c. Maintain logs for system problems, and logs of dealings with the OPM's support centers.
- d. Provide all documentation relating to any work performed, and adhere to both internal programming documentation and external documentation standards in the form of documentation booklets and/or online methods of documentation. All changes to the enterprise environment must be documented, including any impact the changes will have on operations and/or applications.

D.3.2.7.c - System Service Level Upgrade

- (i) Maintain current service levels of all software products on the system to enhance availability of operating system and products.
- (ii) Perform service level upgrades for all software products in accordance with OPM's procedures and DC's System Software Standard Guide.
- (iii) Separate system software data from DC user data to facilitate service level upgrades or new software replacements.

D.3.2.7.d - Training

Provide the following types of on-going training as required:

- (i) Operating system, software products and network training to operational support staff.
- (ii) Training associated with system and software product migrations, upgrades, changes, conversions, newly implemented software packages, and release levels of the operating systems.
- (iii) System overview, job entry, Linux overview, enterprise network management, and system commands.
- (iv) ISPF/PDF, SMS data management, enterprise productivity tools, JCL, Linux overview and system utilities.
- (v) Administration of library management functions
- (vi) In order to maintain a high level of technical knowledge, the contractor must provide and fund at least two (2) weeks of factory or equivalent level of technical training to all members of the team to maintain their respective proficiencies.

D.3.2.7.e - Enterprise System Performance Management, System Tuning and Problem Determination, Capacity Planning, Performance History Reporting, and Periodic Status Reporting

- (i) . Enterprise System Performance Measurement - monitor and analyze data set contention, channel utilization, I/O load balancing, operating system, CICS, database management systems, WebSphere Application Server and Message Broker, and telecommunications network, and recommend any necessary configuration or tuning changes to improve system performance. Perform fine tuning to ensure response times do not degrade, evaluate the

impact of vendor and/or user developed software to be installed, and evaluate database management systems products and other system software parameters to determine the impact of changing parameters on the database.

- (ii) System Tuning and Problem Determination – monitor the z/OS, z/VM and Linux operating systems, Parallel Sysplex performance, CICS, z/OS for DB2, the DBMS ADABAS and UDB/DB2, WebSphere Application Server and Message Broker and the telecommunications network. Evaluate, recommend and implement tuning changes to optimize enterprise system and network performance. Analyze workload growth projections to determine whether additional tuning and/or acquisitions are necessary.
- (iii) Capacity Planning - Assist DC in performing capacity planning and disk/tape space allocation activities as required.
- (iv) Performance History Reporting – Produce detailed performance utilization reports

D.3.2.7.f - Enterprise Hardware/Software Changes

- (i) Evaluate planned hardware and/or software changes to provide assessments of the potential positive and negative impacts of the changes on the enterprise system and network performance, availability, and usage.
- (ii) Assume primary responsibility for coordinating software and/or hardware changes and upgrades.
- (iii) Provide planning and implementation support for software and/or hardware configuration upgrades.

D.3.2.7.g - Other Tasks

- (i) .System Restoration – Develop, document procedures and assist in the back up and restoration of all system software and program library files in the event of DASD head crashes or other situations that may cause a loss of file integrity.
- (ii) Technical Library and System Logs - Update and maintain an OPM-provided technical library consisting of technical manuals and optical disks for all software products, networks and systems. Maintain logs required to monitor the system. These include the z/OS's automated SYSLOG, RMF, SMF, the daily log for system problems, z/VM's spooled console logs, Linux's SYSLOGD and the log of dealings with the IBM Support Center and other vendor support centers, if available.
- (iii) Enterprise ADP/Telecommunications Standards - Assist DC staff in the continuing development of standards for its enterprise network and systems, including areas such as storage management, network management, and LPAR structure.
- (iv) Documentation - Document all system software modules or programs before the software is installed in a production environment. Provide all documentation relating to any work performed, and adhere to both internal programming documentation and external documentation standards in the form of documentation booklets and/or online methods of documentation. All changes to the enterprise environment must be documented, including any impact the changes will have on operations and/or applications.
- (v) Technical Assistance - Provide technical assistance to OPM on subjects related to: Job Control Language (JCL), utilities, CICS, Linux scripts, WebSphere Application Server, Message Broker, Message Queue, and enterprise data/network management; analysis of program dumps and recommend corrective action; database tuning, ADABAS/NATURAL, DB2 for z/OS and UDB/DB2

system performance and optimization, and other DBA related activities. Review new software, hardware and telecommunications technologies and products for their appropriateness and application to the enterprise environment

D.3.2.7.h - Enterprise Telecommunications Support

Provide software support for the enterprise telecommunications network, including maintenance of systems software programs for communications controllers and hosts. Provide software support for the IP portion of the Enterprise Server telecommunications network including the Telnet Server to ensure connectivity by local and remote users. Reconfigure channels, peripherals, routers and controllers as the enterprise environment changes. Assist in the design, analysis, development, and implementation of enterprise linkages with other Federal and non-Federal agencies or entities, using whatever internet protocol is proper and meets OPM's needs (e.g., TCP/IP) .

D.3.2.7.i - Local Area Network Support, Installation and Integration

Assist OPM as needed in Local Area Network (LAN) and Wide Area Network (WAN) installation and integration support, including configuring and installing components (e.g., hubs, routers. Bridges, gateways), connecting and configuring workstation hardware and software, systems testing , system and user documentation, network operating systems (NOS), NOS updates, physical reconfigurations, connecting moved and/or new workstations to the LAN system, and providing training on Contractor-developed LAN applications. This support is limited to within the boundaries of the Data Center responsible areas of the IBM zSeries Enterprise Servers.

D.3.2.7.j - Enterprise System Security

Participate in all system support activities required for maintaining enterprise security systems; participate in Independent Verification and Validation (IV&V) of functional requirements and/or systems specifications developed by other OPM contractors or employees, to include Enterprise Server hardware, software, and network components; participate in Certification and Accreditation (C&A) testing for the Enterprise Server hardware, software, and network components.

D.3.2.7.k - Disaster Recovery and Data Restoration

- (i) Develop and document procedures to back up and restore all system software and program library files in the event of DASD head crashes or other situations that may cause a loss of data integrity.
- (ii) Assist in the back-up and restoration of system software and program library files.
- (iii) Plan, develop, test and implement a disaster recovery process that allows continuity of operation at a remote location.
- (iv) Provide sufficient personnel to ensure successful system restoration, start up, operation and maintenance at a remote recovery site. This will include restoration and operations using OPM's remote mirrored DASD volumes, and/or using tape backup media.
- (v) Plan, develop, test and implement disk mirroring in support of continuity of operations. Participate in DC's periodic disaster recovery tests and travel to OPM's designated back-up and/or alternate processing site(s) to test or implement the disaster recovery plan.
- (vi) Supply at least two (2) employees who are physically located outside the Washington, DC region. The duties of the personnel will be to follow procedures on recovering OPM computer systems, applications, data and telecommunications environment to a production state in the disaster

recovery location. These employees will have the same skill levels as the Senior z/OS Sysplex Systems Programmer.

- (vii) During the annual Disaster Recovery test, the expenses for travel outside of the Washington DC area along with living expenses will be charged back using this contract. The travel and per diem charges shall not exceed the US Government travel and per diem rates for the deployed location. Due to the requirement for the Disaster Recovery Plan and work needing to be in each disaster recovery site, catered meals are available to keep personnel in the facility in order to respond to ongoing exercises. The catered meals for dinner can be charged back through the contract if they do not exceed the per diem rate.

D.3.2.7.l - Basic Operational Support

- (i) Workload Management - Customize and maintain facilities for workload distribution, job scheduling, and distributing resources to competing workloads in accordance with DC requirements.
- (ii) System Performance - Customize and maintain controls associated with system resource management, and establish, implement, and continuously tune the operating system and products in accordance with DC service level agreements.
- (iii) I/O Device Management - Define I/O devices to the operating system and the hardware using the appropriate facilities.
 - a. Console Operations - Implement console operations procedures and message processing that form the basis of operating system automation.
 - b. Operational Improvements - Increase system availability by automating operating system and product recovery, simplifying operator tasks implementing a single point of control that allows the operator to interact with each operating system and products from a single console or workstation.
- (iv) Customizations – Customize basic operating system facilities to improve the system and application performance; manage workload distribution among servers, workload balancing among servers, and distribution of resources to competing workloads. Optimize the process of receiving jobs, scheduling them for processing, and controlling their output processing; and the operating system to support data security that protects data against unauthorized disclosure, transfer, modification, or destruction, whether accidental or intentional, and supports high availability requirements.

D.3.2.7.m - Technology Knowledge and Innovation

- (i) Data Management
- (ii) Security and Cryptographic Services
- (iii) Network communication services – to include TCP/IP and SNA networking support and multiplatform connectivity
- (iv) Applications Enablement Services
- (v) UNIX Services – to include UNIX applications services (shell, utilities, and debugger) and the UNIX system services (kernel and runtime environment) to allow transparent data exchange among heterogeneous systems and easy portability of applications in an open environment.
- (vi) e-Business Services – to include HTTP and Web application services that provide for scalable, high performance Web serving for e-business applications.
- (vii) Print Services

D.3.2.7.n - Personnel Coverage

- (i) The Principal Period of Service (PPS) is from 6:00 am to 6:30 pm, Monday through Friday, except for Federal holidays or emergency closures observed at the installation. The Contractors will maintain a schedule equivalent the US Federal government schedule and will match its holidays to the published Federal holidays.
- (ii) The contractor shall staff for full-time support during the PPS, to ensure adequate on-site response is available to quickly and effectively deal with problems or queries.
- (iii) The contractor must assign personnel to provide continuous, unbroken coverage during the entire PPS, to including lunch breaks, meetings, and other breaks. The person(s) providing coverage must have experience at least equivalent to a candidate for z/OS, z/VM, and Linux system programmer labor categories, and be located at the OPM duty station.
- (iv) The contractor shall provide multiple levels of technical and/or systems software support in the event problem escalation is required.
- (v) The contractor shall provide two-tiered on-call systems software support during Non Principal Period of Service (NPPS.) The individual providing coverage must have experience at least equivalent to a candidate for a z/OS Systems Programmer level. Second tier support shall be available for z/VM or Linux support in case the first tier individual is not familiar with these two systems.
- (vi) In the event that the problem cannot be corrected or worked-around by phone or remote access, the contractor shall proceed to provide second-tier on-call support on-site at OPM Headquarters, within a 2-hour response time during the NPPS.
- (vii) On-call support is required by one person outside of the PPS along with key system support personnel being available after hours for advice and consultation.

D.3.2.7.o - Qualification Standards for Required Skill Categories

Labor categories and qualifications standards are identified and described in detail in Attachment 6 of this RFQ. The following labor categories are considered essential to the successful completion of the work under STA 2. Individuals assigned may be designated as Key Personnel under the terms of the contract.

Program Manager & Technology Leader
Senior Advanced Technology Specialist
Senior z/OS Sysplex Systems Programmer
z/OS Sysplex Systems Programmer
Senior z/OS Sysplex Performance Tuning/Capacity Planning Specialist
Senior z/OS Sysplex Automation Operations Specialist
Senior z/OS Sysplex CICS Transaction Server Systems Programmer
Senior WebSphere Application Server Systems Programmer
Senior z/OS Sysplex Communications Systems Programmer
z/OS System Managed Storage Specialist
Senior ADABAS Database Specialist
Senior z/VM & Linux Systems Programmer
DB2 for z/OS & UDB/DB2 Database Systems Programmer
Senior Web Services Architect
Administrative Support Specialist/Technical Writer
Administrative Support Specialist

D.3.2.7.p - Additional Personnel Requirements

In addition to positions which must satisfy the Mandatory Core Competencies, all contractor staff categories as a group must satisfy the following Other Competencies. An individual in the group can satisfy a maximum of two Other Competencies:

- i. At least one individual has at least three years of recent experience in installing and implementing and supporting MVS FALCON/DE from Phoenix Software International.
- ii. At least one individual has at least three years of recent experience in installing, implementing, supporting, and administering Control-D from BMC Software.
- iii. At least one individual has at least three years of recent experience in installing and implementing and supporting Allen Systems Group's CCC/LCM.
- iv. At least one individual has at least three years of recent experience in installing and implementing and supporting Decision Analyzer, Decision Technology.
- v. At least one individual has at least three years of recent experience in installing and implementing and supporting VPS, VPS/TCPIP, VPS/LCDS, and DRS from Levi, Ray and Shoup, Inc. The individual user requires at least one year experience with LRS's PageCenter.
- vi. At least one individual has at least three years of recent experience in installing and implementing and supporting Code-1 Plus from Pitney Bowes.
- vii. At least one individual has at least three years of recent experience in installing and implementing and supporting Connect Direct and Secure+ from IBM Sterling Commerce.
- viii. At least two individuals has at least two years of recent experience in installing and implementing Linux and supporting on an IBM zSeries Enterprise Server.
- ix. At least one individual has at least one year of recent experience in installing and implementing and supporting Tivoli Access Manager for eBusiness.
- x. At least one individual has at least one year of recent experience in installing and implementing and supporting WebSphere Application Server for Linux.
- xi. At least two individuals have at least one year of recent experience in installing, implementing, supporting, and using Rational Application Developer or its follow on product(s).
- xii. At least one individual who has at least three years of debugging IP network problems which includes local area network, wide area networks, open system adapters, routers, and switches.
- xiii. At least two individuals who have at least three years of experience writing programs in IBM's High Level Assembler Language.
- xiv. At least one individual who has one year of recent experience installing, configuring, and supporting IBM's z/VM operating.
- xv. At least one individual who has two years of recent experience with RACF configurations and planning of how security profiles can be used to support customer business requirements.
- xvi. At least one individual who has two years of recent experience installing, configuring, and supporting a SNA Firewall product such as APPN-EE.

- xvii. At least one individual who has two years of recent experience coding JAVA/J2EE programs which were used in the mainframe or distributed environments.
- xviii. At least one individual who has one year of recent experience implementing, configuring, and supporting IBM's WebSphere Message Broker software product.
- xix. At least one individual who has one year of recent experience implementing, configuring, and supporting IBM's WebSphere Message Queue software product.

D.3.2.7.q - Government Funded Equipment

- a. Two cell phones will be provided for the requirement providing on-call support outside of the Principal Period of Service.
- b. Up to five (5) cell phones will be provided for the requirement to have key system support personnel available after hours for advice and consultation. This number may be increased to eight (8) at OPM's discretion to satisfy critical operational requirements.
- c. OPM will supply the staff with computer equipment which is required for them to satisfy their work requirements. This equipment will be in the form of Personal Computers configured with sufficient memory, disk space, software, etc, for the staff to be productive in their work assignments. Office equipment will include the workspace sufficient to accomplish their daily tasks such as phones, copiers, scanners and printers. Any specialized equipment required as part of the work assignments will be supplied.

D.3.2.8 - STA 2.2 – Computer Operations Support

Requirements for supporting Computer Room operations.

D.3.2.8.a - Computer Room Operations

(Work requires multiple shifts to include day, evening and night shifts)

- i. The contractor will have a working knowledge of the mainframe environment running the IBM z/OS. The operators will have a working understanding of TSO (Time Share Option Software, which is a multi user environment for IBM mainframe operating systems), TWS (Tivoli Workload Scheduler), Jes2 (mainframe commands), JCL (the Job Control Language used by IBM mainframe operating systems), and how applications run under z/OS.
- ii. The contractor will be able to troubleshoot communication networking problems for online users. They will be able to display the network lines, remote printers and terminals. They will report any problems to the proper channels.
- iii. The contractor will oversee and report any security problems encountered while watching the master console concerning password violations. The computer operators are responsible for resetting passwords. They will also report any unusual security related issues.
- iv. The contractor will have knowledge of the telecommunications system and related software. They will know whom to call if there is a problem within the telecommunication system.
- v. They will monitor peripheral equipment, master console, controllers, modems, lines and tape drives. The operator will be able to monitor the master console, monitor all SNA connected lines, printers and tape drives within the Computer Room.
- vi. Provide requested reports to Supervisor and OPM staff upon request. An example of this would be the 'Problem Logs' and 'Loss of Production Memos' that are created by the contractor when there is a major problem. A problem log gives a detailed description of the problem encountered and how the problem was solved. They will submit a 'Loss of Production Memo' when we have any down time on the System. There is also a 'Shift Summary Report' that is provided daily by the shift lead operator. This report gives a description of the events occurring during the shift.

