

**Performance Work Statement**

**For**

**Visual and Medical Arts**

**In Support of  
National Institutes of Health**

**8 April 2004**

**Prepared for the National Institutes of Health**

**9000 Rockville Pike**

**Bethesda, Maryland 20892**

**SECTION C**  
**DESCRIPTION/SPECIFICATION**  
**PERFORMANCE WORK STATEMENT**  
**FOR SERVICES TO SUPPORT**  
**NATIONAL INSTITUTES OF HEALTH (NIH)**

General Intention: The intention of this solicitation is to obtain Visual and Medical Arts services to support the National Institutes of Health (NIH).

NOTE OF EXPLANATION:

This Performance Work Statement (PWS) represents a departure from traditional solicitation format. The intent of the Government is to solicit the most efficient and effective organization able to complete all requirements set forth in Sections C-1 through C-6 of this document. To achieve the intended goal the following have been established:

- The ability of private and public sector offerors to perform all requirements is subject to comparison. Therefore the term **“Service Provider” (SP)** is used interchangeably with the term “Contractor.”
- The result of comparison may be (1) implementation of the Government’s Most Efficient Organization (MEO); (2) award of an Inter- or Intra- Service Support Agreement (ISSA); or (3) award of a commercial contract. Therefore, the term **“Award”** is used in lieu of the term **“Contract.”**
- Significant process improvements are expected.
- **“How to”** procedures have been removed, to the greatest extent practicable.
- Requirements are defined based on output of products and services, not level of effort required to perform functions.
- One of the following procedures will be used to select the source: (a) Sealed Bid; (b) Negotiated Procurement using Best Value Source Selection Procedures; (c) Negotiated Procurement using Cost/Technical Tradeoff Source Selection Procedures with an Integrated Evaluation Process; or (d) Negotiated Procurement using Best Value Source Selection Procedures with a Phased Evaluation Process.
- Proposals yielding savings through process improvement and resource management are encouraged.

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## **SECTION C-1 GENERAL**

### **1 GENERAL INFORMATION**

This PWS is organized in sections that define both the work to be performed and the relationship between the NIH and the Service Provider (SP). The following describes the PWS contents:

- **SECTION C-1**

Provides general information about NIH and its specific rules and regulations to be followed and an introduction to operating conditions

- **SECTION C-2**

Provides definitions and acronyms used throughout this document and in the performance of this work

- **SECTION C-3**

Provides information as to Government-furnished property

- **SECTION C-4**

Provides information on items that may be SP furnished

- **SECTION C-5**

Presents the Performance-based Performance Work Statement

- **SECTION C-6**

Provides a list of directives, publications, instructions, and forms to be used by the SP during the award period

### **1.1 SCOPE OF WORK**

#### **1.1.1 SERVICE PROVIDER PERSONNEL**

The Service Provider (SP) shall provide all management, supervision, administration, and labor to support the Visual and Medical Arts services identified in this Performance-based Performance Work Statement (PWS) for the National Institutes of Health. This includes all direct and indirect resources, except as specified in SECTION C-3 as Government-furnished property (GFP) and services.

SP shall provide, as Key Personnel, one (1) full time Project Manager (PM). The PM shall act as the on-site point of contact for all services at all locations. SP shall identify an alternate PM in the absence of the primary designated PM. The PM shall be the central point of contact with the Government for the performance of all services and requirements identified in this award. PM and alternate

representative shall have full authority to represent the SP in all matters relating to those requirements and services identified in this award. SP primary and any alternate Project Manager shall acquire and maintain top secret security clearance. The SP shall assume total responsibility for all requirements stated herein on the start date of the performance period.

### 1.1.2 SERVICES PROVIDED

The NIH Visual and Medical Arts program consists of a comprehensive suite of illustration, design services, events management, photography and visual services. In direct support of NIH, Visual and Medical Arts support service processes include:

<b>5.1</b>	<b>Illustration</b>
5.1.1	Medical Illustration
5.1.2	Medical Animation
5.1.3	Non-Medical Illustration
<b>5.2</b>	<b>Design Services</b>
5.2.1	Create Scientific Poster Sessions
5.2.2	Create Posters, Publications and other Print Collateral
5.2.3	Identity Graphics
5.2.4	Graphic Design
5.2.5	Complex Multi-Media Presentations
5.2.6	Design Exhibits
5.2.7	Advertising Specialties
5.2.8	Awards
5.2.9	Provide Mattes and Frames
5.2.10	Digital Output
<b>5.3</b>	<b>Photography</b>
5.3.1	Photo Microscopy
5.3.2	Photo Macroscopy
5.3.3	Patient Photography
5.3.4	Public Affairs Photography
5.3.5	Photo Lab Services
<b>5.4</b>	<b>Events Management</b>
5.4.1	Assess and evaluate the Interior Design and Audio/Visual functionality of NIH conference facilities
5.4.2	Manage broad range of Event Activities
5.4.3	Operate Concierge Desk
<b>5.5</b>	<b>Video Services</b>
5.5.1	Video Production
5.5.2	Operate and Maintain Television Operating Center
5.5.3	Video Products

## 1.2 STATEMENT OF OBJECTIVES

This Performance Work Statement (PWS) is written to balance the needs for critical requirements, quality performance, and a fair and equitable cost comparison. This statement of objectives outlines the intent and spirit of the PWS. It provides a baseline for an executive understanding of the NIH requirements.

NIH is soliciting for a Service Provider (SP) to provide complete Visual and Medical Arts services for the various institutes at NIH in Bethesda, MD.

The SP shall assume the role of Project Manager for providing Visual and Medical Arts Services to NIH. The SP shall perform quality control and achieve all PWS requirements within the specified workload and standards. The SP shall standardize best practices across all locations to the extent practicable to provide for consistency in performance. The SP shall be the single point of contact for all NIH occupants and other parties concerning Visual and Medical Arts as well as other services needed to be able to direct customers to right person for services. The SP must provide to the government upon request sufficient information to enable the NIH to match costs of services provided. The government will perform quality assurance and inherently governmental activities. References to government interactions are primarily for legal and "contract" management requirements and exceptions to the general terms of the award. The primary role of the government will be in exercising inspection and acceptance.

The PWS includes many micro and macro standards. The SP is expected to provide macro level performance data to the government upon request following the format of the Balanced Scorecard Strategic Measurement System as developed by Robert Kaplan and David Norton and documented in the Harvard Business Press. Performance improvement that results in unit cost reduction, but that also maintains or improves service performance is expected. Global objectives that will also be measured include:

- Requesters from NIH are satisfied with SP provided services
- Current services protect the long term physical and economic viability of the facilities and environment
- Actual costs of SP provided services reflect approved budgets
- Minimal disruption to activities during normal business hours
- Flexibility with changing requirements of customers
- Support changing security level requirements

The nature of the PWS also creates risk for the government. The SP shall minimize risks associated with:

- Interruption or destruction of critical NIH activities and research
- “Padding” work and reimbursable charges
- “Loopholes” in the RFP
- Poor performance in general
- Customer dissatisfaction
- Identification of accountable parties
- Over expenditure

NIH needs a Project Manager that demonstrates daily understanding of the technical requirements, the fiscal constraints, the specific needs of customers, and the long term impact of current operations. NIH needs the Project Manager to become a partner in supporting its medical research and patient care missions.