- vii. The contractor will report on and request maintenance on various equipment within the Computer Room.
- viii. The contractor will load equipment with tapes, disks, and paper, as needed.
- ix. While the computer system is running (normally 24 hours a day), the computer operators will monitor the control console and respond to operating and computer messages. Messages indicate the individual specifications of each job being run. If an error message occurs, operators must locate and solve the problem or terminate the program.
- x. Operators will maintain logbooks or operating records, listing each job that is run and events such as machine or program malfunctions that occur during their shift.
- xi. The contractor will answer phones and provide customer service to online users.
- xii. The contractor will maintain and monitor the Operating System.
- xiii. They will have the ability to trouble shoot line connection problems and report any problems on the Network.
- xiv. The contractor will reset passwords.
- xv. The contractor will report any unusual security related problems to OPM when encountered while resetting passwords or monitoring the log and master console.
- xvi. The contractor will create new crypt cards for users and reset crypt cards passwords when needed.
- xvii. The contractor will maintain a current data base for the Crypt Card Users.
- xviii. The contractor is responsible for training their new employees.
- xix. The contractor is to provide an inventory of all Terminals and Printers.
- xx. Prepare an Access Memo for the Access Control Branch on a weekly basis due to shift rotations of employees.
- xxi. They will manage the CD/Cartridge tape Library for various partner agencies. This includes the library of tapes and CD's plus recording the tape activity in a log book. This log book must be accurate and monitored weekly to report any problems with sending tapes out of the Computer Room.
- xxii. The contractor is responsible for burning/creating copies of partner agency tapes on established schedules and sending them to the agency for processing.
- xxiii. The contractor is responsible for ordering all supplies for the computer room daily.
- xxiv. The contractor will report repairs to the proper vendor in a timely fashion.

D.3.2.8.b - Computer Room Production Control

(Work requires multiple shifts to include day, evening and night shifts)

- i. The contractor will have a working knowledge of the mainframe environment. They will have a working understanding of TSO (Time Share Option Software, which is a multi user environment for IBM mainframe operating systems), TWS (Tivoli Workload Scheduler), Jes2 (mainframe commands), JCL (the Job Control Language used by IBM mainframe operating systems), and application run under z/OS.
- ii. The contractor will monitor applications, execute batch jobs at the proper time and process and print reports.
- iii. The contractor will maintain job schedules and documentation in TSO for jobs run through TWS (Tivoli Workload Scheduler).
- iv. The contractor will be able to discuss with Programmers any new jobs, changes within TWS or any other problems that arise.
- v. They will edit and modify the Tivoli Workload Scheduler (TWS) System with the Washington, DC Data Center Group staff.
- vi. In addition, production control staff may help programmers and systems analysts test and debug new programs.
- vii. Oversee partner agency and remote site transmissions, Selective Service and Credit Transmissions.
- viii. The contractor will oversee and complete the Finance Download to the IRS daily.
- ix. The contractor will sort, break down, staple and distribute (route) reports to the appropriate OPM site or contractor site.

- x. The contractor will oversee the submission of the nightly Batch Process. This process is run through TWS (Tivoli Workload Scheduler).
- xi. The shift lead will audit all reports and printouts that are produced nightly. They will be checking for print accuracy and proper forms. They will check for accuracy on all the Scans (OFI44, OFI43, OFI42, OFI41 and OFI 40), Credit Reports, CCT forms, CAT printouts and labels. The contractor will sort, break down and staple reports and distribute as needed.
- xii. The shift lead will audit the log for job completion, timeliness, correctness and code completion of all jobs.
- xiii. The contractor will follow instructions and make corrections to JCL to instruct the Job Entry Subsystem (that is Jes2 or Jes3) on how to run a batch program or start a subsystem.
- xiv. The shift lead will call Programmers and discuss any problems that may arise on any shift.

D.3.2.9 - STA 3 - CIO Strategic Management, Capital Planning and Portfolio Management, IT Program Management, Records Management, Governmentwide HR Management, IT Security Management, Enterprise Architecture

OPM's CIO is responsible for managing OPM's IT resources and ensuring that OPM complies with legal, external oversight and internal requirements. Legal and statutory requirements include, but are not limited to, those specified in the Clinger-Cohen Act, Federal Information Security Management Act (FISMA), e-Government Act, Paperwork Reduction Act, Privacy Act, the Federal Records Act, the Freedom of Information Act and Data Quality Act. Federal oversight requirements include policy and guidance documents issued by the OMB, GAO, the Executive Office of the President, and the National Archives and Records Administration (NARA.). Internal requirements include, but are not limited to, those issued by the agency's Inspector General, the agency's Director, and the CIO. IT Support services required by OPM may include services supporting the compliance requirements above, or the requirements supported in the STA components described below.

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This STA has 4 sub-components (sub-STAs). Vendors may bid on one or all sub components of the sub-STAs. They are:

- STA 3.1 CIO Strategic Management Support and IT Program Management
- STA .3.2 Records Management and Data Quality Program Management and Implementation
- STA 3.3 IT Security Management
- STA 3.4 Enterprise Architecture

Implementation of OPM Policies. The contractor will ensure that all work performed under this STA complies with OPM policies and procedures in place at the time the work is performed.

D.3.2.9.a - STA 3.1 CIO Strategic Management Support and IT Program Management (Non Set-Aside)

This sub-STA includes support for the following:

- STA 3.1.1 CIO Strategic Oversight of Information Technology, including
 - o CIO implementation of governmentwide mandates
 - o Governance of OPM's IT programs
 - o OPM's IT Capital Planning and Investment Control (CPIC) program
- STA 3.1.2 IT Program Management Support

The work of this STA includes the development and implementation of policies and procedures; the development and recommendation of customer service standards and performance measures; the development of policy and process documentation including guidebooks and handbooks; and the recommendation and implementation of status reporting systems.

It includes the analysis of legislation and oversight agency mandates, the recommendation of plans and solutions and evaluation and development of OPM policies, processes, and procedures.

It includes support to OPM in the implementation of OPM and governmentwide policies and procedures, including the development and submission of required reports.

D.3.2.9.b STA 3.1.1 CIO Strategic Oversight of Information Technology

The activity of this sub-STA includes the analysis of governmentwide mandates and support to the CIO in implementing them, such as the preparation of draft plans, reports, assessments and recommendations.

It also includes support to activities led by the CIO for governance of OPM's IT investment oversight groups, such as the gathering and presenting of information to support decision-making for IT, support to OPM's IT Investment Review Board (IRB), such as meeting planning, documentation and coordination. It also includes such activities as action tracking, scorecard reporting, performance assessment, and the development of processes and criteria for the assessment and recommendation of IT reports.

the planning and implementation of related tools; the provision of training, coaching and advisory services for implementing such policies, standards and tools; the analysis and submission of data for supporting the implementation of such programs. It includes advisory support to program managers and members of their staffs in the development of IT capital asset plans and investment portfolios, and in the implementation of policies and procedures related to IT governance, IT capital planning and IT portfolio management. It includes the drafting of content for the IT Systems Manager tool. It also includes advisory support in the implementation of in-depth assessments called TechStat reviews.

D.3.2.9.c STA 3.1.2 IT Program Management Support

In this sub-STA, the contractor will support the implementation of OPM policies and procedures for IT program management. The contractor will do so by providing support in such areas as program planning, analysis, cost estimation, performance measurement and reporting to support implementation of OPM's policies, procedures and standards for IT. Such policies, procedures and standards include, but are not limited to, those for program planning, cost estimation and assessment, IT budgeting, and other policies and procedures established by the agency. They include OPM policies and procedures for IT baseline management including Earned Value Management (EVM), cost estimation and assessment, as well as IT security, privacy, records management, paperwork reduction, and others. The contractor will also support IT program managers in the implementation of OPM system development life cycle (SDLC) standards, policies and procedures.

Professional Certification Requirements. For work performed under sub-STA 3.1.2, project lead(s) assigned to the contract, and one or more additional core team member(s), will have an active Project Management Institute (PMI) project management professional certification.

D.3.2.9.d IT Baseline Management Support

The contractor will support OPM programs in implementing the IT Baseline Management policy of the agency, and any related policies and guidance. The contractor will provide IT baseline management support in accordance with terms established by the Policy, including baseline management for programs

requiring the use of Earned Value Management (EVM), baseline management for investments which are funded by Development, Modernization, and Enhancement (DM&E) that do not meet the threshold for Earned Value Management , baseline management for mixed life cycle investments, and baseline management for Steady State investments as defined in the Policy. .

To support IT Baseline Management, the contractor shall perform roles outlined in the Baseline Management Policy, including program manager, program management office, and control account manager responsibilities. When implementing Earned Value Management requirements of the Policy, the contractor will provide EVM expert(s) who have demonstrated knowledge and experience in EVM.

The contractor will use the agency's required Earned Value Management cost and schedule tools, which will be specified at the time the work is performed, for those investments which require Earned Value Management under the IT Baseline Management Policy. (In 2011, OPM's Earned Value Management tool is Primavera Project Management and Cost Management software.)

The contractor will also perform tasks in support of the investment baseline using other project management tools, such as Microsoft Project and Microsoft Excel. The contractor will perform tasks of reporting against the investment baseline using the agency's IT Dashboard reporting tool and any other tools required by the agency for baseline reporting. (In 2011, OPM's IT Dashboard reporting tool is eCPIC.)

The contractor shall work with other OPM staff and contractors in conducting Integrated Baseline Review's (IBR) to validate the technical baseline and ensure the supporting cost and schedule baselines are adequate to execute the technical baseline. The contractor will be responsible for supporting OPM staff in generating all monthly and ad hoc EVMS reports to include Contract Performance Reports (CPR) in accordance with OPM IT Baseline Management Policy. The contractor will support OPM staff in generating such reports in conjunction with the OPM EVM program management office (PMO) in the Office of the Chief Information Officer (CIO).

D.3.2.9.e Program Management Review Support.

The contractor shall support Program Management Review processes for specific investments. To do so, the contractor shall collect program and contract actual performance data as well as government activity status, loading the data in to the required agency tool set, analyzing the outcomes, and preparing program review materials. The contractor shall advise the program manager on program performance topics such as performance metrics, risks and issues, and performance trends. The Vendor shall review and recommend process updates as appropriate to optimize the investment's program management review process.

D.3.2.9.f IT Governance.

The contractor shall support OPM IT governance activities, such as those for decision-making related to specific IT investments and activities related to oversight of the agency's IT investment portfolio. Support for such oversight includes support for OPM committees that perform oversight and review of IT investments at OPM. It also includes the development and assessment of its IT budget exhibits, performance, and other information to support decision-making. The contractor shall perform in-depth assessments of individual investments and groups of investments for purposes of clarifying investment status, recommending corrective action, and strengthening the IT investment program of the agency.

D.3.2.9.g Program Management Documentation Support.

The contractor will develop and maintain documentation as necessary throughout the life cycle of a program. This support will include analysis as well as collection, coordination and display of information. It includes the development of documentation related to specific programs. It also includes documentation related to CIO strategic oversight of information technology, including assessments, plans, action logs, and reports, and documentation related to transition and closeout of program activities, as necessary.

D.3.3.0 STA 3.2 Records Management and Data Quality Program Management and Implementation

This sub-STA includes the development of policies and procedures for implementing CIO responsibilities at OPM for records-management and data quality-related functions, such as those for implementing the Federal Records Act, the Paperwork Reduction Act, the Freedom of Information Act (FOIA), the OPEN Government Act, the Data Quality Act, and the Privacy Act of 1974. It also includes the implementation of related policies and procedures.

The work of this STA includes the development and implementation of policies and procedures; the development and recommendation of customer service standards and performance measures; the development of policy and process documentation including guidebooks and handbooks; the assessment of policy and procedures, and the recommendation and implementation of status reporting systems.

It includes the analysis of legislation and oversight agency mandates, the recommendation of plans and solutions and evaluation and development of OPM policies, processes, and procedures.

D.3.3.1 Strategic and Technical Support to OPM Government-wide HR Programs and Systems.

Provide strategic and technical program/project management support to OPM program offices planning, developing, implementing, guiding and providing oversight to government-wide Human Resources IT systems and solutions.

Examples of program/project related tasks are to assist OPM to:

- plan and execute human resources IT transformation, modernization and integration efforts
- manage program governance structure and communications, and support stakeholder involvement
- work with Federal agencies to successfully implement and use OPM programs and systems, e.g., select and migrate to a shared service center in a timely and cost effective manner
- develop and manage program evaluation and assessment activities, e.g., shared service center provider assessment program
- establish and maintain government-wide Human Resource Internet Technology standards and guidelines, e.g., maintain and update the human resources Federal Enterprise Architecture models and target requirements for shared service centers

- develop and update the program cost benefit analysis
- provide oversight and performance management of shared service centers
- improve the ability of the shared service centers to deliver effective HR services in accordance with documented requirements
- support the integration of government-wide HR processes and systems, especially agency and shared service center integration efforts
- plan and implement an IT transformation effort designed to identify government-wide integration opportunities and implement appropriate solutions
- execute the CPIC process and develop required capital asset plans, funding strategies, budgets and business cases

D.3.3.2 Program Management Duties and Responsibilities

- Provide overall project management support (e.g., weekly/monthly status reports, record meeting minutes, prepare meeting agendas, track project burn rates, develop/monitor project plans and project schedules).
- Provide and keep current a Work Plan covering the project management and acquisition lifecycle support to the PMO.
- Assist in the coordination and oversight of requirements between project managers, task leaders, stakeholders.
- Support assessment and implementation phases for deployment of program across the agency or Federal government.
- Support and assist in complying with Agency and oversight reporting requirements by collecting, analyzing, correlating, and verifying data required for presentation in such reports.
- Assist in the review and documentation of performance measures results against plan.
- Support in developing briefings and presentation materials. Research, collect, analyze, and validate data, and assist with the actual presentations.
- Assist in preparing for and presenting materials at recurring and ad hoc meetings. The preparation for these meetings will include developing briefing materials, preparing agendas, and researching and providing documents for distribution to meeting participants. During the meetings, the Contractor may be required to take notes and provide meeting minutes for the participants, as well as identifying and tracking action items.
- Assist in developing various ad hoc and recurring reports for submission to senior management officials and oversight agencies. Support and assist in providing timely, accurate information for the preparation of these reports.
- Support Risk Management processes.
- Support Configuration Management processes.
- Where appropriate, assist in the conduct of market research and preparation of draft pre-solicitation documentation to include, but not limited to, requirements analyses, analyses of alternatives, cost-benefit analyses, independent cost estimates.
- Prepare draft statements of work for Government review.
- Review and verify the accuracy and completeness of orders for required commercial-off-the-shelf software and equipment, and track and monitor delivery of ordered items to ensure their arrival in time to meet critical project milestones, etc.
- Assist in the development of procurement packages for task orders and contract orders and subsequent revisions, and support review of task orders and contract documentation.
- Support the review and analysis of contract deliverables (e.g., reports, proposals, memorandums, status reports, design plans, etc.) to determine their acceptability/unacceptability based on the contract/project requirements and Agency standards.
- Assist in the review of the completeness and accuracy of invoices and supporting documentation as a prerequisite for invoice approval.
- Support the development of evaluation criteria and analysis of results against submissions received on behalf of project requirements.
- Perform burn-rate analysis and track project costs and spending against the spending plans and total authorized funding amount.

- Support annual Congressional/OPM budget formulation and submittal.
- Assist in development and submittal of annual OMB Exhibit 300 for Program, to include responding to Investment Review Board and OMB inquiries and providing revisions and updates as needed.
- Support program response to oversight Agency inquiries regarding funding and spending for the Program.
- Prepare/review/provide ad hoc financial reports on the cumulative expenditures related to project implementation.
- Generate financial documentation (e.g., requisitions, interagency agreements; amendments) as may be required.
- Support execution of Earned Value Management for the Program.
- Prepare pricing of fee-for-service products and services for Agency customers, ensuring complete cost recovery.
- Where applicable, support revolving fund monthly activities to include revenue recognition, cost allocation, and revenue/expense accruals.
- Provide accounts receivable support for reimbursable agreements to include billing customers, tracking cash receipt, tracking delinquent payments, and investigating charge backs.
- Provide support with business case development, alternatives analysis, and the development of cost and benefit models that address project requirements.
- Have the ability to use Oracle, Informatica, SAP Business Objects, Jira, and Cognos

D.3.3.3 STA 3.3 IT Security Management

Provide support in all areas of Certification and Accreditation (C&A) of OPM systems to include risk assessments, development of C&A documentation in accordance with Federal Information Processing Standards (FIPS) and National Institute of Standards and Technology (NIST) Guideline publications. Conduct independent risk assessment of infrastructure and systems. Conduct independent verification and validation (IV&V) testing. Perform Security testing and evaluation of systems. Perform Security audits and & POA&M management. Develop Security and Privacy policies and procedures by analyzing new legislation, providing impact and recommend plans and solutions. Assess IT security training program and identify IT security awareness and specialized training needs in accordance with NIST Guideline Publications.

D.3.3.4 STA 3.3.1 Security Certification & Accreditation

The contractor shall conducts assessments in all areas of Security Certification & Accreditation using NIST standards as documented the 800 series Special Publications and FIPS standards. This includes developing Security Plans, risk assessments and related documents as required by OPN policies, FISMA and NIST guidance.

The contractor shall provide support for all areas of OPM Continuous Monitoring Program including the establishment, management and support of the program to secure OPM systems and infrastructure and to collect metrics for presentation to OPM management. The contract will assess area of non compliance and offer solutions for compliance.

D.3.3.5 STA 3.3.2 Independent Risk Assessments – Infrastructure and Systems

The Contractor shall complete an evaluation of existing or proposed safeguards, and verify their adequacy of the OPM IT enterprise using NIST Special Publication 800-30 standards. This will entail reviewing and assessing all elements of the following areas: Administrative security, personnel security, physical/environmental security, and information technology security: hardware security, software security, communications security, and operations security. The contractor shall provide a summary of the vulnerabilities identified in the first part of the risk assessment. For each vulnerability listed, the contractor will evaluate the likelihood of this vulnerability being exploited, based on the degree of effectiveness of existing or proposed safeguards. A value representing the “Likelihood of Exploitation”, either quantitative

or qualitative, must be assigned to each vulnerability identified. Assets potentially put at risk by each vulnerability should also be identified.

Based on the evaluations and assessments performed in the previous portions of the Risk Assessment, the contractor shall identify the assets that are susceptible to compromise by the various threats through the exploitation of system vulnerabilities.

The risk assessment will require the following deliverables:

- An evaluation of the risk level for each critical asset deemed vulnerable and subjected to specific threats.
- The identification and assessment of residual risks that need to be addressed;
- A cost-benefit analysis identifying feasible security solutions, their effectiveness and cost; and
- Recommendations that will guide management in its decision on a preferred risk management option. The recommendations should include a list of possible security solutions that can reduce or eliminate the identified risks.
- Written report encompassing all of the above facets of the risk assessment.

D.3.3.6 STA 3.3.3 Independent Verification and Validation

The contractor shall conduct independent verification and validation (IV&V) testing on OPM system in-house and at contractor facilities to determine compliance with OPM policies and FISMA.

D.3.3.7 STA 3.3.4 Security Policies and Procedure Development

The contractor shall develop IT security policies to comply with OPM, FISMA, OMB, NIST and others federal laws and directives. The procedural, implementing guidance has to be developed with the goal of achieving standardized processes to implement policies. To perform such support, the contractor shall be required to prepare, in coordination with the Chief Information Security Officer, procedures that are consistent with OPM, and federal policy documents that describe how to carry out the policies in a well thought out manner this is applicable to the environment to benefit the user of the procedures. The contractor may be required to assess new technologies for security impact on OPM's systems and infrastructure.

D.3.3.8 STA 3.3.5 Security Testing and Evaluation

The contractor shall perform testing and evaluation of applications and systems based on Security Plans and NIST 800-53A criteria and this shall include reviews of management, operational and technical controls. The contractor will also be required to perform security reviews and validations on existing accredited systems including the review of documentation. As part of testing and evaluation, the contractor will be required to perform vulnerability scans including penetration testing to ensure the integrity of systems. The contractor shall perform testing and evaluation on existing systems based on standards and guidelines documented in NIST Special Publications such as 800-53A and other applicable Federal standards.

D.3.3.9 STA 3.3.6 Security Audits & POA&M Management

The contractor shall establish a system to review audit findings, create Plan of Action & Milestones to track each finding and to propose recommendations for addressing and closing each finding. The contractor shall establish a system to review, assess, track and coordinate open POA&Ms and review

artifacts and solutions to determine adequacy for closing each POA&M. The contractor will compile audit finding and POA&M metrics for management.

D.3.4. Privacy

The contractor shall develop privacy policies and procedures for compliance with the Privacy Act of 1974, OMB and NIST guidance. Perform OPM privacy assessments to ensure compliance with federal laws and directives. The contractor will work with program offices to complete and review Privacy Impact Assessments and other privacy required documents such as Statement of Record Notices (SORNS).

The contractor will assess emerging privacy laws, directives and related functions and propose solutions for implementation.

D.3.4.1 STA 3.4 Enterprise Architecture

Provide support in the area of enterprise architecture development. Assist in the upgrade of the Enterprise Architecture (EA) to align with federal EA PMO guidance (see www.feapmo.gov) or other OMB/GAO EA guidance. Document OPM application systems and business processes using OPM's EA Repository tool METIS to capture architecture artifacts, model business processes and work flows. Develop architecture trade off studies for hardware and software components. Develop and refine enterprise architecture documents.

D.3.4.2 STA 4: Network Operations and Security Services

D.3.4.3 Project Background Information

The Chief Information Officer/Operations Technology Management/Network Management (NM) supports the Office of Personnel Management (OPM) mission by managing and operating OPM's IT infrastructure. This includes the implementation, management and maintenance of workstations, local and wide area networks (LAN/WAN), data communications, servers, SANs, and IT security initiatives.

D.3.4.4 Project Purpose

The vendor staff shall accomplish the work outlined in this task proposal by following OPM's standards and procedures. The vendor will provide technicians who are skilled in the operations and maintenance of each component of the network involving local and wide area network management, network engineering, project management, server management, and network security.

The vendor will provide any and all service required to support approximately 8500 staff; plus all IT hardware and software supporting OPM. The vendor will provide coordinated support across multi-vendor platforms, technologies, and geographical boundaries.

This Task Proposal Request includes multiple sub-tasks. Offerors should submit proposals that address all of the tasks outlines in this TPR.

D.3.4.5 Project Scope of Work

This statement of work is issued between the Contractor and the U.S. Office of Personnel Management (OPM) for the purpose of contracting for Network Management & Operations, Engineering, Project Management and Security Services.

The vendor will provide operational support, Monday through Friday, 6:00am to 6:00pm, excluding government holidays. Additionally, on call support will be required for technicians on weekends, holidays, and after COB under this contract. Technicians shall be on-site within 2 hours of being called.

D.3.4.6 STA 4.1 Network Operations and Maintenance

The tasks described herein apply to switches, routers, firewalls, VPN devices, and other LAN/WAN infrastructure components that directly support the Office of Personnel Management (OPM). This includes firewall services, network monitoring tools, router and switch configuration, and other specialty IT systems for OPM personnel and contractors in the central office and across the country.

D.3.4.6.a Desired Skill Sets

- i. DNSSEC
- ii. Basic Server administration
- iii. Disaster Recovery Planning
 - iv. Juniper Firewalls
 - v. NetScreen Firewalls
 - vi. Cisco Firewalls
 - vii. Cisco VPN devices
 - viii. Load Balancers
 - ix. Data and Voice Circuits
 - x. Telecommunications
 - xi. Remote Access Technologies
 - xii. Cisco switching
 - xiii. Cisco routing
 - xiv. Cisco VoIP
 - xv. ASA
 - xvi. Domain Administration
 - xvii. MRTG/PRTG/Cacti
 - xviii. TCP/IP
- xix. IPv6
- xx. IDS/IPS Configuration and Administration
 - xxi. Network Node Manager
 - xxii. Linux
 - xxiii. IronPort
 - xxiv. Voice/Satellite/Data Cable Plant Management
 - xxv. Network Monitoring Tools
 - xxvi. Data Center Design and Management
 - xxvii. Power management (Data Center/Access closets)
 - xxviii. Juniper Firewalls
 - xxix. Cisco Firewalls

D.3.4.6.b Duties and Responsibilities

- i. Act as part of an incident response team to ensure quick response to information assurance notifications.

- ii. Operations and Maintenance of some specialty servers, remote access and LAN/WAN software and hardware located at the site. Maintenance includes software upgrades, software patch installations, hardware replacements and diagnosis/resolution of any software/hardware issues.
- iii. Use network monitoring tools to optimize, improve, expand, and upgrade server and network capabilities and connectivity as required.
- iv. Review system logs to determine usage levels, bandwidth, performance, and security of systems. Report misuse or security breaches immediately to Network Management.
- v. Install new hardware and software making sure that all components (hardware and software) interface correctly with each other and the network.
- vi. Identify and refer selected problems to 3rd party contractors. If equipment is under warranty, contact manufacturer/vendor for warranty repair or replacement.
- vii. Engineer and implement designs related to upgrades and enhancements involving all IT Infrastructure, servers, firewalls, circuits, cabling, AD, DNS, network monitoring tools, and other special systems.
- viii. Support and maintain Development, Test and Production (DTP) infrastructure and methodology.
- ix. Perform other duties as required in performing network administration and Operations & Maintenance as outlined by the onsite Federal Team Lead(s).
 - x. Provide weekly, monthly, quarterly reports and input for NM activity reports, balanced scorecard reporting requirements, FISMA/FISCAM audit requirements, etc.

D.3.4.7 STA 4.2 Server Management and Operations

The tasks described herein apply to servers and other LAN/WAN components that directly support the Office of Personnel Management (OPM). This includes electronic mail, electronic file services, print services, server backup services, antivirus, server operating systems, network monitoring tools, and other specialty IT systems for OPM personnel and contractors in the central office and across the country.

D.3.4.7.a Desired Skill Sets

- (A) Microsoft desktop/server operating systems
- (B) Server Administration
- (C) Disaster Recovery Planning
- (D) Remote Access Technologies
- (E) Microsoft Exchange
- (F) TCP/IP
- (G) IDS/IPS Configuration and Administration
- (H) Storage Area Networking
- (I) Symantec Enterprise Vault
- (J) LANDesk
- (K) ActiveID
- (L) Network Node Manager
- (M) VMWare
- (N) Linux
- (O) Credant Mobile Guardian
- (P) Network Monitoring Tools
- (Q) Data Center Design and Management
- (R) Power management (within DataCenter)
- (S) Various brands of server hardware
- (T) Symantec Netbackup/Backup Exec
- (U) Citrix ICA and NFuse

D.3.4.7.b Duties and Responsibilities

- i Act as part of an incident response team to ensure quick response to information assurance notifications.
- ii Operations and Maintenance of any and all servers, remote access and LAN/WAN software and hardware located at the site. Maintenance includes (but is not limited to) backup and restoration, software upgrades, software patch installations, hardware replacements and diagnosis/resolution of any software/hardware issues.
- iii Use network monitoring tools to optimize, improve, expand, and upgrade server and network capabilities and connectivity as deemed necessary.
- iv Review system logs to determine usage levels, performance, and security posture of systems. Report misuse or security breaches immediately to Network Management.
- v Install new hardware and software making sure that all components (hardware and software) interface correctly with each other and the network - including new servers, backup drives, MS desktop/server operating systems, etc. To include base software and applications installed on servers such as antivirus, desktop/system monitoring tools, SPIs, system monitoring tools, etc.
- vi Refer selected problems to 3rd party contractors. If equipment is under warranty, contact manufacturer/vendor for warranty repair or replacements. For some hardware repairs - drive replacements, power supply replacements, printer repairs - a 3rd party contractor can be called in for assistance or repairs.
- vii Engineer and implement designs related to upgrades and enhancements involving all IT Infrastructure, servers, firewalls, circuits, cabling, AD, DNS, network monitoring tools, and other special systems.
- viii Install, maintain and upgrade BlackBerry Enterprise Servers (BES).
- ix Monitor BES for regular performance.
- x Provide regular BES metrics and performance reports.
- xi Maintain BES log records and provide metrics on the OPM BlackBerry inventory.
- xii Install, maintain and upgrade Citrix servers.
- xiii Monitor Citrix servers for regular performance.
- xiv Provide regular Citrix server metrics and performance reports.
- xv Maintain Citrix server log records.
- xvi Add, maintain and update applications on the Citrix servers.
- xvii Support and maintain Development, Test and Production (DTP) infrastructure and methodology
- xviii Perform other duties as required in performing server administration as outlined by the onsite Federal Team Lead(s).
- xix Provide weekly, monthly, quarterly reports and input for NM activity reports, balanced scorecard reporting requirements, FISMA/FISCAM audit requirements, etc.

D.3.4.8 STA 4.3 Engineering

The vendor will provide senior technicians with a high degree of expertise in local and wide area network design and analysis, disaster recovery planning and implementation, storage technologies (i.e. SAN), Active Directory design, implementation, and optimization; Exchange design, implementation and optimization and other services related to network engineering.

D.3.4.8.a Desired Skill Sets

- i. Local and wide area network design/optimization
- ii. Disaster recovery technologies
- iii. Security engineering
- iv. Microsoft Exchange design/optimization
- v. Applications design and processes

D.3.4.8.b Duties and Responsibilities

- i. As lead or member of a project team, serve as subject matter expert to analyze and design solutions to meet customer requirements.
- ii. Desktop Engineering.
- iii. Linux Design and Optimization.
- iv. Product Evaluation and Testing.
- v. Research upcoming technologies to determine applicability in the OPM environment.
- vi. Perform long range planning to ensure technology refresh requirements are timely.
- vii. As lead or member of a project team, write research documents detailing possible solutions addressing customer requirements to include pros and cons, estimated materials and costs, and high level work breakdown schedule associated with each solution.
- viii. As lead or member of a project team, provide detailed engineering plans for systems design and implementation. Systems may encompass multiple areas of technology such as local and wide area networking, infrastructure, distributed server architecture, operating systems and applications.
- ix. Research, review and design security architectures that address either existing vulnerabilities discovered through the Certification and Accreditation process or as part of a new system design.
- x. Perform other duties as outlined by the onsite Federal Team Lead(s).
- xi. Provide weekly, monthly, quarterly reports and input for NM activity reports, balanced scorecard reporting requirements, FISMA/FISCAM audit requirements, etc.

D.3.4.9 STA 4.4 Project Management

The vendor will provide senior project managers with an in depth background and proven track record in managing complex projects. The vendor will develop work breakdown structures, help identify resource conflicts, manage schedule risks, ensure deliverables schedule is met, and provide technical writing skills.

D.3.4.9.a Desired Skill Sets

- Information Technology Project Management
- Requirements gathering
- Project planning to include creating and managing work breakdown schedules
- Project Cost Estimation
- Coordinate change management functions and tasks
- Stakeholder management – managing customer expectations
- Risk Management
- Cost benefit analysis
- Progress Reporting
- Reporting

D.3.4.9.b Duties and Responsibilities

- Provide management and coordination of projects ranging in scope from single system to Agency wide implementation. Managed projects may also have Government wide impact such as the Electronic Government initiatives.
- Meet with stake holders to determine requirements and maintain a requirements trace ability matrix.
- Develop detailed work breakdown schedules to track milestones, tasks and resource allocation to meet project deadline.
- Ensure project deliverables are met and identify and mitigate schedule risk.
- Ensure all phases of project are documented using government provided ITSM.
- Provide periodic in progress reviews to NM management.
- Provide weekly reports on all project activity to NM management.

- The provided project managers will also perform other duties as outlined by the onsite Federal Team Lead(s).
- Provide weekly, monthly, quarterly reports and input for NM activity reports, balanced scorecard reporting requirements, FISMA/FISCAM audit requirements, etc.

D.3.5.0 Security Administration

The vendor will provide technicians with expertise in implementing and maintaining security operations and procedures. Security operations include, but are not limited to, firewall management, intrusion detection/prevention systems management, incident response, patch procedures, certification and accreditation of systems and applications, vulnerability assessments, and workstation, network, and server auditing..

D.3.5.1a Desired Skill Sets

- i. Workstation, server, and network device auditing and reporting
- ii. Microsoft desktop/server operating systems
- iii. Linux operating systems
- iv. Apple operating system
- v. Mobile Device operating systems
- vi. Disaster Recovery Planning
- vii. Firewall Configuration and Administration
- viii. IDS/IPS Configuration and Administration
- ix. Local and Wide Area Networking
- x. TCP/IP
- xi. Access Control Technologies
- xii. Operations security
- xiii. Vulnerability Assessment
- xiv. Forensics
- xv. Malicious Software Remediation
- xvi. Penetration Testing
- xvii. Risk Acceptance Analysis

D.3.5.1.b Duties & Responsibilities

- i. Act as part of an incident response team to ensure quick response to information assurance notifications and alerts.
- ii. Operations and maintenance of any and all intrusion detection/preventions systems and all security servers, appliances, devices and software located at the site. Maintenance includes (but is not limited to) software upgrades, software patch installations, hardware replacements and diagnosis/resolution of any software/hardware issues.
- iii. Optimize, improve and expand network and system monitoring as deemed necessary by Federal Management staff.
- iv. Review, monitor, and optimize system logs to determine usage levels, performance, and security posture of systems. Report misuse or security breaches immediately to Federal Management staff.
- v. Evaluate, review and test all new hardware and software projects, requests or upgrades to ensure that all components (hardware and software) interface correctly with each other and the network.
- vi. Perform risk assessments as required to mitigate potential vulnerabilities across the OPM network enterprise.
- vii. Perform disaster recovery activities in accordance with federal requirements (NIST Special Publications).
- viii. Conduct security authorization and accreditation activities as required by federal guidelines (NIST Special Publications).
- ix. Develop security policies and procedures in accordance with NIST security control requirements (NIST SP 800-53).