The NIH is engaged in a quest to reduce operating costs, while reliably providing equal or better service to our customers. This is a performance-based award that describes the required outputs and outcomes. Offerors are responsible for determining the level of effort required to accomplish the outputs/outcomes and are encouraged to propose business process improvements that will help NIH achieve the above stated objectives.

### **1.3 NIH MISSION**

The NIH mission is to uncover new knowledge that will lead to better health for everyone. NIH works toward that mission by conducting research in its own laboratories; supporting the research of non-Federal scientists in universities, medical schools, hospitals, and research institutions throughout the country and abroad; helping in the training of research investigators; and fostering communication of medical information.

NIH is one of the agencies of the Public Health Services that, in turn, is part of the U.S. [Department of Health and Human Services](#) (DHHS). Comprised of 27 separate components, mainly Institutes and Centers, NIH has a capital asset inventory of over 150 owned and 40 leased facilities in which the NIH manages agency programs and conducts basic and clinical research that are part of this procurement action. With over 13 million gross square feet of space spread across six sites, NIH’s primary presence is in Bethesda, Maryland, Research Triangle Park, North Carolina and Hamilton, Montana. It is important to the mission of the NIH that the Visual and Medical Arts services are available to achieve its research goals today and into the future. Each campus has a vital role to play toward the mission of the NIH.



It is impossible to list all of the discoveries made by NIH-supported investigators. More than [eighty Nobel prizes](#) have been awarded for NIH-supported research. Five of these prizes were awarded to investigators in the NIH intramural programs. The in-house discoveries have included breaking the genetic code that governs all life processes, demonstrating how chemicals act to transmit electrical signals between nerve cells, and describing the relationship between the chemical composition of proteins and how they fold into biologically active conformations. In turn, these basic research discoveries have led to greater understanding of genetically based diseases, to better antidepressants, and to drugs specially designed to target proteins involved in particular disease processes. Long-term research has dispelled preconceptions that morbidity and dementia are a normal part of the aging process. Some cancers have been cured and deaths from heart attack and stroke have been significantly lowered. Research has also revealed that preventive strategies such as a balanced diet, an exercise program, and not smoking can reduce the need for therapeutic interventions and thus save money otherwise expended for health care.

A brief summary of the NIH campuses that are part of this procurement action follows:

### **1.3.1 BETHESDA, MARYLAND CAMPUS**

The NIH Bethesda Campus in the Maryland suburbs of Washington, DC, is the largest of the six campuses with over 70 buildings, 8 million gross square feet of building space on an over 300 acre site. The Office of the NIH Director and offices of the twenty-seven Institute and Center directors are located on the Bethesda Campus.

The Bethesda Campus is home of the JCAHO accredited Warren G. Magnuson Clinical Center, with over 3 million gross square feet of space and is the focal point for clinical research conducted by the NIH. This facility provides the opportunity to conduct “bench to bedside” research that translates into new treatment modalities and cures for diseases throughout the world. The Bethesda Campus is the preferred location for research programs that require ready access to shared specialized advanced technologies and central research resources.

Through clinical research, promising discoveries in the laboratories are translated into new therapies and treatments for patients. The 14-story [Warren Grant Magnuson Clinical Center](#) is NIH's center for clinical research. Patients come from all over the world to participate in clinical studies here. Each year, the Clinical Center admits about 7,000 inpatients. Another 72,000 participate in studies as outpatients.

Construction began in 1997 for the new Mark O. Hatfield Clinical Research Center. The Hatfield Center, a 1,050,000 gross square feet facility, is expected to open in 2004 to house the research hospital's 250 beds for inpatient and

outpatient care, outpatient facilities, and research laboratories. It connects to the current building, which opened its doors in 1953.

#### **1.4 QUALITY CONTROL PROGRAM**

The SP shall develop a proactive Quality Control Program (QCP) for measuring and attaining quality of performance under this award. The SP's Quality Control Program shall explain the manner in which the SP shall ensure all requirements are being accomplished in accordance with the specifications of this award and industry standards. A sustaining focus throughout the Quality Control Program shall be the attainment of continuous quality improvement. The program shall emphasize deficiency prevention over deficiency detection. The SP's Quality Control Program and any services performed will be accepted by the Government Representative only when in full compliance with clause FAR 52.246-4, "Inspection of Services Fixed Price." The SP shall demonstrate a concerted effort in improving its QCP to prevent unsatisfactory performance from consistently recurring in any area and to ensure unsatisfactory performance is addressed and rectified in a timely manner.

##### **1.4.1 QUALITY CONTROL PLAN**

The SP shall maintain a Quality Control Plan (QCP) describing the Quality Control Program. The SP shall submit an initial QCP with Technical Proposal for evaluation. The SP shall submit the final Quality Control Plan to the Project Officer for approval within 30 calendar days prior to award start date. The SP shall submit any changes in the Quality Control Plan and Quality Control Program to the Project Officer for approval five workdays prior to implementation.

##### **1.4.2 QUALITY ASSURANCE**

The NIH Government Representative and NIH Quality Assurance Evaluator(s) will inspect for compliance with Award terms throughout the Award period. Evaluation will be based on the SP's compliance with the requirements set forth in C-5. The QAE will monitor the SP's performance under this award by performing checks as contained in the Quality Assurance Surveillance Plan (QASP) and as outlined in FAR 52.246-5. Typical procedures include random sampling, planned sampling, scheduled inspections, incidents inspections, and validated customer complaints.

##### **1.4.3 NIH BETHESDA CAMPUS ACCESS**

Due to changing traffic requirements brought on by construction, changing missions and security concerns within NIH Campus's, access to the installation is subject to change, sometimes with little or no warning. Inbound and outbound traffic restrictions exist.

The main campus of the National Institutes of Health (NIH) is located in Bethesda, Maryland

Main mailing address is:

National Institutes of Health  
Building 1  
1 Center Drive  
Bethesda, Maryland 20892

Information about how to get to NIH is located at <http://www.nih.gov/about/#visitor>. Maps of campus and of the local area are located at <http://www.nih.gov/about/maps.html>.

#### **1.4.4 VISITORS AND SECURITY**

The National Institutes of Health, like all Federal Government facilities, has recently instituted new security measures to ensure the safety of NIH employees, patients, and visitors.

In response to an announcement of a heightened state of security throughout the Federal Government, the following security procedures are in effect at the National Institutes of Health.

##### **1.4.4.1 PERIMETER SECURITY**

U.S. Department of Homeland Security Threat Advisory Yellow:

To enter the campus, all visitors must present one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.). Visitor vehicles will be inspected at the campus perimeter.

To enter the campus, all employees (including SP) must present one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.).

U.S. Department of Homeland Security Threat Advisory Orange:

To enter the campus, all visitors/employees (including SP employees) must present one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.). Visitor/employees (including SP employees) vehicles will be inspected at the campus perimeter.

U.S. Department of Homeland Security Threat Advisory Red:

During Threat Advisory Red the access to NIH campuses is extremely limited to minimum employees to support campus infrastructure. Upon award the government will coordinate employee access with the SP for minimum authorized/essential employees during condition Red.

#### **1.4.4.2 BUILDING SECURITY**

Many on-campus buildings will have limited entrance points (typically the "main" entrance). Buildings 10, 31, 38, and 45 will retain multiple entrance points. Visitors/employees must show one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.). Visitors/employees must show two (2) ID's during Homeland Security condition orange. All employees and Visitors should be prepared to have their personal belongings inspected and go through a metal detection inspection (magnetometer, wand, etc).