- x. Perform security control assessments/audits as necessary to meet federal requirements (NIST SP 800-53).
- xi. Provide weekly, monthly, quarterly reports and input for NM activity reports, balanced scorecard reporting requirements, FISMA/FISCAM audit requirements, etc.

D.3.5.2 - Investigative Applications Systems Support

D.3.5.2.a Desired Skill Sets

- i. Redhat Linux Enterprise and Application Server Network Operating Systems
- ii. Local and Wide Area Networking
- iii. TCP/IP
- iv. Storage Area Networking
- v. Disaster Recovery Planning and Implementation
- vi. Backup and Recovery Operations
- vii. Configuration Management and Change Control

D.3.5.2.b Duties and Responsibilities

- i. Act as part of an incident response team to ensure quick response to information assurance notifications.
- ii. Operations and maintenance of any and all servers, remote access and LAN/WAN software and hardware located at the site. Maintenance includes (but is not limited to) backup and restoration, software upgrades, software patch installations, hardware replacements and diagnosis/resolution of any software/hardware issues.
- iii. Optimize, improve and expand server/network connectivity as deemed necessary by the Network Management
- iv. Review system logs to determine usage levels, performance, and security posture of systems. Report misuse or security breaches immediately to the Network Management.
- v. Install new hardware and software making sure that all components (hardware and software) interface correctly with each other and the network - includes new servers, routers, switches, backup drives, Linux ES/AS, etc.
- vi. Refer selected problems to 3rd party contractors. If equipment is under warranty, contact manufacturer/vendor for warranty repair or replacements. For some hardware repairs - drive replacements, power supply replacements, fuser roller repairs - a 3rd party contractor can be called in for assistance or repairs.
- vii. Perform other duties as required in performing network administration and desktop support as outlined by the onsite Federal Team Lead(s).
- viii. Provide weekly, monthly, quarterly reports and input for NM activity reports, balanced scorecard reporting requirements, FISMA/FISCAM audit requirements, etc.

D.3.5.3 PROJECT DELIVERABLES AND DEADLINES

For each task outlined above the expected project deliverables are:

A. Weekly Status Report

The contractor will develop and propose a format for the status report to the Government Project Manager within 5 work days of task award for approval.

The report will include specific tasks performed, the actual support hours and actual costs for each individual project, the actual support hours and actual costs for Central CIO support, and actions requiring immediate management attention.

The report targets an audience of the Chief of CIO/OTM/Network Management, NM Branch Chiefs, and the individual Project Managers. This report will help the individual Project Managers anticipate

their costs under the contract and provide proactive funding information for any funding actions they may need to pursue. The report will be delivered to the Government Project Manager by COB on the second workday after the reporting week for the duration of the contract. Each weekly report will address the previous week's activity.

B. Monthly Status Report

The contractor will develop and propose a format for the status report to the Government Project Manager within 5 work days of task award for approval.

The report will include tasks performed, summary of the actual support hours and actual costs for each individual project, summary of the actual support hours and actual costs for Central CIO support, documents stored in OPM's central repository, actions requiring immediate management attention, upcoming CSB related activities/events, routine actions required, and the status of pending action items.

The report targets an audience of the CIO, Chief of CIO/OTM/Network Management, NM Branch Chiefs, and the individual Project Managers. The report will be delivered to the Government Project Manager by COB on the fifth work day of each month for the duration of the contract. Each monthly report will include the previous month's activity.

C. Quarterly Status Report

These reports shall contain summary data covering the previous three months of project cost, schedule, and performance information for each NM project.

The report targets an audience of the CIO, Chief of the CIO/OTM/Network Management, NM Branch Chiefs, and the individual Project Managers. The report will be delivered to the Government Project Manager by COB on the fifth work day following each quarter for the duration of the contract. Each quarterly report will include the previous three month's activity.

Note: All activities and time frames outlined -- within the scope of the contract -- may be adjusted due to changes in logistics or availability of resources, subject to mutual agreement between THE CONTRACTOR and the OPM Contracting Officer and Contracting Officer's Representative.

Instructions for Deliverables

- Deliverables shall be delivered on the dates specified and agreed upon. Deliverables shall in be in accordance with the cost proposal and consistent with the deliverables schedule as agreed upon between the OPM and the Contractor.
- Each deliverable shall first be submitted in a draft for review by agency. If the agency makes extensive changes to the first draft, the contractor shall submit a corrected draft for agency review. Upon agency approval of the final draft, the deliverables will be submitted in final form.
- OPM shall have 5 working days to review draft deliverables upon receipt of delivery and provide the Contractor with any necessary changes. Contractor shall have 3 working days to incorporate changes and return to OPM for review/approval.
- If for any reason a deliverable cannot be delivered within the scheduled timeframe, the Contractor shall notify the OPM Business Project Manager (BPM) and designated Contracting Officer's Representative (COR) in writing as soon as this determination is made with cause of delay and the proposed revised schedule. This notice shall include the impact on the overall project. The BPM or designated representative shall make a business decision about the impact of the delay. Contract implication will be dealt with by the cognizant COR.

Products found to be unacceptable or not meeting the intent of this task order will be re-accomplished until considered to be within the scope, acceptable in quality and meeting the objectives of this task order. If needed, additional meetings with OPM and Contractor task lead, management, and contract coordinators will be held to review progress, set priorities, and resolve any uncertain issues.

D.3.5.4 INSPECTION AND ACCEPTANCE

OPM Responsibilities

- Inspect and accept all deliverables. Acceptance is contingent upon deliverables meeting all requirements outlined in the task order.
- Return all comments and identify all issues within 5 workdays.

Contractor Responsibilities

- Provide final report responding to comments/issues within 3 workdays from the date of receipt of comments/issues.

D.3.5.4.a LOGISTICS, RESOURCES, AND TRAVEL RESOURCES

- OPM will provide suitable work facilities.
- OPM will provide a Business Project Manager (BPM) who will work closely with the CONTRACTOR Project Manager throughout the period of performance of the project to drive it forward and achieve success.
- THE CONTRACTOR will provide overall Project Management throughout this process.
- THE CONTRACTOR will provide OPM with the required IT skill sets to accomplish the tasks outlined in this statement of work.

D.3.5.4.b WORK LOCATIONS

- The primary location of work will be OPM Headquarters/Theodore Roosevelt Building (TRB) located at 1900 E Street, NW, Washington, DC, 20415. Other locations of work will include Boyers, PA, Macon, GA, Fort Meade, MD, Charlottesville, VA, Denver, CO and other OPM field sites.
- The secondary location of work will be the offices of the CONTRACTOR for any off-site design, configuration, preparation or non-onsite required services (if any).

D.3.5.4.c TRAVEL AND PER DIEM

- Primary work will occur in Washington, DC. Occasional travel to OPM field sites listed above may be required.
- As part of the Cost Proposal, the contractor shall provide any anticipated travel costs, if known, to include: origination; destination; number of trips; number of persons per trip; and breakdown of lodging, meals, transportation and related costs. The Government will limit travel costs to those allowable in the Federal Travel Regulations (FTR) and Federal Acquisition Regulations (FAR) Part 31 and must be pre-approved by OPM.

D.3.5.4.d SECURITY AND PRIVACY

Security Clearances

OPM's Local Area Network facilities are under controlled access at all times. Contractor staff who will be working with operational systems and data must undergo a background investigation. OPM will provide the contractor with the appropriate forms to be completed for the initiation of the background investigation. Contractor personnel will be expected to supply the personal and job-related information necessary to facilitate the investigation.

Contractor employees to whom these provisions are applicable may begin work before the background investigation is completed; however, if the employees do not meet the clearance requirements, the contractor will identify replacement staff to meet the statement of work requirements.

As an alternative, contractor personnel who are only onsite at the OPM on a limited basis may be signed in and fully escorted for the duration of their visit.

The Contractor may be asked to furnish OPM's Security Services with updated security information.

- a. The Contractor shall follow OPM's procedures and rules governing all aspects of on-site security. Good business practices should be adhered to when working at the OPM facilities.
- b. The individuals proposed must be a U.S. citizen, have or to be able to obtain, a favorably adjudicated background investigation at the critical sensitive level.
- c. The Contractor performing work under this task order shall satisfy all requirements for appropriate security eligibility in dealing with access to sensitive information and information systems belonging to or being used on behalf of OPM.
- d. The Contractor must prevent unauthorized access to Government data at all times, and must demonstrate in its proposal how its systems and process will prevent unauthorized access. Since the contract employee may have access to sensitive but unclassified information which may be subject to the Federal Privacy Act of 1974, any information developed must be handled in a manner that complies with this statute. Please refer to title 5, United States Code 552(a) for information about records maintained on individuals, as necessary, to ensure that privacy protections and requirements are considered.

D.3.5.4.e PHYSICAL SECURITY

The OPM/TRB facility is under controlled access at all times. General access to the building is also controlled through guard protection. Contractor staff will be required to obtain ID badges and follow all OPM requirements related to physical and personnel security.

OPM facilities are smoking restricted workplaces. Due to the nature of the work, facilities, and requirements, contractor staff may only smoke outside in designated smoking areas.

D.3.5.4.f PERSONAL SERVICES

OPM and Contractor representative and staff will conduct the work of the task so as to avoid personal services or actions that represent personal services. The task proposal request is not being used to procure services prohibited by Subpart 37.1 of the Federal Acquisition Regulation (FAR).

D.3.5.4.g CONTRACT ADMINISTRATION

The administration of this contract will require the maximum coordination between the U.S. Office of Personnel Management (OPM) and the contractor. All contract administration will be effected by the Contracting Officer except as may be re-delegated. In no event will any understanding or agreement, contract modification, change order, or other matter in deviation from the terms of this contract between the contractor and a person other than the Contracting Officer be effective or binding upon OPM. All such actions shall be formalized by a proper contractual document executed by the Contracting Officer.

D.3.5.4.h CONTRACTING OFFICER (CO)

The CO has the overall responsibility for the administration of this contract. The CO alone, without delegation is authorized to take actions on behalf of the Government to amend, modify, or deviate from the contract terms, conditions, requirements, specifications, details and/or schedules; make final decisions on disputed deductions from contract payments for nonperformance, terminate the contract for convenience or default; issue final decisions regarding contract questions or matters under dispute. However, the CO may delegate certain other responsibilities to his/her authorized representative.

D.3.5.4.i CONTRACTING OFFICER REPRESENTATIVE (COR)

The COR assists the CO by performing the following duties including, but not limited to: determining the adequacy of performance by the Contractor and Contractor's employees, personnel and subcontractors in accordance with the terms and conditions of this contract; ensuring compliance with contract requirements insofar as the work is concerned; advising the Contractor of unsatisfactory performance; and advising the CO of any factors which may cause modifications or cancellation of the Contract.

Upon award, the CO will delegate a Contracting Officer's Representative (COR) under this contract. The COR will be responsible for coordinating the technical aspects of this contract and inspecting products/services furnished hereunder; however, the COR will not be authorized to change any terms and conditions of the resultant contract, including price.

D.3.5.4.j CHANGES OR REVISIONS

The Contracting Officer is the only authorized official to issue modifications to the basic contract. The OPM shall not be liable for any cost due to changes or revisions not originally negotiated under the contract. Requests for changes or revisions received from the contractor shall be referred to the Contracting Officer or COR for review.

D.3.5.5 STA 5: Web Development/Support Services

The Web Service Support (WSS) in CIO provides support to OPM in the areas of Internet/Intranet web support services to ensure that OPM's web sites present the information in the most efficient manner possible to the users.

The vendor will provide technical support to the agency's web publishing process to maintain 80,000 pages of content and various private and public web applications in a high demand environment. The vendor will be responsible for staffing the area of Internet/web development and maintenance.

D.3.5.5.1 Desired Skill Sets

Due to the high visibility and sensitive nature of OPM's internet/intranet sites, the Web Service Support's mission is to provide service in a timely and effective manner. It is essential that the vendor support have the following experience:

- Demonstrated thorough understanding of OPM's mission and methodology used to accomplish the goal via OPM's web site.
- Demonstrated in-depth knowledge of OPM organizational structure and the web publishing procedures in terms of its various components and the information that each wish to convey through the website.
- Demonstrated substantial experience in supporting OPM sponsored inter-agency web projects.
- Demonstrated extensive experiences in providing support to large web site re-design efforts.
- Demonstrated extensive experience in determining the business and end user goals that will further define the information architecture of the website.
- Demonstrated extensive experience in content analysis and web site usability in producing a content rich web site.
- Demonstrated proven experience managing digital and social media communications strategies and working collaboratively with internal and external clients.
- Demonstrated extensive experience in implementing search engine optimization technique on existing contents
- Demonstrated substantial experience in using graphic packages to develop from simple graphics and web pages to interactive content and Rich Internet Applications, including the use of Flash MX and Photoshop.
- Demonstrated in-depth knowledgeable in the development of 508 compliant Adobe Acrobat files and their integration into Web pages.
- Demonstrated extensive experience in the development of 508 compliant web pages, including the use of features such as tables and forms, XHTML, Javascript, ColdFusion and Active Server Pages, ASP.Net, jQuery, AJAX, XML backend with Oracle, SQL or ACCESS databases for the OPM web site to develop a variety of forms for feedback, surveys, questionnaires, and various interactive applications.
- Demonstrated experience in Agile software development.
- Demonstrated wide knowledge in implementing Umbraco or similar .net open CMS
- Demonstrated ability to develop web content/application using OPM's standard application framework.
- Demonstrated ability to develop web content for OPM's load balanced and failover environment.
- Demonstrated wide knowledge in managing Google appliance and Listserv.
- Demonstrated experience in managing QA/QC review software suite.
- Demonstrated management knowledge of Windows 2003/2008 load balanced web farm environment.
- Demonstrated experience in implementing Akamai services for failover, caching and acceleration in enterprise environment
- Demonstrated experience of implementing a Cloud based Window web hosting environment.
- Demonstrated superior project management and communication skills.

D.3.5.5.2 Duties and Responsibilities

- Provide Web architecture support - Perform as the site architect to oversee and direct the creative direction and technical implementation of the project. Bridges the gap between design and function by providing the expertise necessary to execute a creative vision with the appropriate technical solution.

- Provide web design support - Execute the defined creative direction of both online and offline. Assists in defining strategies and solutions and executes these plans by translating the client vision into aesthetically pleasing designs while carefully considering the desired personality and voice of the client.
- Provide web application support. - Integrates seamlessly with the creative design effort, bringing life to the static composites. Implement backend or functional components. Applies an agency-wide set of disciplines for the planning, analysis, design and construction of the web information systems. Performs data and process modeling in support of planning efforts utilizing manual and automated modeling tools and techniques. Develops analytical and computational techniques and methodologies for problem solving. Applies reverse engineering and reengineering disciplines to develop migration strategies and plans. Provides technical guidance in software engineering techniques and automated tool support.
- Provide web hosting environment support - Manage a high demand 24/7 available distributed web farm architecture including but not limiting to web server configuration and management, database server configuration and management, network appliances monitoring and general system availability.
- Provide web social media support - Facilitate collaboration between the OCIO, Office of Communications and Public Liaison, General Counsel, and OPM Program Offices to provide research, strategy, and coordination of new media and Gov2.0 initiatives for sharing OPM's mission and reaching potential and current audiences using Web 2.0 social networks tools. Provide strategies for engaging in social media.
- Provide project management support - Manages and oversees work performance of one or more tasks. Holds primary responsibility for planning, managing, and overseeing work efforts of project team personnel; determining and monitoring task schedules; and for ensuring compliance with all task requirements and quality standards. Serves as the primary interface with the task customer. Demonstrates skills in the scope of work encompassed by the task requirement; provides technical guidance to the project team in performance of the work; and provides quality review of all work products.

D.3.5.5.3 KEY PERSONNEL

(a) Effort Key Personnel

As part of their proposal the Contractor shall furnish the resumes of effort key personnel as well as letters of intent where required. The Government has identified the Contractor's Program Manager and Contracting Official(s) as being effort key personnel. The Contractor's Contracting Official serves as the primary point of contact for the Offeror for committing the Offeror to the accomplishment of Calls against the BPA, the workflow and management of the Call process for the Offeror, and the authority to invoice the government for payment of work accomplished by the Offeror via Call awards. The key personnel identified in this part for the overall contract effort itself shall be available as proposed for at least a one-year period unless they permanently leave the employment of the company. Furthermore, effort key personnel shall not be replaced or substituted without prior written notification to and approval of OPM's Contracting Officer. Other key personnel under this solicitation shall be specified on a case by case basis in the applicable calls.

(b) Call Key Personnel

- (1) In responding to a Call, the Contractor may propose multiple Call key personnel positions for that Call. When responding to a Call proposal/proposal request the Contractor shall furnish resumes for the individuals proposed for each key personnel position to perform under the Call. Key personnel assigned to the Call must be assigned for the period stated in a Call barring

circumstances outside the control of the Contractor (e.g., resignation, death, disability, etc) or as otherwise approved by the cognizant CO due to a change of duties, promotion, conflict between two (2) or more Calls, etc.

- (2) On-site (Government site) requirements for key personnel will be stated in individual calls when required. Determination of status for key staff proposed by the Contractor, unless specified otherwise in the Call, will be based on the critical importance and the level of involvement of that person to the project.
- (3) Specialized discipline requirements will be specified in individual calls.
- (c) In order to ensure a smooth and orderly start up of work, it is essential that the key personnel specified in the Contractor's proposal be available on the effective date of the contract or Call. If these personnel are not made available at that time, the Contractor shall notify the Government Contracting Officer and show cause. If the Contractor does not show cause, the Contractor may be subject to default action on the Call.
- (d) The Contractor shall not of its own will remove or replace any personnel designated as "key" personnel, for either the BPA or any issued calls, without the written concurrence of the cognizant Contracting Officer or COR. Prior to utilizing employees other than personnel specified in an awarded Calls, the Contractor shall notify the Government Contracting Officer and the COR. This notification shall be no later than five (5) calendar days in advance of any proposed substitution and shall include justification (including resume(s) of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on contract or Call performance.
- (e) Substitute personnel qualifications shall be equal to, or greater than, those of the personnel substituted. If the Government Contracting Officer and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the Call, the Contractor may be subject to default action. If deemed necessary by the Government, substitute personnel shall be given a one-(1) day orientation by Contractor personnel at no additional cost to the Government and with no change in the delivery schedule.
- (f) In the event that the performance of assigned Contractor personnel or any substitute(s) is determined by the Government to be unsatisfactory at any time during the life of the BPA, or any Call issued hereunder, the Government reserves the right to request and receive satisfactory personnel replacement within five (5) calendar days of receipt by the Contractor of written notification. Notification will include the reason for requesting replacement personnel.
- (g) The Contractor supplied personnel are employees of the Contractor and under the administrative control and supervision of the Contractor. The Contractor, through its personnel, shall perform the tasks prescribed herein and in Calls issued hereunder. The Contractor shall select, supervise, and exercise control and direction over its employees (including subcontractors) under this Contract. The Government shall not exercise any supervision or control over the Contractor in the performance of contractual services under the BPA or its Calls. The Contractor is accountable to the Government for the action of its personnel.
- (h) The Contractor is herewith notified that employee recruiting and employee retention practices shall be monitored on a call basis.

D.3.5.5.4 PHASE-OUT BPA AND CONTINUITY OF SERVICE

The contractor recognizes that services under these BPAs are vital to the Government, and must be continued without interruption, and that a successor may continue such services. The contractor agrees to exercise its best efforts and cooperation to effect an efficient transition to a successor for any awarded Call against these BPAs.

D.3.6 BPA CALLS

The Government will provide each interested BPA contractor (specific to each STA or sub-STA) a fair opportunity to be considered for each Call in excess of \$3,000. (The selection of which STA, or sub-STA, is to be competed is at the government's discretion.) OPM will provide this fair opportunity by contacting each BPA contractor for the particular STA prior to issuing a BPA Call Request for Proposal to determine their interest in responding to a requirement. All contractors that indicate they will respond will receive a copy of the BPA Call Request for Proposal. However, OPM reserves the right, upon consideration of the factors listed below, not to contact each BPA contractor before selecting a BPA Call awardee. These factors include:

- a) Past performance, quality of deliverables, cost control, cost, and other factors the Government believes are relevant to the placement of a Call;
- b) The agency need for the services or supplies is of such urgency that such opportunity would result in unacceptable delays;
- c) Only one awardee is capable of providing the services or supplies required at the level of quality required because the supplies or services covered by the call are unique or highly specialized; or
- d) The Call should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on Call to an already issued Call under the BPA, provided that all the BPA contractors were given a fair opportunity to be considered for the original Call.

D.3.6.1 BPA Call Request for Proposal

When the Government has a BPA call requirement, it will, time permitting, issue a written BPA Call Request for Proposal. At a minimum, this BPA Call Request for Proposal will include:

- a) A description of the work to be performed;
- b) The estimated period of performance or required completion date;
- c) Required deliverables;
- d) Progress reporting requirements;
- e) Security requirements, if applicable;
- f) Call type, i.e. labor-hours or firm, fixed-price;
- g) Designated base work site;
- h) Any other special requirements; and
- i) The date and time by which the Contractor's response is due.

If circumstances do not permit issuance of a written a BPA Call Request for Proposal, OPM may at its discretion, use requests for oral proposals or other streamlined procedures to order services under the BPA.

D.3.6.2 Contractor Response to BPA Call Request for Proposal

Unless otherwise directed by the Government, the Contractor shall respond with a Proposal that includes:

- a) A description of how the Contractor proposes to accomplish the work;
- b) Any exception taken to the Government's proposed terms;
- c) Milestone/Completion dates;
- d) Estimated travel, if applicable;

- e) Names and resumes of the proposed sub-contractors; and
- f) A pricing proposal with a total price supported by the estimated labor-hours by labor category, applicable subcontractor costs and material or other charges, if applicable.

D.3.6.3 Calls Against the BPA

If, after the conclusion of any discussions and/or submission of additional data deemed appropriate by the Contracting Officer, COR, or OO (Ordering Officer) agreement is reached, the Contracting Officer or Ordering Officer will issue a funded call against the BPA incorporating all relevant documents. The call will be issued unilaterally except when circumstances require the inclusion of terms or conditions not previously agreed to by the parties and included in the relevant documents.

D.3.6.4 Call Proposal Requests and Government Rights

The Government is not obligated to issue a BPA Call against any Request for Proposal. The Government may modify, delay action on, or cancel any Request for Proposal when deemed to be in its best interest. The Government will not reimburse the Contractor for any expenses related to Proposal preparation and submission.

D.3.7 WORK REVIEW/REPORTING REQUIREMENTS

The COR will conduct meetings as necessary with the Offeror's Program/Project Manager or representative and other personnel deemed necessary. The scope and nature of the meetings will be determined by the COR in order to review the Contractor's progress and discuss issues or problems. The Contractor shall submit a weekly status report in writing (soft copy). This report must be received by the COR at least 1/2 day prior to any status meetings deemed necessary by the COR. The report shall cover:

- (a) Problems and issues encountered during the reporting period;
- (b) Work completed during the reporting period;
- (c) Tasks planned for next period;
- (d) Assistance or decisions requested from OPM to resolve outstanding problems;
- (e) Updated project plans, as appropriate;
- (f) Resources expended (labor resources shall be detailed enough to identify hours by Labor category and BPA call) including a work breakdown structure showing actualize versus planned as requested by the government.
- (g) Other reports may also be required.
- (h) Status of future deliverables (probability of being delivered on time)

Other meetings shall be held at the direction of the COR. Other reports shall be submitted in formats and at frequencies to be determined by the COR. Where specified, these reports shall make use of automated messaging, presentation and report writing capabilities within OPM.

D.3.8 TRAVEL AND PER DIEM

The Contractor shall be reimbursed for the transportation and travel expenses of personnel who are authorized under a properly awarded Call to travel out of the Washington, DC Metropolitan area. All

travel shall be approved in advance in writing. Travel costs shall be reimbursed in accordance with the Federal Acquisition Regulations, Section 31.205-46, and the Federal Travel Regulations as prescribed by the General Services Administration at:

http://www.gsa.gov/Portal/gsa/ep/contentView.do?P=MTT&contentId=14161&contentType=GSA_OVERVIEW.

The Contractor shall be reimbursed for the cost of approved travel outside of the Washington, DC Metropolitan area performed by its personnel in their privately-owned automobiles at the rate prescribed by the Federal Travel Regulations, not to exceed the cost by the most direct economy air route between points so traveled. If more than one person travels in such automobiles, no additional reimbursement will be made for such travel. The Contractor shall be responsible for the submission of any receipts or other supporting documentation specified by the Federal Travel Regulations when claiming reimbursement for travel expenses.

The Contractor will not be directly reimbursed for travel or transportation expenses of personnel normally assigned to Contractor offices outside of the Washington, DC Metropolitan area but who are temporarily assigned to duty in the Washington, DC area to support the contract.

The Contractor shall not be reimbursed for commuting costs of its personnel between their permanent or temporary places of residence and their office, between their places of residence and OPM's Washington DC facilities, or for any local travel within the Washington, DC Metropolitan area.

D.3.9 PRIVACY ACT

The Privacy Act of 1974 (P.L. 93-579) requires that a Federal agency advise each individual whom it asks to supply information, the authority which authorizes the solicitation, whether disclosure is voluntary or mandatory, the principal purpose for which the information is intended to be used, the uses outside the agency which may be made of the information, and the effects on the individual, if any, of not providing all or any part of the requested information.

Providing the information requested is entirely voluntary. The collection of this information is for the purpose of conducting an accurate, fair, and adequate review prior to a discussion as to whether to award a purchase order.

Failure to provide any or all of the requested information may result in a less than adequate review.

In addition, the Privacy Act of 1974 (P.L. 93-579, Section 7) requires that the following information be provided when individuals are requested to disclose their social security number.

Provision of the social security number is voluntary. Social security numbers are requested for the purpose of accurate and efficient identification, referral, review and management of OPM acquisition programs.

The information provided by you may be routinely disclosed for the following purposes:

- (a) To the cognizant audit agency and the General Accounting Office for auditing.
- (b) To the Department of Justice as required for litigation.
- (c) To respond to congressional inquiries.
- (d) To qualified experts, not within the definition of Department employees, for opinions as a part of the review process.

D.4 RIGHTS IN PRIVACY SAFEGUARDS

The details of any safeguards that the contractor may design or develop under this BPA are the property of the Government and shall not be published nor disclosed in any manner without the Contracting

Officer's expressed written consent.

The details of any safeguards that may be revealed to the contractor by the government in the course of performance under this BPA shall not be published or disclosed in any manner without the Contracting Officer's expressed written consent.

D.5 INFORMATION TECHNOLOGY SYSTEMS SECURITY

The activities required by the Scope of Work (SOW) shall necessitate the Offeror's access to a Federal Automated Information System (AIS) or systems, as well as the implementation of new systems. Based upon the definitions contained in Federal Information Processing Standards Publication 199 (FIPS PUB 199), the Government has determined that Level High Risk.

Note: FIPS PUB 199 is accessible on line at:

<http://csrc.nist.gov/publications/fips/fips199/FIPS-PUB-199-final.pdf>

The Offeror's proposal must include a detailed outline (commensurate with the size and complexity of the requirements of the SOW) of its present and proposed Information Technology systems security program and demonstrate that it complies with the security requirements of the SOW, the Federal Information Security Management Act of 2002 (FISMA, Public Law 107-347, 44 U.S.C. 3531-3536); Office of Management and Budget (OMB) Circular A-130, Appendix III, "Security of Federal Automated Information Systems" and an acknowledgement of its understanding of the security requirements in the SOW.

Note: OMB Circular A-130, Appendix III is accessible on line at:

http://www.whitehouse.gov/omb/circulars/a130/appendix_iii.pdf

The proposal shall also include similar information for any subcontract proposed.

D.6 PERSONNEL SECURITY REQUIREMENTS

- (a) The Contractor must comply with Homeland Security Presidential Directive (HSPD) 12, Policy for a Common Identification Standard for Federal Employees and Contractors. Detailed guidance is provided in the U.S. Office of Management and Budget (OMB) Memorandum M-05-24, which is available on-line at:

<http://www.whitehouse.gov/omb/memoranda/fy2005/m05-24.pdf>.

- (b) The Government will require security clearances for performance of this contract. The Contractor must obtain these clearances before beginning work on the contract (OPM will not allow Contractor employees without clearance in any of its facilities). If satisfactory security arrangements cannot be made with the Contractor, the required services must be obtained from other sources. For purposes of this solicitation and Calls awarded under subsequent BPAs, clearances will be required for personnel required to work at any OPM facility on a regular, recurring basis and/or for personnel requiring access to any OPM systems.
- (c) The level of classified access required will be indicated on DD-254 or other appropriate form incorporated into each request requiring access to classified information. Contractors are required to have background investigations for suitability if they occupy positions of trust (e.g., systems administration) even if they do NOT have access to classified information.
- (d) Necessary facility and/or staff clearances must be in place prior to start of work on the contract.
- (e) Contractors are responsible for the security, integrity and appropriate authorized use of their systems interfacing with the Government and or used for the transaction of any and all Government business. The Government, through the Government's Contracting Officer, may require the use or modification

of security and/or secure communications technologies related to Government systems access and use.

- (f) The Government, at its discretion, may suspend or terminate the access and/or use of any or all Government access and systems for conducting business with any/or all Contractors when a security or other electronic access, use or misuse issue gives cause for such action. The suspension or termination may last until such time as the Government determines that the situation has been corrected or no longer exists.

D.7 ALL ITEMS TO BECOME PROPERTY OF THE GOVERNMENT

Title to all source data information and materials furnished to the Government, together with all plans, systems software analysis, drawing, charts/graphs, documentation, reports and listing, all tapes, disk files and all other items pertaining to the work and services to be performed pursuant to the Call Proposal Request including any copyright, shall be become and /or remain with the government upon completion. This includes all software developed as part of a task. The Government shall have the full right to use each of these for its purposes without compensation or approval on the part of the contractor.

D.8 STANDARDS OF CONDUCT AND RESTRICTIONS

The Contractor shall conform to standards of conduct as follows.

- a. No contractor shall sub-contract to a firm that serves as a subcontractor to another contractor under this BPA.
- b. No contractor employees shall solicit new business from OPM while performing work under calls on this BPA.
- c. The contractor and its employees shall not discuss with unauthorized persons any information obtained in the performance of work under calls on this BPA. The question of who is or is not authorized is at the Government's discretion. Questions on this issue must be addressed to the CO or COR on a case by case basis.
- d. The contractor and its employees shall conduct only such business as is covered by calls under this BPA during periods paid by OPM. Business not directly related to calls under the BPA shall not be conducted on Government premises.
- e. Use of computer systems and other OPM facilities for personal use is strictly prohibited except as authorized as appropriate by OPM's Chief Information Office in its policies and procedures.
- f. Contractor personnel shall adhere to the same professional and ethical standards of conduct required of Government personnel.

Personnel assigned by the contractor to the performance of work under this BPA must be acceptable to the Government in terms of personal and professional conduct. Should the continued assignment to the BPA of any person in the contractor's organizational be deemed by the CO to conflict with the interests of the Government, that person shall be removed immediately from assignment and the reason for removal shall be fully documented in writing by the CO. Employment and staffing difficulties shall not be justification for failure to meet established schedules, and if such difficulties impair performance, the contractor may be subject to default.

D.9 LIMITED DISTRIBUTION OR USE OF CERTAIN DATA AND INFORMATION

Performance of any call issued against this BPA may require the contractor to have access to and use data and information which may be considered proprietary by other customers or which may otherwise be of such a nature that its dissemination or use, other than in performance of this call, would be adverse to

the interest of the Government and others. The contractor may be required to perform operations on or handle data, which contain classified or sensitive information, or data. The contractor shall have the responsibility for safeguarding the information and data over which the contractor has control, so as to prevent it from being compromised, altered, damaged or lost. The contractor agrees that contractor personnel will not divulge or release data or information developed or obtained in connection with the performance of the call, until made public by the Government, except to authorized OPM personnel or upon written approval of the COR. The contractor shall not use, disclose, or reproduce proprietary data, which bears a restrictive legend, other than as required in the performance of this call.

The limitations noted in the preceding paragraph do not apply to data or information, which has been made public by the Government. Further, this provision does not 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.

D.10 - FACILITIES, SUPPLIES AND SERVICES

The Government will furnish at no cost to the contractor, when required and authorized by any call issued against the BPA:

- a. Workspace and furnishings at a Government site. The Government shall furnish local and long-distance telephone service on-site for the direct performance of work.
- b. OPM forms, publications, and documents, except those offered by sale to the public.
- c. Access to computers, PCs, terminals, common use software, and data communications networks, telephone service and other resources owned or leased and operated by the Government.
- d. Hardware and/or software, other than specifically designated to be provided by the contractor, that is subject of or unique to the specific call work.