All visitors must be escorted to and from their destination within all buildings by an NIH employee.

#### **1.4.4.3 GETTING ON AND OFF CAMPUS**

All visitors including patients, Service Provider, contractors, vendors and delivery persons must use the following two entrances at NIH Campus Bethesda:

Rockville Pike and South Drive — enter and exit 24 hours daily

Old Georgetown Road and Center Drive — open as follows:

##### **WEEKDAYS**

From 5 a.m. to 2 p.m. Lane 2 will be a transitional lane under police direction. The west end of Center Drive closest to Old Georgetown Road will be used as an Exit lane. The eastern segment will be used as an entrance/thoroughfare for NIH Employees displaying a valid parking permit and employee ID.

From 2 p.m. to 9 p.m. Lane 2 will be EXIT only

##### **WEEKNIGHTS**

This entrance will be closed to incoming traffic at 7 pm. Open for outbound traffic until 9 pm. Closed to all incoming and outbound traffic from 9 pm through 5 am the next weekday morning.

##### **WEEKENDS**

This entrance will be closed to all incoming traffic at 7 pm and all outbound traffic at 9 pm Friday. Entrance will then remain closed to all traffic through 5 am Monday.

##### **HOLIDAYS**

The hours of operation will vary depending on whether the holiday falls on a Monday or a weekday other than Monday.

For holidays falling on a Monday: This entrance will be closed to incoming traffic at 7 pm Friday evening prior to the Monday holiday. Open for outbound traffic

until 9 pm. Closed to all incoming and outbound traffic from 9 pm Friday through 5 am Tuesday.

For holidays falling on a weekday other than Monday: This entrance will be closed to incoming traffic at 7 pm on the evening prior to the holiday. Open for outbound traffic until 9 pm on the evening prior to holiday. Closed to all traffic from 9 pm the evening prior to the holiday through 5 am next regular workday.

Visitors may exit the campus using these additional exit points:

1. Rockville Pike and Center Drive — exit 6:00 a.m. until 7:00 p.m.
2. Old Georgetown Road and Lincoln Drive — exit 6:00 a.m. until 7:00 p.m.
3. Rockville Pike and Wilson Drive — exit only 3:00 p.m. until 7:00 p.m.

All visitor vehicles, including taxicabs, hotel and airport shuttles, delivery trucks and vans will be inspected before being allowed on campus. Visitors will be asked to show a photo ID and state the purpose of their visit. Be sure to allow extra time for this vehicle inspection procedure.

Please note: visitor parking is limited at NIH. Visitors are encouraged to use public transportation such as the Metrorail subway system which has a convenient stop (Medical Center) on the NIH campus.

#### **1.4.4.4 PARKING AND TRANSPORTATION**

Visitors at NIH Campus Bethesda must park in designated visitor parking lots. Patients may park 24 hours a day, 7 days a week in the Clinical Center garage, P-3 level. Vehicles will be inspected prior to parking in any underground or multi-level garage.

NIH Campus Access



In accordance with the Department's directive to increase security in all HHS facilities and to ensure the safety of the NIH staff, we have increased security for campus access.

**Legend**

- **Employee Entrance Only** (6am - 7pm)
- ▲ **Visitors, Deliveries and Employees**
  - South Drive Entrance (24 / 7)
  - Center Drive Entrance (Variable Hours: See [Center Drive Access](#) for details)
- **Closed Entrances** (until further notice)

*This page last updated on 21 Feb 2002*

Public buses are no longer allowed to circulate on campus. Visitors arriving by bus will be dropped off at the NIH/Medical Center Metro stop at Rockville Pike and South Drive. Patients and visitors on official business can then ride the Campus Shuttle to the Clinical Center and other designated shuttle stops on the campus.

**1.4.4.5 ACCESS TO NIH BUILDINGS**

All visitors should be prepared to show a photo ID, log in and out at building entrances, wear a visitor's pass or have an employee to escort them through the building. Visitors may be required to pass through a metal detector and have bags, backpacks or purses inspected or x-rayed as they enter buildings.

Security staff will be looking for and confiscating any suspicious or potentially dangerous materials. U.S. Code prohibits bringing any dangerous weapons onto Federal property, including anything with a blade longer than 2 ½ inches. Meeting participants may want to leave extra bags or personal materials at their hotel to minimize the time needed for inspection.

Visitors may need to call for an employee to escort them through the building.

Vendors and contractors with frequent official business at NIH can be issued special temporary IDs. You must provide an original letter on company letter head or a memo from your NIH Project Officer justifying your need for a temporary ID. The letter/memo must contain your full name and date of birth and must be presented in person with a valid photo ID at the NIH Parking Office in Building 31C, B3 level, Monday through Friday, 7:30 a.m. - 4:30 p.m.

#### **1.4.4.6 CARDKEY SERVICES**

Access to most buildings on the NIH enclave is controlled by the use of a card access control system. The Security Section, CPB, DPS is responsible for the issuance of the card keys used with this system and programming parameters to lock/unlock controlled doors automatically at predetermined times.

All employees requiring building access during security hours (normally 6 p.m. to 6 a.m.) should contact their IC Cardkey coordinator and/or administrative officer to submit the completed NIH Form 2450, "Request for Cardkey and Record of Registration," to the CPB, Building 31, room B3B16.

Cards are individually assigned and are authorized for use by the cardholder only.

For individual cards that fail to work, contact the CPB at 6-9818. Cracked and/or broken card keys should be returned to the IC Cardkey coordinator who must submit an NIH Form 2450 to the CPB, along with the damage card, for replacement.

Lost/stolen card keys should be reported to the CPB as soon as possible so they can be programmed out of the system, thus preventing use by an unauthorized person. Notify the IC Cardkey coordinator to submit an NIH 2450 to obtain a replacement card.

Cards issued to employees who have transferred or separated from NIH, or who no longer have a need for them, must be returned to the CPB, Building 31, room B3B16. Card keys are not transferable and until returned are the responsibility of the person to whom issued.

#### **1.4.5 FEDERAL HOLIDAYS**

Federal Holidays observed include:

- Christmas Day
- Columbus Day
- Independence Day

- Labor Day
- Martin Luther King Day
- Memorial Day
- New Year's Day
- President's Day
- Thanksgiving Day
- Veteran's Day
- Inauguration Day (Washington DC area only: once every 4 years)

#### **1.4.6 OTHER CLOSURES**

- U.S. Department of Homeland Security Threat Advisory RED
- For inclement weather closings at NIH Campus Bethesda the SP shall follow Office of Personnel Management guidance at the following. <http://www.opm.gov/status/index.asp>. Essential SP personnel in support the Visual and Medical Arts to NIH will be identified after award.

#### **1.5 SECURITY**

The SP shall report any security violations to the Government Representative or designee immediately. The SP shall ensure compliance with the following regulatory guidance:

##### **1.5.1 INSTALLATION SECURITY FOR NATIONAL INSTITUTES OF HEALTH**

Security Plan for:

Contractors employed by the National Institutes of Health, and/or other Governmental agencies on behalf of the National Institutes of Health

###### **1.5.1.1 INTRODUCTION**

This document provides a guide to security procedures that must be adhered to by all individuals, companies, and their employees under award with the NIH, or other entities employed by or on behalf of the National Institutes of Health.