D.11 - CONTRACTOR STAFF ROSTER REPORTING REQUIREMENT

For facility and system access control purposes, OPM requires the Contractor to provide:

- a. Immediate notification to the COR of any proposed changes in the personnel supporting the contract on site. The notification will include the employee name, nature of change (staff addition, departure), the reason for the change, and the proposed effective date of the change.
- b. The Contractor will provide a personnel roster on a monthly basis that lists the staff supporting the contract, and the personnel that departed during the current reporting month.

D.12 - INSPECTION AND ACCEPTANCE

D.13 OPM Responsibilities

OPM will inspect and accept all deliverables. Acceptance is contingent upon deliverables meeting all requirements outlined in the specifications of a given Call. OPM will issue any comments concerning deliverables and identify all acceptance-delaying issues within 5 workdays.

OPM will employ a Quality Assurance Surveillance Plan (QASP) to evaluate contractor performance

under the contract. A sample BPA QASP is included as Attachment 3 to this solicitation; however, OPM reserves the right to issue revised customized QASPs with each Call Proposal Request specifically addressing the requirements contained in the particular Call, or to require that the contractor propose a QASP associated with a particular requirement as part of their response to a Call Proposal Request.

D.14 Contractor Responsibilities

The Contractor shall provide a final report responding to comments/issues within 5 workdays from the date of receipt of comments/issues.

D.15 INVOICE REQUIREMENTS

(a) A proper invoice must include the following items (except for interim payments on cost reimbursement contracts for services):

- (1) Name and address of the contractor.
- (2) Invoice date and invoice number. (Contractors should date invoices as close as possible to the date of mailing or transmission.)
- (3) Contract number or other authorization for supplies delivered or services performed (including order number and contract line item number).
- (4) Description, quantity, unit of measure, unit price, and extended price of supplies delivered or services performed.
- (5) Shipping and payment terms (*e.g.*, shipment number and date of shipment, discount for prompt payment terms). Bill of lading number and weight of shipment will be shown for shipments on Government bills of lading.
- (6) Name and address of contractor official to whom payment is to be sent (must be the same as that in the contract or in a proper notice of assignment).
- (7) Name (where practicable), title, phone number, and mailing address of person to notify in the event of a defective invoice.
- (8) Taxpayer Identification Number (TIN). The contractor must include its TIN on the invoice only if required by agency procedures.
- (9) Electronic funds transfer (EFT) banking information.
 - (i) The contractor must include EFT banking information on the invoice only if required by agency procedures.
 - (ii) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the contractor must have submitted correct EFT banking information in accordance with the applicable solicitation provision (*e.g.*, 52.232-38, Submission of Electronic Funds Transfer Information with Offer), contract clause (*e.g.*, 52.232-33, Payment by Electronic Funds Transfer-Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer-Other Than Central Contractor Registration), or applicable agency procedures.
 - (iii) EFT banking information is not required if the Government waived the requirement to pay by EFT.
- (10) Any other information or documentation required by the contract (*e.g.*, evidence of shipment).

(b) Provide the signed original invoice and one copy to:

promptpay@opm.gov

- (c) In addition to the invoice provided to the address in (b) above the contractor must email an additional copy of the invoice to the Contracting Officer and COR or provide two copies of the signed original to

U.S. Office of Personnel Management
Director, Facilities, Security and Contracting
ATTN: IT/eGov Team
1900 E Street, NW, Room 1342
Washington, DC 20415-0001

- (d) Inquiries regarding payment of invoices should be directed to invoiceinquiries@opm.gov.
- (e) If the supplies, services, technical or other reports are rejected for failure to conform to the technical requirements of the contract, or for damage in transit or otherwise, the invoice will be rejected and returned to the Contractor.
- (f) Contractor will clearly mark the final invoice with the legend "FINAL INVOICE." The invoice should indicate the total labor hours for all personnel who participated in any Calls under the BPA.

D.16 - METHOD OF PAYMENT

- (a) Payments under this contract will be made either by government purchase card or by wire transfer through the Treasury Financial Communications System at the option of the Government.
- (b) The Contractor must forward the following information in writing to the Contracting Officer not later than seven (7) days after receipt of notice of award:
- (1) Full Name (where practicable), title, telephone number, and complete mailing address of responsible official(s):
 - (i) to whom check payments are to be sent, and
 - (ii) who may be contacted concerning the bank account information requested below.
 - (2) The following bank account information required to accomplish wire transfers:
 - (i) Name, address, and telegraphic abbreviation of the receiving financial institution.
 - (ii) Receiving financial institution's 9-digit American Bankers Association (ABA) identifying number for routing transfer of funds. (Provide this number only if the receiving financial institution has access to the Federal Reserve Communications System.)
 - (iii) Recipient's name and account number at the receiving financial institution to be credited with the funds. If the receiving financial institution does not have access to the Federal Reserve Communications System, provide the name of the correspondent financial institution through which the receiving institution receives electronic funds transfer messages. If a correspondent financial institution is specified, also provide:
 - (A) Address and telegraphic abbreviation of the correspondent financial institution.
 - (B) The correspondent financial institution's 9-digit ABA identifying number for routing transfer of funds.
- (c) Any changes to the information furnished under paragraph (b) of this clause shall be furnished to the Contracting Officer in writing at least 30 days before the effective date of the change. It is the

Contractor's responsibility to furnish these changes promptly to avoid payments to erroneous addresses or bank accounts.

- (d) The document furnishing the information required in paragraphs (b) and (c) must be dated and contain the signature, title, and telephone number of the Contractor official authorized to provide it, as well as the Contractor's name and contract number

ATTACHMENT II

SMALL BUSINESS SUBCONTRACTING PLAN OUTLINE

September 15, 2011

U.S. OFFICE OF PERSONNEL MANAGEMENT SMALL BUSINESS SUBCONTRACTING PLAN OUTLINE

The following outline meets the minimum requirements of Section 8(d) of the Small Business Act (15 U.S.C. 637(d)) and the Federal Acquisition Regulation (FAR) Subpart 19.7. It is intended to be a guideline. It is not intended to replace any existing corporate plan which is more extensive. If assistance is needed to locate small business sources, contact the Contracting Officer for this acquisition. Please note that, for fiscal years 2008 and 2009, the U.S. Office of Personnel Management (OPM) has subcontracting goals of

- 51.3 % for all small businesses,
- 5.0 % for small disadvantaged business,
- 5.0 % for women-owned small business,
- 3.0 % for HUBZone small business, and
- 3.0 % for service-disabled, veteran-owned small business concerns.

Identification Data:

Company Name: _____
Address: _____
Date Prepared: _____ Solicitation Number: _____
Item/Service: _____
Place of Performance: _____

1. TYPE OF PLAN: (Check only one).

- ☐ INDIVIDUAL PLAN: In this type of plan all elements are developed specifically for this contract and are applicable for the full term of this contract.
- ☐ MASTER PLAN: In this type of plan, goals are developed for this contract; all other elements are standard. The master plan must be approved every three (3) years. Once incorporated into a contract with specific goals, it is valid for the life of the contract.
- ☐ COMMERCIAL PLAN: This type of plan is used when the contractor sells products and services customarily used for nongovernment purposes. Plan/goals are negotiated with the initial agency on a company-wide basis rather than for individual contracts. The plan is effective only during year approved. The contractor must provide a copy of the initial agency approval, AND MUST SUBMIT AN ANNUAL SF 295 TO OPM WITH A BREAKOUT OF SUBCONTRACTING PRORATED FOR OPM (WITH A BUREAU BREAKDOWN, IF POSSIBLE).

2. GOALS:

FAR 19.704(a)(1) requires separate dollar and percentage goals for using small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns for the base year and each option year. (Please note that the goals for veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns are sub-sets of the small business goal).

A. Estimated dollar value of all planned subcontracting, i.e., to all types of business concerns under this contract is:

FY BASE	FY 1ST OPTION	FY 2ND OPTION	FY 3RD OPTION	FY 4TH OPTION*
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

B. Estimated dollar value* and percentage of planned subcontracting to small business concerns is:

(*This figure includes the amount in C., D., E., F., and G. below.)

FY BASE	FY 1ST OPTION	FY 2ND OPTION	FY 3RD OPTION	FY 4TH OPTION*
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
_____ %	_____ %	_____ %	_____ %	_____ %

C. Estimated dollar value and percentage of planned subcontracting to HUBZone small business concerns is:

FY BASE	FY 1ST OPTION	FY 2ND OPTION	FY 3RD OPTION	FY 4TH OPTION*
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
_____ %	_____ %	_____ %	_____ %	_____ %

D. Estimated dollar value and percentage of planned subcontracting to small disadvantaged business concerns is:

FY BASE	FY 1ST OPTION	FY 2ND OPTION	FY 3RD OPTION	FY 4TH OPTION*
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
_____ %	_____ %	_____ %	_____ %	_____ %

E. Estimated dollar value and percentage of planned subcontracting to small women-owned business concerns is:

FY BASE	FY 1ST OPTION	FY 2ND OPTION	FY 3RD OPTION	FY 4TH OPTION*
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
_____ %	_____ %	_____ %	_____ %	_____ %

F. Estimated dollar value and percentage of planned subcontracting to veteran-owned small business concerns is:

FY BASE	FY 1ST OPTION	FY 2ND OPTION	FY 3RD OPTION	FY 4TH OPTION*
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
_____ %	_____ %	_____ %	_____ %	_____ %

G. Estimated dollar value and percentage of planned subcontracting to service disabled veteran-owned small business concerns is:

FY BASE	FY 1ST OPTION	FY 2ND OPTION	FY 3RD OPTION	FY 4TH OPTION*
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

*IF ANY CONTRACT HAS MORE THAN FOUR OPTIONS, PLEASE ATTACH ADDITIONAL SHEETS SHOWING DOLLAR AMOUNTS AND PERCENTAGES.

SUPPLY/ SERVICE	COMPANY NAME (IF KNOWN)	BUSINESS SIZE (SB, HUBZone, SDB, WOB, VOSB, SDVOSB, LB)	DOLLAR AMOUNT
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I. Explain the methods used to develop the subcontracting goals for small, HUBZone small business, small disadvantaged, women-owned small business, veteran-owned small business, and service disabled veteran-owned small business concerns. Explain how the product and service areas to be subcontracted were established, how the areas to be subcontracted to small, HUBZone small business, small disadvantaged, women-owned small, veteran-owned small business, and service disabled veteran-owned small businesses were determined, and how the capabilities of small, HUBZone small, small disadvantaged, women-owned small, veteran-owned and service disabled veteran-owned small businesses were determined. Identify all source lists used in the determination process.

included in the dollar and percentage subcontracting goals stated above. (Check one.)

[illegible]

3. PLAN ADMINISTRATOR:

FAR 19.704(a)(7) requires information about the company employee who will administer the subcontracting program. Please provide the name, title, address, phone number, position within the corporate structure and the duties of that employee.

Name:
Title:
Address:
Telephone:
Fax:
E:mail Address:
Position:

Duties: Does the individual named above perform the following? (If NO is checked, please indicate who in the company performs those duties, or indicate why the duties are not performed in your company).

A. Developing and promoting company/division policy statements that demonstrate the company's/division's support for awarding contracts and subcontracts to small, HUBZone small, small disadvantaged, women-owned small, veteran-owned, and service disabled veteran-owned small business concerns.

_____ YES _____ NO

B. Developing and maintaining bidders' lists of small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business concerns from all possible sources.

_____ YES _____ NO

C. Ensuring periodic rotation of potential subcontractors on bidders' lists.

_____ YES _____ NO

D. Assuring that small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small businesses are included on the bidders' list for every subcontract solicitation for products and services they are capable of providing.

_____ YES _____ NO

E. Ensuring that subcontract procurement "packages" are designed to permit the maximum possible participation of small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small businesses.

_____ YES _____ NO

F. Reviewing subcontract solicitations to remove statements, clauses, etc., which might tend to restrict or prohibit small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business participation.

_____ YES _____ NO

G. Ensuring that the subcontract bid proposal review board documents its reasons for not selecting any low bids submitted by small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business concerns.

_____ YES _____ NO

H. Overseeing the establishment and maintenance of contract and subcontract award records.

_____ YES _____ NO

I. Attending or arranging for the attendance of company counselors at Business Opportunity

Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.

_____ YES _____ NO

J. Directly or indirectly counseling small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business concerns on subcontracting opportunities and how to prepare responsive bids to the company.

_____ YES _____ NO

K. Providing notice to subcontractors concerning penalties for misrepresentations of business status as small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, or service disabled veteran-owned small business for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the contractor's subcontracting plan.

_____ YES _____ NO

L. Conducting or arranging training for purchasing personnel regarding the intent and impact of Public Law 95-907 on purchasing procedures.

_____ YES _____ NO

M. Developing and maintaining an incentive program for buyers which supports the subcontracting program.

_____ YES _____ NO

N. Monitoring the company's performance and making any adjustments necessary to achieve the subcontract plan goals.

_____ YES _____ NO

O. Preparing and submitting timely reports.

_____ YES _____ NO

P. Coordinating the company's activities during compliance reviews by Federal agencies.

_____ YES _____ NO

4. EQUITABLE OPPORTUNITY

FAR 19.704(a)(8) requires a description of the efforts your company will make to ensure that small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns will have an equitable opportunity to compete for subcontracts.

(Check all that apply.)

A. Outreach efforts to obtain sources:

___ Contacting minority and small business trade associations

___ Contacting business development organizations

___ Attending small and minority business procurement conferences and trade fairs

___ Finding sources from the Small Business Administration's Procurement Network (ProNet)

B. Internal efforts to guide and encourage purchasing personnel:

___ Presenting workshops, seminars and training programs

___ Establishing, maintaining and using small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business source lists, guides and

other data for soliciting subcontracts
 ___ Monitoring activities to evaluate compliance with the subcontracting plan

C. Additional efforts: (Please describe.)

5. CLAUSE INCLUSION AND FLOW DOWN

FAR 19.704(a)(9) requires that your company include FAR 52.219-8, "Utilization of Small Business Concerns", in all subcontracts that offer further subcontracting opportunities. Your company must require all subcontractors, except small business concerns, that receive subcontracts in excess of \$550,000 (\$1,000,000 for construction) to adopt and comply with a plan similar to the plan required by FAR 52.219-9, "Small Business Subcontracting Plan."

Your company agrees that the clause will be included and that the plans will be reviewed against the minimum requirements for such plans. The acceptability of percentage goals for small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns must be determined on a case-by-case basis depending on the supplies and services involved, the availability of potential small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business subcontractors and prior experience. Once the plans are negotiated, approved, and implemented, the plans must be monitored through the submission of periodic reports, including Standard Form (SF) 294 and SF 295 reports.

6. REPORTING AND COOPERATION

FAR 19.704(a)(10) requires that your company (1) cooperate in any studies or surveys as may be required, (2) submit periodic reports which show compliance with the subcontracting plan; (3) submit Standard Form (SF) 294, "Subcontracting Report for Individual Contracts," and SF 295, "Summary Subcontract Report," in accordance with the instructions on the forms; and (4) ensure that subcontractors agree to submit SF 294 and SF 295. The Contracting Officer must receive the report(s) within 30 days after the close of each calendar period. That is:

<u>Calendar Period</u>	<u>Report Due</u>	<u>Date Due</u>	<u>Send Report To</u>
10/01 - 03/31	SF 294	04/30	Contracting Officer
04/01 - 09/30	SF 294	10/30	Contracting Officer
10/01 - 09/30	SF 295	10/30	Contracting Officer

NOTE: The 294 and 295 reports must also be entered in the Electronic Subcontracting Reporting System, available online at <http://www.esrs.gov>.

7. RECORDKEEPING

FAR 19.704(a)(11) requires a list of the types of records your company will maintain to demonstrate the procedures adopted to comply with the requirements and goals in the subcontracting plan. (Check all that apply.)

(If NO is checked, please indicate why these types of records are not maintained).

A. Small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business concern source lists, guides, and other data identifying such vendors.

_____ YES _____ NO

B. Organizations contacted for small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business sources.

_____ YES _____ NO

C. On a contract-by-contract basis, records on all subcontract solicitations over \$100,000 which indicate for each solicitation (1) whether small business concerns were solicited, and if not, why not; (2) whether HUBZone small business concerns were solicited, and if not, why not; (3) whether small disadvantaged business concerns were solicited, and if not, why not; (4) whether women-owned small business concerns were solicited, and if not, why not; (5) whether veteran-owned small business concerns were solicited, and if not, why not; (6) whether service disabled veteran-owned small businesses were solicited, and if not, why not; and (7) reasons for the failure of solicited small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business concerns to receive the subcontract award.

_____ YES _____ NO

D. Records to support other outreach efforts, e.g., contacts with minority and small business trade associations, attendance at small and minority business procurement conference and trade fairs.

_____ YES _____ NO

E. Records to support internal activities to (1) guide and encourage purchasing personnel, e.g., workshops, seminars, training programs, incentive awards; and (2) monitor activities to evaluate compliance.