The overall mission of the NIH is science in pursuit of fundamental knowledge about the nature and behavior of living systems, and the application of that knowledge to extend healthy life and reduce the burdens of illness and disability.

A consistent and vigilant approach to overall security will enhance the NIH mission, and address the concerns of its employees and those of its contractors.



## **1.5.1.2 METHODOLOGY AND GOALS**

### **1.5.1.2.1 GENERAL**

This security plan defines both physical and administrative security procedures for the duration of the award/project. The plan will provide a guide to defining the level of security required for the award/project, and outlines an approach to overall award/project security that is consistent with the goals contained in existing NIH regulations and policies.

The plan seeks to achieve the following security goals:

Screen award/project workforce consistent with NIH policies and procedures. Maintain award/project information confidentiality to the greatest extent that is practical.

The plan may be modified from time to time if more effective procedures are required to achieve NIH security objectives.

### **1.5.1.2.2 PERSONNEL**

Each company involved in the award/project will be responsible for ensuring that all personnel working on the project undergo a personnel security screening to determine their suitability to access NIH facilities, information, and data.

Generally, the security plan seeks to require personnel clearance procedures that are consistent with guidelines used by the NIH. For this purpose, the plan distinguishes between 1) employees that are involved in sensitive duties, and 2) employees that are not involved with sensitive duties. Accordingly, the NIH will use two levels of security screening for sensitive positions, and one level for non-sensitive positions, in order to determine award/project suitability:

- 1) Completion of a background questionnaire and assorted forms ("long form" screening), as well as a credit check is required for employees with direct management responsibilities on the award/project, and/or requiring access to Law enforcement Sensitive information.
- 2) A police check (single, "short form" screening) is required for all other employees expected to work on the award/project.

A history of acts of violence, arrests for firearms or explosives violations, illegal alien status, or any felony convictions will disqualify personnel from award/project participation. Also, any conviction for tax evasion may disqualify individuals subject to the "long form" background screening described in #1 above. This is not all-inclusive criterion. Other significant concerns as may be determined by the NIH could preclude participation in this award/project. The NIH will designate a representative or representatives who will be allowed access to all security

records. All security information shall be treated as confidential information and stored in a secure, locked file cabinet.

#### **1.5.1.2.3 COMMUNICATION**

The following procedures will be exercised to maintain an acceptable level of communication security on the award/project:

Telephone use for verbal and facsimile communication will not be restricted with the exception that "sensitive, but unclassified" (SBU) data or information may not be discussed or exchanged over the phone or transmitted over facsimile.

Electronic mail (E-mail) may be utilized if commercially available encryption software is used. For consistency, single software will be designated by the NIH for use by all appropriate personnel assigned to the award/project. The software will be compatible with Microsoft Outlook.

Drawings and other electronic design files, identified by the government as "Security Sensitive", may be transmitted via e-mail, provided the designated encryption software is utilized.

Use of commercial delivery services or the US mail will not be restricted except "Security Sensitive" material must be transmitted by a service that requires a receiving signature.

The NIH shall maintain a current list of persons authorized by the government to send and receive "SBU" information, and will have primary responsibility for its contents.

Information having Privacy Act or proprietary implications, i.e., firings, performance evaluations, contractor bids, etc., should be handled with discretion and not transmitted in the clear.

#### **1.5.1.2.4 FILES AND INFORMATION PROTECTION**

Each company, or individual employed on the award/project shall exercise due diligence to protect project information identified by the government as "Security Sensitive". The following are minimum administrative procedure requirements.

- 1) Electronic Security: If computer area networks are used for performing administrative or technical work, electronic partitions must be installed to limit access by non-award/project personnel to protect electronic files. Electronic files shall be organized to allow complete purging of the project files at the conclusion of the award/project to avoid retention of latent files.
- 2) Paper Document Security: File cabinets used by award/project members shall be secured by lock during non-business hours. Access to the files shall be limited to individuals specifically assigned to the award/project, and have authorized access to the files. "Sensitive, but unclassified"

documents shall be maintained in segregated locked storage with access controlled and limited to individuals with a specific need to use the information. Duplication of "Security Sensitive" documents shall be limited with all copies numbered and recipients documented. All copies of "Security Sensitive" logs and documents shall be turned over to the NIH at the conclusion of the award/project.

- 3) Project Waste: All waste paper from the project shall be shredded by use of a crosscut shredder. Diskettes and tape cassettes should be dismantled and similarly shredded.

#### **1.5.1.2.5 PRESS RELEASES AND INTERVIEWS**

Any information released by a member of the award/project, including press releases, advertisements, solicitations, etc. must be reviewed and approved by the NIH, and/or a designated representative of the NIH. All award/project members are prohibited from the publication or other public release of project information without the written authorization of NIH.

#### **1.5.1.2.6 GENERAL CONFIDENTIALITY**

The NIH has general confidentiality concerns about allowing certain general award/project information to be easily obtained by potential adversaries of the NIH and/or the U.S. Government. Therefore, discussion of building specifications, project schedules, data, phone numbers, or security systems, should be strictly limited to those with a need to know the information in order to accomplish award/project responsibilities. This should be done in a manner that discourages availability to anyone not directly connected with the award/project. All requests for specific data (as mentioned above), and any information from sources external to the award/project shall be referred to the NIH, or the designated NIH award/ project representative.

#### **1.5.1.2.7 NON-SENSITIVE MATERIAL**

All award/project information, hard copy or electronic, not rising to the level of "Sensitive, but Unclassified" shall be safeguarded in a manner which encourages its use by only those individuals involved in the project, and discourages relatively easy acquisition by unauthorized persons.

#### **1.5.1.2.8 SENSITIVE, BUT UNCLASSIFIED (SBU) MATERIAL**

"SBU" information is that which requires a degree of protection commensurate with the possible risk or magnitude of loss or harm that could result from its inadvertent or deliberate disclosure, alteration, or destruction. The release of SBU data to the general public is prohibited. If released, SBU information could result in injury or unfair treatment of any individual or group, or could impact negatively on the Government's mission. The following information should be considered Sensitive, but Unclassified without further identification by the Government:

1. Any mission-related information defined or labeled as "Security Sensitive", to include:
  - a. All documents that contain basis of design information on structural systems for projects identified by the government as "Security Sensitive"
  - b. Active security system design documents;
  - c. Passive security system design calculations, narratives, and other support information.
2. Information on individual NIH employees
3. Information bearing proprietary or Privacy Act implications.
4. Patient confidentiality.

Information or documents not defined by items 1 through 3 above shall be designated SBU only if specifically identified by the NIH.

#### **1.5.2 AUTOMATED INFORMATION SECURITY (AIS) PROGRAM**

AIS program includes several general principles that will be mandatory requirements for all companies, or award/project personnel utilizing AIS systems. They require an AIS system design and administration that:

- Denies unauthorized AIS access.
- Restricts legitimate users to data or processes for which they are authorized.

Each company, or individual employed on the award/project shall submit an electronic security memorandum describing its approach to meeting the above stated general goals and maintaining confidentiality of award/project electronic files. The memorandum shall describe security within the project, and also will describe its intrusion prevention and detection methodology to prevent access to AIS information from outside or unauthorized sources. The memorandum will be reviewed and approved by the NIH. At the conclusion of the award/project, all participants maintaining electronic files on the project shall erase those files from their systems and destroy any printed copies of the data, along with relevant back-up media. Each company, or individual employed on the award/project shall submit an affidavit that affirms all electronic files have been purged and destroyed as required, and that no copies of back-up media relating to the project, including printed copies, currently exist.