_____ YES _____ NO

F. On a contract-by-contract basis, records to support subcontract award data including the name, address and business size and ownership status (HUBZone, SDB, WOB, VOSB, SDVOSB, etc.) of each subcontractor. (This item is not required for company or division-wide commercial plans.)

_____ YES _____ NO

G. Other records to support your compliance with the subcontracting plan: (Please describe)

8. TIMELY PAYMENTS TO SUBCONTRACTORS

FAR 19.702 requires your company to establish and use procedures to ensure the timely payment of amounts due pursuant to the terms of your subcontracts with small business concerns, HUBZone small business concerns, small disadvantaged business concerns, women-owned small business concerns, veteran-owned small business concerns, and service disabled veteran-owned small business concerns.

Your company has established and uses such procedures:

_____ YES _____ NO

9. DESCRIPTION OF GOOD FAITH EFFORT

Maximum practicable utilization of small, HUBZone small, small disadvantaged women-owned small, veteran-owned small, and service disabled veteran-owned small business concerns as subcontractors in Government contracts is a matter of national interest with both social and economic benefits. When a

contractor fails to make a good faith effort to comply with a subcontracting plan, these objectives are not achieved, and 15 U.S.C. 637(d)(4)(F) directs that liquidated damages shall be paid by the contractor. In order to demonstrate your compliance with a good faith effort to achieve the small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business subcontracting goals, **outline the steps your company plans to take**. These steps will be negotiated with the contracting officer prior to approval of the plan.

10. SIGNATURES REQUIRED

This subcontracting plan was SUBMITTED by:

Signature:
Typed Name:
Title:
Date:

This subcontracting plan was REVIEWED by:

Signature:
Typed Name:
Title: Contract Specialist
Date:

This subcontracting plan was APPROVED by:

Signature:
Typed Name:
Title: Small Business Technical Advocate
Date:

This subcontracting plan was ACCEPTED by:

Signature:
Typed Name:
Title: Contracting Officer
Date:

ATTACHMENT III
PAST PERFORMANCE QUESTIONNAIRE
September 15, 2011

PAST PERFORMANCE INSTRUCTIONS

Offerors shall submit the following information as part of their proposal for both the offeror and proposed major subcontractors:

1. Offerors shall request each customer from the last **3** contracts, or subcontracts, for services comparable to those described in the solicitation, completed during the past five years submit to the Office of Personnel Management, Past Performance Questionnaires (see sections marked Sample(s)). The mailing address is as follows:

U.S. Office of Personnel Management
Attn: Wanda Cross
Contracting Group, FSC
1900 E Street, NW, Room 1342
Washington, DC 20415-0001

2. Offerors shall submit a list of 5 references, including the 3 above, based on the criteria stated above. Contracts listed may include those entered into by the Federal Government, agencies of state and local governments, and commercial customers. Offerors that are newly formed entities without prior contracts should list contracts and subcontracts as required above for all key personnel. The reference list of the 5 references shall include the following information for each contract and subcontract:

- a. Name of contracting activity:
- b. Contract Number:
- c. Contract Type:
- d. Total Contract Value:
- e. Contract Work:
- f. Contracting Officer and telephone number:
- g. Program Manager and telephone number:
- h. Administrative Contracting Officer, if different from item f:
- i. List of major Subcontractors:

3. The offeror may provide information on problems encountered on the contract and subcontracts identified in 1. above and corrective actions taken to resolve those problems. Offerors should not provide general information on their performance on the identified contracts. General performance information will be obtained from the references.

4. The offeror may describe any quality awards or certifications that indicate the offeror possesses a high-quality process for developing and producing the product or service required. If the award or certification is over three (3) years old, present evidence that the qualifications still apply.

5. Offerors should notify each of their private-sector (commercial) references that they may be contacted by the OPM and authorize them to provide the past performance information requested. References

other than those identified by the offeror may be contacted by the Government, and the information received from them may be used in the evaluation of the offeror's past performance.

PAST PERFORMANCE QUESTIONNAIRE

REQUESTING AGENCY: Office of Personnel Management

REQUESTOR'S NAME: _____

REQUESTORS PHONE: _____ **FAX:** _____

CONTRACTOR: _____

PROGRAM: _____

CONTRACT NO.: _____

CUSTOMER AGENCY: _____

CONTACTING OFFICER/AGENCY REPRESENTATIVE: _____ **PHONE**
NUMBER: _____

Please the answer the below questions using the following ratings and provide any comments necessary. Sign and return the completed questionnaire via e-mail or fax to the requestor.

(1) Exceptional (2) Very Good (3) Satisfactory

(4) Neutral (5) Marginal (6) Unsatisfactory

A. PROGRAM/CONTRACT DESCRIPTION:

1. Please provide a brief description of the program and services provided, contract value, period of performance, and type of contract

B. PROGRAM MANAGEMENT:

1. How satisfied were you with the offeror's capacity management approach?

2. How satisfied were you with the offeror's project management approach?

3. How satisfied were you with the offeror's key staff members?

4. Did the contractor make a good faith effort to comply with its subcontracting plan consistent with the goals and objectives, reporting, and other aspects of the plan?

5. Did the contractor make a good faith effort to comply with its subcontracting plan consistent with the

goals and objectives, for small disadvantaged business (SDB) participation, monetary targets for SDB participation, and required notifications? _____

C. QUALITY:

1. How satisfied were you with the offeror's quality assurance approach? _____

2. How satisfied were you with the offeror's risk management approach? _____

3. How satisfied were you with the offerors ability to meet any security requirements? _____

D. TIMELINESS:

How satisfied were you with the ability of the offeror to meet contractual obligations, goals and deliverable (particularly in cost and performance areas as well as production/implementation requirements)?

Is the contractor responsive to customer needs and concerns?

E. OVERALL CUSTOMER SATISFACTION:

1. Is/was the contractor committed to customer satisfaction?

2. Would you recommend the selection of this firm again?

3. How strong would you describe the relationship between you and the offeror?

4. How satisfied were you with the ability of the offeror to keep its services and solutions up to date with

current technology?

5. How satisfied were you with the offeror overall?

ATTACHMENT IV**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

September 15, 2011

IT Services Quality Assurance Surveillance Plan

PWS Requirement	Performance Standard	Maximum Allowable Deviation	Surveillance Method
Staffing	Staff with adequate skills & security clearance will be provided in 14 calendar days or less from the award of a task	None	Observation
Work Request Response Timeliness	Responses to work requests within tasks from project managers are provided within 2 workdays	1 workday	Receipt of work request responses
Progress Reviews	Progress reviews of all tasks will be provided as required by COR within one day of the request.	1 workday	Receipt of progress reviews
Financial Status Reports	Financial status reports for all work will be provided monthly, to the COR, by the 12 th day of the month following the month being reported upon.	10 % of status reports	Receipt of status reports
Timeliness of Deliverables	Deliverables will be provided on schedule	10% of the time frame established for the task or work request	Comparison of work product delivery with agreed upon delivery schedule

PWS Requirement	Performance Standard	Maximum Allowable Deviation	Surveillance Method
Work Product Performance Effectiveness	Work products meet the objectives and specifications of programming requirements and any other work request guidelines	None	Testing
Work Product Quality	Work products are developed with a minimum of errors and conform to established OPM standards.	No more than 2 errors per 100 executable statements in programs released to module/unit testing	Testing and review of documentation.
Work Product Development Efficiency	Resource usage is within the range estimated for the task or work request	10%	Comparison of final work request reports with estimates

SECTION E - SOLICITATION PROVISIONS

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

INCORPORATED BY REFERENCE (See Block 27a of the Standard Form 1449)

In accordance with FAR 12.302, tailoring of provisions and clauses for the acquisition of commercial items is considered appropriate based on market research. FAR Clause 52.212-1 has been tailored to reflect special contract terms and conditions that are unique to this solicitation.

E.2 ADDENDUM TO FAR 52.212-1

NOTE TO OFFERORS: This section tells the prospective Offerors how to prepare and submit a proposal in response to this solicitation.

E.2.1 SOLICITATION CLOSING DATE AND TIME:

**ALL OFFERS MUST BE RECEIVED ON OR BEFORE 3:00 PM EDT
ON OCTOBER 20, 2011.**

E.2.2 REQUIRED SUBMISSIONS: Proposal shall be submitted to the attention of: Wanda Cross

HARD COPY ADDRESS:

Wanda Cross
Contracting Officer
U.S. Office of Personnel Management
1900 E Street, NW, RM 1342
Washington DC, 20415

ELECTRONIC COPY:

ITBPA@OPM.GOV

QUESTIONS: All questions concerning this solicitation shall be submitted in writing via email to the attention of Wanda Cross at address ITBPA@OPM.GOV no later than 3:00 PM Eastern Daylight Time (EDT) on September 30, 2011.

NOTICE REGARDING LATE SUBMISSIONS, MODIFICATIONS, AND WITHDRAWALS OF PROPOSALS

Any offer received after the due date and time will not be considered unless it is determined to be in the Government's best interest to do so.

1. **MATERIALS SUBMITTED.** The Offeror is advised that all submissions and related material become the property of the U.S. Government and will not be returned. The technical and price proposals, if accepted by the Government, will form binding parts of the any BPA that results from this solicitation. Therefore, care must be taken to properly address the requirements set forth in the RFP. In the event of any conflict between the Schedule and the proposal in any resulting BPA, the Schedule shall govern.
2. **FORMAT.** All materials shall be in typeface Times New Roman 11 point (or Arial 11 point), doubled spaced on 8-1/2 X 11" white paper with one inch margins all around. Tables and illustrations may

RFP: OPM32-11-R-0018

use reduced font style but not less than 8-point. All material submitted may be single-spaced. **Each page must provide identification of the submitting BPA offeror in the heading or footer.**

The contractor's proposal shall consist of physically separate volumes individually titled and numbered on the exterior of the top covers as stated below. **DO NOT INCLUDE PRICING IN THE TECHNICAL AND PAST PERFORMANCE VOLUMES. THE CONTRACTOR IS ADVISED THAT COMBINING VOLUMES OF THE OFFEROR'S PROPOSAL IS NOT RESPONSIVE TO THE RFP.** The required number of each proposal volume is shown below:

VOLUME	VOLUME TITLE	COPIES	FORMAT	PAGE LIMITATIONS
I	Technical	1 Hard <u>O</u> riginal + 3 Hard <u>C</u> opies + 1 <u>E</u> lectronic Copy	ADOBE PDF	50 pages per STA
II	Past Performance	1 Hard <u>O</u> riginal + 3 Hard <u>C</u> opies + 1 <u>E</u> lectronic Copy	ADOBE PDF	5 PAGES
III	Price	1 Hard <u>O</u> riginal + 3 Hard <u>C</u> opies + 1 <u>E</u> lectronic Copy	MS EXCEL	NONE

The contractor's package should be labeled with the contractor's name and business address, solicitation **OPM32-11-R-0018** and the contents as to either Volumes I through III. The contractor must deliver all hardcopy submissions to the Contracting Officer, Wanda Cross, Room 1342, US Office of Personnel Management, Facilities, Security and Contracting, 1900 E Street, NW, Washington, DC 20405. Each Volume must have a table of contents with tabbed sections (**hard copy**). If there is a conflict between the electronic and hardcopy version of the offerors proposal, the hardcopy version will be used for evaluation purposes. Please ensure that your hardcopy and electronic versions contain the same information.

3. **PROPRIETARY DATA**

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

- a. Each hardcopy Volume does not have to be bound, but shall be segregated so that evaluators can easily identify each Volume of your proposal.
- b. The offeror shall submit an electronic version of their proposal by email with Volume I through III as separate attachments. **DO NOT SUBMIT ONE (1) ADOBE VERSION WITH ALL ATTACHMENTS. Email copies should be sent to ITBPA@OPM.GOV.**

4. **DEFINITIONS:**

(a) Contractual Terms:

- i. **Rating**, the evaluators' conclusions (supported by narrative write-ups) identifying the strengths, weaknesses, and deficiencies of an evaluation factor or subfactor. The ratings for each Non-Cost/Price Factor and each of its Subfactors will be expressed as an adjective.
- ii. **Discussions** are negotiations that occur that, at the Contracting Officer's discretion, are the result of a competitive range determination, during which an offeror may have an opportunity to submit a revised proposal.
- iii. **In writing or written** means any worded or numbered expression which can be read, reproduced, and later communicated, and includes electronically transmitted and stored information.
- iv. **Proposal modification** is a change made to a proposal before the solicitation's closing date and time, or made in response to an amendment, or made to correct a mistake at any time before award.
- v. **Proposal revision** is a change to a proposal made after the solicitation closing date, at the request of or as permission of a Contracting Officer as the result of negotiations.
- vi. **Time**, if stated as a number of days, is calculated using calendar days, unless otherwise specified, and will include Saturdays, Sundays, and legal holidays. However, if the last day falls on a Saturday, Sunday, or legal holiday, then the period shall include the next working day.

- (b) **Amendments to solicitations** - If this solicitation is amended, all terms and conditions that are not amended remain unchanged. Offerors shall acknowledge receipt of any amendment to this solicitation by the date and time specified in the amendment(s).

(c) Submission, modification, revision, and withdrawal of proposals:

- (i) Unless other methods (e.g., electronic commerce or facsimile) are permitted in the solicitation, proposals and modifications to proposals shall be submitted in paper media in sealed envelopes or packages (i) addressed to the office specified in the solicitation, and (ii) showing the time and date specified for receipt, the solicitation number, and the name and address of the offeror. Offerors using commercial carriers should ensure that the proposal is marked on the outermost wrapper.

- (ii) Proposals expiration date. Proposals in response to this solicitation shall be valid for a minimum period of 120 calendar days.

- a. Any proposal received at the office designated in the solicitation after the exact time specified for receipt of proposals will not be considered unless it is received before award is made and

- i. It was sent by registered or certified mail not later than the fifth calendar day before the date specified for receipt of proposals (e.g., a proposal submitted in response to a solicitation requiring receipt of offers by the 20th of the month must have been mailed by the 15th);
- ii. It was sent by mail (or telegram or facsimile, if authorized) or hand carried (including delivery by a commercial carrier) if it is determined by the Government that the late

receipt was due primarily to Government mishandling after receipt at the Government agency;

- iii. It was sent by U.S. Postal Service Express Mail Next Day Service Post Office to Addressee, not later than 5:00 p.m. at the place of mailing two working days prior to the date specified for receipt of proposals. The term "working days" excludes weekends and U.S. Federal holidays;
- iv. It was transmitted through an electronic commerce method authorized by the solicitation and 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 proposals; or
- v. There is acceptable evidence to establish that it was received at the activity designated for receipt of proposals and was under the Government's control prior to the time set for receipt of proposals, and the Contracting Officer determines that accepting the late proposal would not unduly delay the procurement; or
- vi. It is the only proposal received.

Any modification or revision of a proposal or response to request for information, including any final proposal revision, is subject to the same conditions.

(d) Blanket Purchase Agreement Award(s).

- a. The Government intends to award multiple BPAs to the responsible offerors whose proposals represent the best value, after an evaluation is performed in accordance with the evaluation factors in this solicitation. While we may award multiple BPAs, we will only award the number of BPAs we believe sufficient to meet our needs and regulatory competition requirements. **For example**, even if we have six firms that are technically acceptable and responsible with fair and reasonable prices, we may award less than six BPAs if we have no need for six sources of this service.
- b. The Government may reject any or all proposals if such action is in the Government's interest.
- c. The Government may waive informalities and minor irregularities in proposals received.
- d. The Government shall evaluate proposals and reserves the right to award BPAs with or without discussions with offerors. Therefore, the offeror's initial proposal should contain the offeror's best terms from a price and technical standpoint. Offerors may be given the opportunity 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, but not rising to the level of discussions. The Government reserves the right to conduct discussions if the Contracting Officer later determines them to be necessary.
- e. The Government reserves the right to make an award on any item for a quantity less than the quantity proposed, at the unit cost or prices proposed, unless the offeror specifies otherwise in the proposal.
- f. Exchanges with offerors after receipt of a proposal do not constitute a rejection or counteroffer by the Government.
- g. The Government may determine that a proposal is unacceptable if the prices proposed are materially unbalanced between line items. Unbalanced pricing exists when, despite an

acceptable total evaluated price, the price of one or more line items is significantly overstated or understated as indicated by the application of cost or price analysis techniques. A proposal may be rejected if the Contracting Officer determines that the lack of balance poses an unacceptable risk to the Government.

- h. **A BPA is not a contract**, neither party is bound to its terms. However, if a BPA Callr is issued under the BPA and the BPA holder agrees to provide the service, that individual order becomes a binding contract between the parties and both parties are then bound to all the terms and conditions in the BPA for that order.