## SECTION C-2

### DEFINITIONS/ACRONYMS/ABBREVIATIONS

#### 2 GENERAL DEFINITIONS

The following list provides definitions for terms found throughout this document or commonly used in the distribution process:

Acceptable Quality Level (AQL)	Acceptable Quality Level (AQL) is maximum acceptable deviation from standard, expressed in terms of a percentage of a lot.
Accountable Property	GFP subject to FAR Part 45 and its rules of accountability.
Administrative Officer (AO)	Fiscal authority responsible for committing funds for IC funded projects, obtaining proper safety or space use clearances, deactivating local area network and telecommunicating services and concurring with the project budget, schedule and scope.
Drawing Approvals	Review drawings for Events Management Facilities set up.
Contract Discrepancy Report (CDR)	A formal, written documentation of Contractor nonconformance or lack of performance for contracted work.
Contracting Officer's Representative (COR)/Contracting Officer's Technical Representative (COTR)	An individual designated and authorized in writing by the CO to perform specific technical or administrative functions
Critical Equipment and Facilities	Those items of equipment and facilities that must operate continuously to support critical missions. Failure of the equipment or facilities in meeting the design output requirements or award terms may affect the Government mission capabilities; the health and welfare of Government personnel; or damage Government equipment, property, or research programs.

Deduction	Money deducted from the Service Provider periodic invoices for non compliance with award requirements.
Defect	Each instance of noncompliance with an award requirement. A defect may be caused by either nonperformance or poor performance. Each defect is subject to re-performance or deductions as described hereinafter.
Defective Service	A unit of service that does not conform with specified requirements.
Deficiencies and Omissions (D&O)	Noncompliance with award documents.
Depreciated Replacement Value	Original value of equipment, facilities and vehicles less depreciation incurred as the result of normal wear and tear, but not to be less than the market value of equipment, facilities and vehicles of the same age and condition.
Designee	The individual(s) designated and authorized in writing by the CO to perform specific technical or administrative functions.
Final inspection	Government's final review to determine if substantial completion has occurred.
Funding source	Organization providing funding for the work to be performed.
General contractor (GC)	Firm under contract to the government to provide construction or alteration services. The GC may hold subcontracts.

Government	Federal government, including the NIH.
Government Furnished Property (GFP)	All Government facilities, property, and supplies provided to the Service Provider to be used and/or expended by the Service provider in carrying out responsibilities set forth in this award. Ownership of GFP remains that of the Government at all times (unless and until consumed and expended in the normal course of business) and all GFP must be returned or accounted for upon completion of the award terms as set forth in this award.
Government Furnished Support Equipment	Government-owned equipment used to maintain and operate the facilities including, but not limited to, such items as design equipment, specialized tools, and specialized equipment.
Government Representative	Any representative of the government acting on behalf of the government as assigned in various capacities including but not limited to CO, COTR, AO, AHJ and persons performing other government activities who are either government employees or contracted employees not of this award.
Guide specification	Document describing the standardized format, scope, and content of project specifications for a specific product, group of products, or construction procedure. A guide specification is designed to be edited by the architect/engineer to suit the needs of a particular project. Guide specifications are never to be referenced in the project specifications.
Hazardous Substance	Any substance designated under the Clean Water Act and the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) as posing a threat to waterways and the environment when released (US ESP 40 CFR 302).
Industry Standards	Practices, procedures, or standards that are common within an industry or trade and which a reasonable and prudent person knowledgeable of that industry or trade would find acceptable as a measure of quality or acceptable procedure and which may or may not be defined in writing. May also be referred to as "standard commercial procedures" or "standard industry procedures."

Installed Building Equipment	Those systems and items of equipment and furnishings that are installed and permanently affixed to the buildings which are required to make the facility usable and are affixed as a permanent part of the structure.
Institute or Center (IC)	NIH organization dedicated to a focused area of research.
Intentional and/or Flagrantly Negligent Defective Performance	Performance which is rendered by the Service Provider under circumstances where the Service Provider knows or should have known that its action or inaction, or that of its employees or subcontractors, would result in defective performance. Performance which is determined by the Government to be intentional and/or flagrantly negligent performance can be rejected by the Government, notwithstanding that it does not exceed the AQL. The Service Provider must re-perform all intentionally and/or flagrantly negligent defective work.
Limited Access Areas	Areas specifically marked by limited access signs such as vivarium, radioisotope rooms, zebrafish rooms, imaging equipment rooms etc. are maintained for controlled research. These areas require specific clearance and monitoring of personnel entering the areas. Service Provider personnel are subject to applicable NCTR standard operating procedures while in these areas.
Lot Size	The number of product or service outputs in a lot.
Lot/Population	A collection of product or service outputs from which a sample is to be drawn and inspected to determine performance in accordance with established standard(s).
Manufacturers' Recommendations and Standards	Procedures recommended by the manufacturer of an item of equipment or material, conformance with which shall provide the most effective maintenance or best use of the item, and which shall preserve warranty rights, if available.



Non-process Institute Equipment	Non-scientific equipment used throughout the Center in laboratories, support areas, and administrative areas.
Phase-In Period	Phase-in periods are commonly used for operations. The period is an overlap period where the incumbent phases out its performance and the selected service provider phases in its performance.
Physical Security	Those actions taken to preserve personnel and property from loss or damage.
Project Emergency	Any event that can cause harm to personnel and/ or government property/research.
Project file	Collection of documents that provide an audit trail of the activities (project requirements, cost, schedule, quality, subcontractor contracts, performance) relating to a design and construction project. The project file is maintained until administrative closeout. After project closeout, the file is archived for 5 years.
Project Quality Assurance	The NIH management system for overseeing Quality Control Plan.
Punch List	List developed upon government's final review to determine if substantial completion has occurred.
Quality Assurance (QA)	The functions and associated actions performed by the Government to ensure that award requirements are performed in accordance with specified standards and that an appropriate level of SP quality control activities are in place and operational.
Quality Assurance Surveillance Plan. (QASP)	The plan developed by the Government, specifically for this award, to assure compliance with the award. This plan will be provided to the Service Provider for information purposes only; it will not be made a part of the award nor should it be interpreted as such.

Quality Control (QC)	Those internal management functions that include, but are not limited to, training, documented procedures, inspections, and tests (taken at the point of performance) necessary to ensure that SP products and services conform to PWS requirements, specifications, and standards.
Quality Control. (QC Plan)	Documentation of actions taken by the Service Provider to control the quality of services so that they meet the requirements of this award.
Record drawings	Drawings showing the as-built conditions of constructed facilities.
Request for Contract Action (RFCA)	Request to the Contracting Officer to begin the construction acquisition process. The most common attachments to an RFCA are the RFCA Memorandum, statement of work, independent government estimates and sketches.
Request for Information (RFI)	Written question posed by the construction contractor to Service Provider seeking clarification of contract requirements.
Restricted Area	Those areas in Animal Husbandry and Diet Preparation where Specified Pathogen Free (SPF) conditions are maintained for controlled research. These areas require specific clearance and monitoring of personnel entering the areas. Procedures for these areas require personnel to shower, change into special sterile clothing and mask, and limit movement within animal areas (e.g., must go through cleanup procedure before entering a second animal room). Service Provider personnel are subject to applicable NCTR standard operating procedures while in these areas.
Sample	Consists of one or more service outputs drawn from a lot, the outputs being chosen at random. The number of outputs in the sample is the sample size.