PARTIAL SMALL BUSINESS SET-ASIDE

- a. **Partial Set-Aside:** This acquisition is being advertised as a partial Small Business set-aside. The Government intends to award two or more contracts to Small Businesses presenting the best value.
- b. **Contract Awards:** It is anticipated that multiple awards will result for this requirement. The selection of remaining awards will be based on best value.

This requirement is being processed under the procedures of FAR, Part 12 Acquisition of Commercial Items and FAR, Part 19.502-3 Partial Set-asides for Small Businesses. Following is a breakdown of Set-Aside and Non Set-Aside work:

STA 1: Application Systems and Database Development and Maintenance **(Non Set-Aside)**

STA 2: Data Center Support **(Non Set-Aside)**

STAT 2.1: Enterprise Systems Software Support **(Non Set-Aside)**

STA 2.2: Computer Operations Support **(Small Business Set-Aside)**

STA 3: CIO Strategic Management, Capital Planning and Portfolio Management, IT Program Management, Records Management, Government-wide HR Management, IT Security Management, Enterprise Architecture **(Non Set-Aside)**

STA 3.1: CIO Strategic Management Support and IT Program Management **(Non Set-Aside)**

STA 3.1.1: CIO Strategic Oversight of Information Technology **(Non Set-Aside)**

STA 3.1.2 IT Program Management Support **(Non Set-Aside)**

STA 3.2: Records Management and Data Quality Program Management and Implementation **(Non Set-Aside)**

STA 3.3: IT Security Management **(Non Set-Aside)**

STA 3.3.1: Security Certification & Accreditation **(Non Set-Aside)**

STA 3.3.2: Independent Risk Assessments – Infrastructure and Systems **(Non Set-Aside)**

STA 3.3.3: Independent Verification and Validation

STA 3.3.4: Security Policies and Procedure Development (**Small Business Set-Aside**)

STA 3.3.5 Security Testing and Evaluation (**Non Set-Aside**)

STA 3.3.6 Security Audits & POA&M Management (**Small Business Set-Aside**)

STA 3.4: Enterprise Architecture (**Non Set-Aside**)

STA 4: Network Operations and Security Services (**Non Set-Aside**)

STA 5: Web Development/Support Services (**Small Business Set-Aside**)

E.3 This section tells the prospective Offerors how to prepare and submit a proposal in response to this solicitation.

PROPOSAL PREPARATION INSTRUCTIONS

(a) **THIS SECTION PROVIDES INSTRUCTIONS THAT THE OFFEROR MUST FOLLOW IN PREPARING RESPONSES TO THIS RFP.**

- (1) In situations where teams are formed to respond to this RFP, a single organization must be identified as the prime offeror. This organization will be responsible for meeting performance work statement requirements, and will contract directly with the Government. In addition, we request offerors provide a single point of contact that is responsible for interacting with OPM for the duration of the competition.
- (2) We recognize that information requested, in particular pricing data, may be confidential. Proprietary information must be protected from improper disclosure under Federal law. You should appropriately mark submitted materials as proprietary, where such restrictions should apply.
- (3) We request you not provide brochures and other material used for marketing purposes. Such material will not be considered in reviewing responses to this RFP.
- (4) The offeror shall state in the offer any exception(s) taken of the solicitation terms and conditions. Exception(s) shall be stated in a cover letter conveying the offer. The following minimum information shall be conveyed: (1) terms and conditions identified; (2) reason for the exception; and (3) any other information relevant to the exception.

(b) The proposal shall be evaluated to determine whether the proposal fulfills the requirements established in Section D (Attachment 1) of the solicitation. OPM reserves the right to seek clarifications or deficiency corrections prior to determining the proposal technically unacceptable. Any proposal that fails to satisfy the requirement of the solicitation shall be ineligible for award.

(c) The Government intends to evaluate proposals and make an award without discussions. If the Government determines it is necessary to conduct discussions, the rationale for doing so shall be documented in the contract file in accordance with FAR Part 15.306.

E.3.1 VOLUME I: TECHNICAL PROPOSAL

Do not discuss any pricing matters in this volume. Do not change the order in which subject items are set forth in these instructions when preparing your proposal. Technical information shall be prepared in such a manner as to enable evaluators to make a thorough and complete evaluation and arrive at a sound determination as to whether or not the technical proposal will satisfy the requirements of the Government. Offerors are cautioned that "parroting" requirements with a statement of intent to perform does not reveal understanding of the requirement or the capability to perform

A table of contents shall be included at the beginning of **Volume I**. The Technical Proposal must include two parts:

- Section 1: Certification/Statement of No Known Conflict of Interest (Must be on Letterhead)
- Section 2: Technical Approach to Section D, Performance Work Statement of this RFP that includes addressing the following technical evaluation factors for award:

Factor 1: Understanding the Federal IT policy and guidance, the Performance Work Statement and Technical Approach.

Factor 2: IT Resources/Personnel Qualifications/Staffing.

Factor 4: Corporate experience in the design, development, implementation, operation, management, and maintenance of human resources management IT systems.

E.3.2 VOLUME II: PRICE PROPOSAL

The hard copies must contain an original signature (dark blue ink) on all documents signed. Be sure that all information is correct and accurate. Protruding tabs must be used to separate each section/form(s). The contractor must include the following information.

- **Section 1:** Cover Sheet
- **Section 2:** Electronic copy of the current On-Line Representations & Certification Application (ORCA).
- **Section 3:** Completed Part B (Base Year and All Option Periods in Section B format)
Pricing shall be submitted in MS Excel format
- **Section 4:** Assumptions, Conditions or exceptions

Completed Part B: The Price proposal must include labor categories, discounts and labor rates to perform the services in Part D (Attachment I) of this solicitation.

E.3.3 VOLUME III: PAST PERFORMANCE

Do not discuss any pricing matters in this volume. Do not change the order in which subject items are set forth in these instructions, when preparing your proposal.

In order to demonstrate your capabilities and ability to achieve the requirements of Section D, Attachment 1, Performance Work Statement, you must provide a list of three (3) recent and relevant projects that are the same or similar in scope as the RFP that you have performed within the last five (5) years. This list must contain the following.

- Project/Contract Title
- Company/Agency Name of Reference
- Point of Contract
- Telephone Number
- Email Address
- Award Amount
- Award Date
- Completion Date
- Brief Description of Services.

Contractor Personnel: As a condition of awarding a contract, OPM will review the qualifications of all the Contractor's proposed personnel and determine if they are acceptable to fulfill the requirements of the performance work statement.

Note: At a minimum, resumes should address education, experience, knowledge and expertise of the key personnel of the company.

EVALUATION OF PROPOSALS

E.4 EVALUATION PROCESS

FAR 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. All Offerors must submit a proposal for the Base and all Option years.
- (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.
- (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)

ADDENDUM TO FAR 52.212-2

NOTE TO OFFERORS: *This addendum describes how proposals will be evaluated.* The Addendum 52.212-1 provides instructions to offerors. That addendum describes what the offeror should include in the proposal. Your attention is directed to **both**.

RELATIVE ORDER OF IMPORTANCE: Each proposal will be evaluated with respect to Technical, Past Performance, and Price. Technical and past performance factors are of equal importance, and when combined, are significantly more important than Price. If there are no significant technical differences among offerors and they are determined 'technically equal', price will be the determining factor for award. The evaluation will be conducted using the evaluation criteria as set forth in this Section. The offer should contain the offeror's best terms from a technical and price standpoint. Proposal clarifications/revision requests may be issued which encompass any and all written documentation submitted in response to the RFP as may be deemed necessary by the Contracting Officer to fully explore and evaluate the merits of the proposal submitted.

TRADE-OFF PROCESS: This is a Best Value acquisition using the trade-off process. As such, the Selection Authority, in making the final Trade-Off judgment, will consider the merits of non-Price Factors of the proposal against the total evaluated Price in arriving at the final selection decision. As part of the best value determination, the relative advantages/disadvantages of each offerors non-Price Factor proposals, and the total evaluated Price, shall be considered in selecting the offers which represent the best value to the Government. The Government may award to other than the Offeror(s) with the lowest total price.

Following are the evaluation factors for award in descending order of importance:

FACTOR 1: Understanding the Federal IT policy and guidance, the Performance Work Statement and Technical Approach

The offeror shall provide a written description demonstrating its understanding of the nature and extent of OPM's requirement for IT services as described in RFP Section D, Attachment 1. This narrative must be more than a mere repetition of the descriptions provided in the solicitation. Your narrative should, at a minimum, include the following:

- (1) Indicate your understanding of the nature and extent of the type of work to be performed at OPM, and indicate your firm's capability of meeting these types of requirements and corporate experience.
- (2) Indicate the initial plan to gain an understanding of OPM's operations needs.
- (3) Provide a plan for staffing projects once identified. Describe how you will manage the work of your staff and how you will ensure quality control.
- (4) Describe your strategy for dealing with potential significant technical, administrative, or managerial problems that could arise during performance of a BPA Call.

FACTOR 2: IT Resources/Personnel Qualifications/Staffing

In this section, the offeror shall provide the resumes of the proposed principal/point of contact, other key personnel, and supporting personnel, as well as a staffing plan. Resumes should present sufficient information to determine the proposed individual's qualifications to successfully perform the required

services. The contractor shall provide a letter of intent for all proposed key personnel.

FACTOR 3: Past performance: Quality of Work products, timeliness of deliverables, staffing retention, cost control, business relations, and customer satisfaction.

In this section the offeror shall provide summary descriptions of work undertaken by the offeror in Federal, state or local government agencies or with commercial entities that substantiate its ability to perform work of the kind described in Section D of the RFP.

NOTE: OPM reserves the right to consider the offeror's past performance not specifically listed in the Technical Proposal.

Offerors may also include in this section a description of any quality awards or certifications that indicate the offeror possesses a high quality process for producing the service required. Such awards or certifications include, for example, the Malcolm Baldrige Quality Award, other Government quality awards, and private sector awards or certifications. Identify what segment of the company (one division or the entire company) received the award or certification. Describe when the award or certification was bestowed. If the award or certification is over three (3) years old, present evidence that the qualifications still apply.

FACTOR 4: Corporate experience in the design, development, implementation, operation, management, and maintenance of human resources management IT systems.

The offeror will provide evidence that demonstrates the capability to provide the full range of IT services for which they are proposing. The evidence will also demonstrate that the offeror has the capacity to respond to a growth in support services requests in a timely manner.

FACTOR 5: Price – Not rated, but will be evaluated to determine fairness and reasonableness.

A price is considered reasonable if that price does not exceed what a prudent person would normally incur in conducting competitive business. In determining whether offeror prices are reasonable, the proposed labor rates, labor skill mixes and other rates proposed to the Government for prime, team member and subcontractor labor, must reflect the use of prudent judgment and sound business practice. Sound business practice includes compliance with governing regulations about estimating and accounting assumptions supporting proposed labor.

The Price Proposal shall be submitted in accordance with Volume III instructions and shall include pricing for the base and option years using Microsoft Excel format. Offerors shall provide definitions of the experience/education/expertise levels required for the labor categories proposed for performing the services required under the RFP Special Technical Areas (STAs). Offerors must submit their price proposal based on the pricing contained in their published price list and/or GSA Federal Supply Schedule (FSS), if applicable. Offerors are encouraged to provide discounts from their published price list and/or FSS Schedule prices.

Offerors shall include in their proposed rates, all costs to the Government associated with accomplishing the required STAs, including direct labor, fringe benefits, G&A, overhead, profit or fee where applicable.

In the event that either (a) the proposed labor skill mix appears to be inappropriate for achieving the Government's requirements, or (b) proposed labor rates do not appear likely to enable hiring or retaining the proposed skills, the proposed skill mix for either the offeror or its team members/subcontractors will be adjusted to reflect the most probable

E.5 TECHNICAL EVALUATION:

The award will be made based on the following adjective ratings.

Rating Definitions for Technical Factors	
Rating	Definition and Criteria
Blue (Excellent)	Exceeds specified minimum performance or capability requirements in a way beneficial to the Government. A proposal must have one or more strengths and no deficiencies to receive a blue.
Green (Acceptable)	Meets specified minimum performance or capability requirements. A proposal must have no deficiencies to receive a green, but may have one or more strengths.
Yellow (Marginal)	Does not clearly meet some specified minimum performance or capability requirements necessary for acceptable contract performance.
Red (Unacceptable)	Fails to meet specified minimum performance or capability requirements. Proposals with an unacceptable rating are not awardable.

E.4 EVALUATION APPROACH – PAST PERFORMANCE

Past Performance Risk Rating Definitions. A rating of High Risk, Moderate Risk, Low Risk, or Unknown Risk, as defined below. The past performance evaluation factor will be adjectivally rated according to the guidance provided below:

Rating Standards for Past Performance	
Rating	Definition and Criteria
Low Risk (LR)	Verification of past performance shows that offeror consistently meets work schedules, provides specified services, meets contract terms without failure or resolves issues immediately, and has not been defaulted on any contract within the past three years.
Moderate Risk (MR)	Verification of past performance shows offeror meets work schedules and specified services most of the time, meets contract terms without failure or resolves issues immediately, and has not been defaulted on any contract within the past three years.
High Risk (HR)	Verification of past performance shows that offeror has consistently not met work schedules and other obligations, has defaulted on at least one contract within the past three years, or has chronically failed to meet contract terms, or the past performance information provided is not relevant to this requirement.

Unknown Risk (UR)	No record of past performance or contact information (telephone, facsimile, or electronic mail address) is available and/or is not valid and/or the points of contact or agencies could not be reached. <i>IAW FAR 15.305(a)(2)(iv), in the case of an offeror without a record of relevant past performance or for whom information on past performance is not available, the offeror may not be evaluated favorably or unfavorably on past performance.</i>
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The Past Performance evaluation will assess the relative risks associated with an offeror's likelihood of success in performing the solicitation's requirements and delivering high quality products and services as indicated by that offeror's record of past performance. The Government will conduct a performance risk assessment based on the quality, relevancy, and recency of the offeror's past performance, as well as that of its team members/key subcontractors, as it relates to the probability of successful accomplishment of the required effort. When assessing past performance, the Government will focus its inquiry on the past performance of the offeror and its proposed team members/key subcontractors as it relates to projects of similar size, scope and complexity to the requirements described in the solicitation. Subcontractor past performance will be evaluated as part of the proposal if the subcontractors are identified and if the proposal includes a written unconditional letter of commitment from each subcontractor to undertake performance under any resultant contract.

Offerors are cautioned that in conducting the performance risk assessment, the Government may use data provided in the offeror's proposal and data obtained from other sources. Since the Government may not necessarily obtain information on all of the listed contract references and/or may not be able to contact all of the identified POCs provided by the offerors, it is incumbent upon the offerors to explain the relevance of the data provided. In the event that adverse past performance information is obtained from other sources, the offeror will have the opportunity to respond to any adverse information received on which it had not had a previous opportunity to comment.

Contract references will be reviewed to determine the relevancy and recency of the past performance information. Each contract reference determined to be relevant and recent will be assessed as to the quality of the offeror's past performance.

E.5 EVALUATION APPROACH – PRICING

Price Proposal – Volume III will not be rated. The Government will evaluate all aspects of the price proposal for fairness, reasonableness, realism, and for providing the best value to the Government. Offers found to be unreasonably high or unrealistically low may be considered unacceptable and may be rejected on that basis. The Government will evaluate the realism of the offeror's proposed prices to determine whether the proposed price is realistic for the work to be performed, reflects a clear understanding of the requirements; and is consistent with the methods of performance described in the offeror's proposal. If an offeror's price is deemed to be unrealistic in any of these respects, the Government will factor this consideration into the applicable non-price ratings. The agency may reject an offer that reflects a serious lack of price realism.

E.6

EVALUATION DEFINITIONS: The following definitions will be employed in rating all aspects of the offeror's proposal:

1. **Significant Strength.** A significant strength appreciably enhances the merit of a proposal or

appreciably increases the probability of successful contract performance.

2. **Strength.** Any aspect of a proposal when judged against a stated evaluation criterion, enhances the merit of the proposal or increases the probability of successful performance of the contract.

3. **Weakness.** A flaw in the proposal that increases the risk of unsuccessful contract performance.

4. **Significant Weakness.** A flaw that appreciably increases the risk of unsuccessful contract Performance.

5. **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 an unacceptable level.

6. **Uncertainty.** Any aspect of the proposal for which the intent of the offeror is unclear because there may be more than one way to interpret the offer or because inconsistencies in the offer indicate that there may be an error, omission or mistake. Examples include a mistake in calculation or measurement and contradictory statements.

7. **Failed to Meet.** Offeror's response does not meet most of the minimum requirements of the solicitation.

8. **Partially Met.** Offeror's response meets most but not all of the minimum requirements of the solicitation.

9. **Met.** Offeror's response meets all of the minimum requirements of the solicitation.