Service Provider Furnished Property (SPFP)	All property and supplies other than Government Furnished Property required to perform the specified services of this award
Shall (or must)	The use of either of these words specifies that the provision is binding and requires undisputed compliance.
Standard	An acknowledged measure of comparison.
Surveillance	Inspection and documentation regarding delivery of award services as measured against the award specifications.
System	Includes all of the mechanical and electrical equipment; supporting structures and auxiliary equipment required to provide a specific function or output.
Tours	Tours involve showing facilities and explaining services to clients and visitors.
Transition Period	The time after the effective date of the award and before the date of the start of the full performance period, during which the Service Provider shall prepare itself for full award performance.
Unsatisfactory Performance	Performance not in compliance with industry standards.

## 2.1 ACRONYMS AND ABBREVIATIONS

### 2.1.1 STANDARD ACRONYMS AND ABBREVIATIONS

Acronyms and abbreviations as used throughout this PWS are listed for your information and reference:

24/7	24 Hours a day, 7 days a week, 365 days a year
ACRF	Ambulatory Care Research Facility
ADA	Americans with Disabilities Act of 1990
ADAAG	Americans with Disabilities Act Accessibility Guidelines
ADB	Administrative Database (Delpro)
ADP	Automated Data Processing
AHJ	Authority Having Jurisdiction
ANSI	American National Standards Institute
AO	Administrative Officer
APL	Acceptable Performance Level
APPA	Education Facility Officers
AQL	Acceptable Quality Level
AT/FP	Anti-Terrorism/Force Protection
ARAC	Administrative Restructuring Advisory Committee
BC	Business Center
CAN	Common Accounting Number
CAR	Corrective Action Request
CAS	Central Accounting System
CFR	Code of Federal Regulations
CIT	Center for Information Technology
CLIN	Contract Line Item Number
CO	Contracting Officer
COB	Close of Business
CONUS	Continental United States
COR	Contracting Officer Representative
COTR	Contracting Officer Technical Representative
CRC	Clinical Research Center
D&O	Deficiencies and Omissions
DPS	Division of Public Safety
DQ	Data Query
DS	Division of Safety

ESWB	Emergency Switchboard
FAR	Federal Acquisition Regulation
FDA	Food and Drug Administration
FIC	Fogarty International Center
FICA	Federal Insurance Contributions Act
FY	Fiscal Year
GFE	Government-Furnished Equipment
GFF	Government Furnished Facilities
GFM	Government-Furnished Materiel
GFP	Government-Furnished Property
GFS	Government Furnished Services
GFV	Government Furnished Vehicles
GSA	General Services Administration
HHS	Health and Human Services
IAW	In Accordance With
IC	Institute/Center
ICRA	International Register of Certified Auditors
IDIQ	Indefinite Delivery/Indefinite Quantity
IMPAC	International Merchant Purchase Authorization Card (Purchase card for the government)
IRCA	International Register of Certified Auditors
ISSA	Interagency Service Agreement
ISSO	Information System Security Officer
IT	Information Technology
LAN	Local Area Network
MIS	Management Information System
MOU	Memorandum of Understanding
MR	Management Representative
NCCAM	National Centre for Complimentary and Alternative Medicine
NCI	National Cancer Institute
NCRR	National Center for Research Resources
NEI	National Eye Institute
NHGRI	National Human Genome Research Institute
NHLBI	National Heart, Lung, and Blood Institute

NIA	National Institute on Aging
NIAAA	National Institute on Alcohol Abuse and Alcoholism
NIAID	National Institute of Allergy and Infectious Diseases
NIAMS	National Institute of Arthritis and Musculoskeletal and Skin Diseases
NIBIB	National Institute of Biomedical Imaging and Biomedical Engineering
NICHD	National Institute of Child Health and Human Development
NIDA	National Institute on Drug Abuse
NIDCD	National Institute on Deafness and Other Communication Disorders
NIDCR	National Institute of Dental and Craniofacial Research
NIDDK	National Institute of Diabetes and Digestive and Kidney Diseases
NIEHS	National Institute of Environmental Health Services
NIGMS	National Institute of General Medical Sciences
NIH	National Institutes of Health
NIHAC	National Institutes of Health Animal Center
NIHITS	National Institutes of Health Integrated Training System
NIMH	National Institute of Mental Health
NINDS	National Institute of Neurological Disorders and Stroke
NINR	National Institute of Nursing Research
NLM	National Library of Medicine
NOI	Notice Of Intent
NOT	Notice Of Termination
NTE	Not To Exceed
OD	Office of the Director
OFM	Office of Financial Management
ORF	Office of Resource Facilities Development & Operations
ORM	Office of Resource Management
PBR	Performance Based Requirements
PC	Personal Computer
PDL	Price Determined Later
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QC/CSP	Quality Control/Customer Satisfaction Plan
QS	Quality System

R&W	Recreation and Welfare
RFCA	Request For Contract Action
RFI	Request For Information
RFP	Request For Proposals
SA	Security Assistance
SBU	“Sensitive but Unclassified”
SCFM	Standard Cubic Feet Per Minute
SF	Standard Form
SF	Square Foot or Feet
SOP	Standard Operating Procedures
SOW	Statement Of Work
SP	Service Provider
SSFAS	Services and Supply Fund Accounting System
TE	Technical Exhibit
UFAS	Uniform Federal Accessibility Standards
USPS	United States Postal Service

## **SECTION C-3**

### **GOVERNMENT FURNISHED PROPERTY AND SERVICES**

#### **3 GENERAL INFORMATION**

##### **3.1 GOVERNMENT FURNISHED PROPERTY (GFP) AND SERVICES (GFS)**

The Government will furnish certain property, i.e., facilities, equipment, materials, and services, including utilities and scheduled maintenance that the SP, in its discretion, may accept or reject. GFP consists of Government Furnished Facilities (GFF), Government Furnished Equipment (GFE), Government Furnished Vehicles (GFV), and Government Furnished Material (GFM). GFP is listed in TE-6.1 series through TE 6.5 series. GFP shall be used to perform work in the PWS and is for official Government business only.

##### **3.1.1 USE AND SAFEGUARDING OF GFP AND GFS**

GFP and GFS may be used solely and exclusively for performance of work under this PWS, and for no other purpose whatsoever. The SP shall safeguard GFP and take reasonable precautions to prevent fraud, waste, and abuse. The SP shall designate at least one primary and one alternate custodian whose responsibility it is to receive, account for, and safeguard GFP.

##### **3.1.2 JOINT INVENTORY**

The SP and a team of Government Representative(s) shall inspect GFP and inventory within 30 calendar days of the start of the transition period, and 10 calendar days prior to the end of the performance period. The inspection and inventory shall detail the material condition and quantity of such GFP and determine the exact number, location and serviceability of GFE and GFV. The SP shall certify the GFE AND GFV inspections and inventories, assume accountability for all GFP, and subsequently report any discrepancies to the Government Representative. GFP shall not be altered without prior written notification and approval of the Government Representative. The SP, within 5 days of completion of an inspection or inventory, shall notify the Government Representative, in writing, of any disagreement regarding the material condition of GFP, to which the Government Representative will respond within 15 calendar days.

##### **3.1.3 PROPERTY CONTROL PLAN**

The SP shall prepare and submit a Government Property Control Plan within 10 days after Award, which shall encompass the requirements contained in this PWS. The SP will update the plan, and submit the revision to the Government Representative, annually.

The Property Control Plan shall include a:

- List all of GFP and GFS and a process for accepting and rejecting of GFP and GFS.



### 3.1.4 ANNUAL INVENTORY

The SP shall also perform an annual inspection and inventory of GFP, to be conducted during the anniversary month of the initial joint inspection and inventory, and submit a report of same to the Government Representative within 10 workdays of the date they are completed. The report shall indicate shortage, loss, or destruction of and damage and excessive wear and tear to GFP.

- **Note: The SP is liable for shortage, loss, or destruction of and damage and excessive wear and tear to GFP.**

### 3.1.5 RETURN OF GFP

The SP may, at any time, return GFP if no longer needs for the performance of this PWS; however, returned GFP will not be replaced by the Government, and the unavailability or lack of GFP under these circumstances will not excuse nonperformance, or justify increase in cost to the Government. The SP shall notify the Government in writing of its intent to return GFP.

## 3.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

### 3.2.1 GOVERNMENT-FURNISHED FACILITIES (GFF)

The Government will provide the GFF listed in TE-2.1 and TE 2.2 for the SP to utilize in the performance of requirements listed in Section C-5. The Government expects the SP in its Technical Proposal to identify which facility space the SP shall require in performance of this award. All excess facility space not utilized by the SP will be reassigned. The SP may, at its own expense, alter or improve GFF, if authorized by the Government Representative, to whom detailed proposals shall be submitted in advance. Alterations and improvements to GFF become property of the Government.

The GFF listed in TE-2.1 through TE-2.2 are facilities the SP shall provide services for as listed in Section C-5.

- **Note: The SP is liable for destruction of and damage and excessive wear and tear to GFF utilized by SP in performance of this award.**

### 3.2.2 GOVERNMENT-FURNISHED EQUIPMENT (GFE)

The Government will provide the GFE listed in TE-1 series (SPE) in "as is" condition to utilize in the performance of the requirements listed in Section C-5. TE-1 series (SPME) list equipment the SP must maintain IAW Section C-5. Upon termination of the Award, the SP shall return all GFE listed in TE-6 series to the Government in the same condition as received, with the exception of normal wear and tear, or provide like kind replacement equipment acceptable and at no additional cost to the Government. After Award, the SP may, with the approval of the Government Representative, provide non-Government furnished equipment, provided that labor costs are reduced and overall efficiency is promoted thereby. The SP shall perform work listed in the PWS regardless of the availability of GFE.

### **3.2.2.1 MISSING, STOLEN, LOST, AND RECOVERED PROPERTY**

The SP shall comply with all Government rules and regulations, contained in Section C-6 and elsewhere in this PWS, pertaining to GFE lost, missing, stolen, damaged, abused (excessive wear and tear), or destroyed while in the SP's possession.

### **3.2.2.2 WARRANTIES**

The Government will furnish warranty information on all GFE. GFE under manufacturer's warranty shall be operated, maintained, and repaired in accordance therewith, and the SP shall report to the Government Representative any difficulties encountered in exercising manufacturers' warranties. The SP shall not repair GFE under warranty without the Government Representative's approval. Repair and replacement of non-GFE is the sole responsibility and expense of the SP.

### **3.2.2.3 REPAIR VS. REPLACEMENT**

GFE shall not be replaced if it can be repaired or rebuilt, to return it to the condition existing at the time it was accepted by the SP. If the repair estimate exceeds 50% of the replacement cost, the SP shall contact the Government Representative for approval to replace the item. The Government Representative will closely monitor repair and replacement of GFE.

### **3.2.2.4 DISPOSAL, SALVAGE, RECLAMATION, AND RECYCLING**

SP shall utilize NIH Form 649 "Report of Property Transfer" to initiate the disposal, salvage, reclamation or recycling of GFE. See the following site for instructions and form:  
<http://www.olao.od.nih.gov/property/disposal.html>

## **3.2.3 GOVERNMENT-FURNISHED MATERIALS (GFM)**

### **3.2.3.1 SOURCES**

The Government will supply all the GFM. The SP is authorized to utilize Government supply system to obtain supplies and materials required to perform this PWS, including GSA, UNICOR, and other approved Federal suppliers. Unique repair parts only available from the Government will be supplied from the Government supply system. GFM listed in TE-XXX series represents a historical material usage in performance of the requirements in Section C-5.

### **3.2.3.2 REPLENISHMENT**

The SP shall replenish depleted GFM, as required, and only in the amount(s) reasonably necessary, to perform this PWS. The SP shall charge the cost of materials it replenishes against the reimbursable materials contract line item number. At the conclusion of the performance period, as extended, the SP shall return all remaining materials to the Government.

Any single material item costing in excess of \$2,500.00 shall require Government authorization in writing. The SP shall provide a detailed cost comparison from a minimum of

three vendors. This cost comparison shall address the impact of not procuring the item and any alternatives.

Any item replaced or repaired becomes the property of the Government. Any replacement item shall meet the same performance criteria and quality standards as the original item or better.

### **3.3 GOVERNMENT-FURNISHED SERVICES (GFS)**

#### **3.3.1 UTILITIES**

The Government will furnish utilities to GFF, as required, for direct support of work performed under this PWS. Utilities shall be steam, chilled water, electric, compressed air, potable water, sanitary sewer, storm sewer, natural gas, liquid propane, telephone, and fuel oil as currently installed in facilities. Steam and chilled water services are reliable 99.5% of the time barring weather related problems. All other services are reliable approximately 100% of the time.

##### **3.3.1.1 ENERGY AND UTILITIES CONSERVATION**

The SP shall conserve energy and utilities in accordance with all Government policies and programs and make reports required thereon to the Government Representative. The SP shall train its personnel, implement standard operating procedures, and monitor its operations to eliminate waste, increase efficiency, and reduce consumption. SP suggestions to promote efficient use of energy and utilities are encouraged.

#### **3.3.2 TELEPHONE SERVICE**

##### **3.3.2.1 TELEPHONE INSTRUMENTS AND LINES**

Government communications systems, including telephone instruments and lines located in GFF may, if approved by the Government Representative, be used by the SP, for work related purposes only, at no cost. Use of Government communication systems constitutes consent to monitoring at all times. Telephone services are reliable 99% of the time barring weather-related problems

- **Note: The SP shall train and warn all employees not to discuss classified information over unsecured communications systems.**

##### **3.3.2.2 TELEPHONE CHANGES AND REPAIRS**

The SP shall not move, remove, add, alter, or reconfigure Government communication systems, networks, or lines without the Government Representative's approval, which may be obtained by written request. The SP shall notify the Government Representative when maintenance or repair of telephones or telephone lines is required. Alphanumeric pagers will be furnished. Cell phones will not be provided.

- **Note: The SP is liable for destruction of and damage and excessive wear and tear to Government communications systems, networks, lines, and telephone equipment.**

### **3.3.3 MAIL**

Official mail generated by the SP in performance of this PWS will be delivered, collected and distributed by the Government, within and among NIH facilities only, at Government expense. All other mail and delivery expenses incurred in performance of this PWS, including without limitation U.S. Mail, shall be borne by the SP. The SP shall forward all misdirected mail to the correct address.

### **3.3.4 INFORMATION MANAGEMENT SYSTEMS**

#### **3.3.4.1 GENERAL**

The Government will provide Desktop Computing Services, Network Support, and Applications Programming Services to the SP. Government-furnished Information Management systems shall be utilized for "Official Business" only, in direct support of this award. Information Technology support can be obtained at <http://support.cit.nih.gov>.

#### **3.3.4.2 DESKTOP-COMPUTING STATIONS**

Desktop-computing stations and network lines located in facilities to be occupied by the SP will be provided for SP use at no cost to the SP. These computing stations will be provided on a case-by-case basis, as approved by the Government Representative. Government furnished desktop-computing stations shall be used for transaction of official business of NIH in direct support of this award. Government will upgrade hardware to support Agency-wide software programs, but not for SP owned software. The Government will not be held liable if hardware or operating system upgrade impacts SP owned software. Government-furnished desktop-computing stations are subject to security monitoring at all times. Use of these desktop-computing stations constitutes consent to security monitoring.

As technology changes the Government's IT standards change and the SP is responsible for updated SP provided systems to conform with the new standards within 120 days of notification.

Standard desktop software installed includes the following:

- Office 2000 SR2 (Includes Word, Excel, Power Point, Access, and Shared Tools)
- Corel Office 2000
- ADB Del-Pro (Mainframe access)
- ITAS (in-house application)
- Acrobat Reader 5.02
- Antivirus Software
- Adobe

- Acrobat
- Illustrator
- InDesign
- Photoshop
- Type Manager
- Macromedia
  - Dreamweaver
  - Fireworks
  - Flash
  
- Discreet
  - 3DS Max
  - Cleaner
  
- Others
  - Clay Studio Pro
  - Conversions Plus
  - Cumulus
  - DICOMaccess
  - Elastic Reality
  - Gif Animator
  - Illustrate!
  - Nero
  - PCMac Lan
  - Polytrans
  - QuarkXPress
  - Sound Forge lite
  - Xfrog
  - ScheduleAll
  
- Windows 2000 Professional SP3

#### **3.3.4.3 DESKTOP COMPUTING SERVICES**

Desktop Computing Services will be provided by the Government. SP shall request approval for technical support of government provided services. Services provided for moves, adds, changes, operational monitoring, system problem determination and resolution, and technical support.

#### **3.3.4.4 NETWORK SUPPORT**

Network Support is defined as providing limited access to the NIH LAN. The Government will provide Internet and e-mail access on a case-by-case basis as approved by the Government Representative. SP shall comply with NIH internet policy, guidelines and regulations as listed at <http://www.cit.nih.gov/security-policies.html>

### 3.3.4.5 APPLICATIONS PROGRAMMING SERVICES

Applications Programming Services consists of developing, maintaining and supporting computer programs provided by the Government that are resident on the NIH LAN.

### 3.3.5 POLICE AND FIRE PROTECTION

The Government will provide police and fire protection at all NIH facilities at which work is to be performed.

#### 3.3.5.1 FIRE, ENVIRONMENTAL AND EMERGENCY DRILLS

The SP, with or without advance notice, shall participate in all Government conducted fire, environmental and other emergency drills, unless otherwise excused by Government Representative. The SP shall follow the direction of Government fire, security, and emergency management officials, and take corrective action to remedy deficiencies in its performance of emergency response procedures.

### 3.3.6 GOVERNMENT PROVIDED TRAINING

All SP employees must receive timely and complete, Government-provided training and refresher training required for the performance of work under this PWS. The SP shall ensure this training is accomplished with the following Government provided media; multi-media, video, audio, slide projectors, or written. The SP shall ensure and document attendance of employees, who require training, at these training sessions:

Training	Estimated time required
IT Security (Online Course at <a href="http://www.cit.nih.gov/security.html">www.cit.nih.gov/security.html</a> )	Once per service period

### 3.3.7 EQUIPMENT MANUALS

The Government will provide access to all available equipment manuals for the equipment listed in TE-XX series and TE-XX series and will be located in appropriate facilities where equipment is used. The SP shall maintain and update equipment manuals (when received from manufacturer).

### 3.3.8 FORMS

The Government will provide an initial supply of Government forms to the SP at no cost to the SP. These are standard forms currently utilized in performance of work under this Award. The SP shall determine replenishment requirements and requisition through the Government to maintain sufficient forms to meet normal operating requirements. Government forms are listed in Section C-6.

## **SECTION C-4**

### **SP-FURNISHED ITEMS AND SUPPLIES**

#### **4 GENERAL INFORMATION**

The SP shall furnish, maintain, and replace, at its own expense, all supplies, parts, materials, tools, support equipment, labor, vehicles, and any other equipment, material, and services not furnished by the Government under Section C-3, necessary to perform all work required under this PWS. The failure of the SP, for any reason whatsoever (excluding an Act of God or an Act of War), to furnish any of the foregoing shall neither justify nor excuse achievement of the performance standards prescribed in this PWS.

#### **4.1 SP-FURNISHED PROPERTY**

Except as provided for in FAR 52.245-11(c), title to SP-furnished equipment shall remain with the SP. SP-furnished equipment shall meet the same safety requirements as those established for GFE. As appropriate, the SP shall provide Personal Protection Equipment (PPE).

Title to the facilities shall remain in the Government. Title to parts replaced by the SP in carrying out its normal maintenance obligations shall pass to and vest in the Government upon completion of their installation in the facilities.

Their incorporation into or attachment to any property not owned by the Government shall not affect title to the facilities, nor shall any item of the facilities become a fixture or lose its identity as personal property by being attached to any real property. The SP shall keep the facilities free and clear of all liens and encumbrances and, except as otherwise authorized by this award or by the CO, shall not remove or otherwise part with possession of, or permit the use by others of, any of the facilities.

The SP may, with the written approval of the CO, install, arrange, or rearrange, on Government-furnished premises, readily movable machinery, equipment, and other items belonging to the SP. Title to any such item shall remain in the SP even though it may be attached to real property owned by the Government, unless the CO determines that it is so permanently attached that removal would cause substantial injury to Government property.

The SP shall not construct or install, at its own expense, any fixed improvement or structural alterations in Government buildings or other real property without advance written approval of the CO. Fixed improvement or structural alterations means any alteration or improvement in the nature of the building or other real property that, after completion, cannot be removed without substantial loss of value or damage to the premises. The term does not include foundations for production equipment.

The SP shall be responsible for SP incurred damage to government-furnished facilities and equipment. The SP shall submit a work order to the CO or designee for facility request. The SP shall be responsible for all costs associated with approved "new work" facility requests.

The SP shall ensure access control by locking or unlocking the areas or facilities for which the SP is responsible. The SP shall ensure all internal overheads, cages, vaults, other areas of internal security access (e.g., classified materiel), and warehouse doors are locked prior to the conclusion of any workday. In the event the Host security/police discovers a SP area unsecured or responds to an alarm during non-duty hours, the Government will contact the CO or designee who will in turn contact the SP's POC to secure the area and/or inform the CO or designee of the results of the alarm response. The SP shall report any security violations to the CO or designee immediately.

The SP shall ensure GFF provided to perform work in are maintained clean and in a safe condition in accordance with OSHA requirements.

#### **4.1.1 GOVERNMENT FURNISHED EQUIPMENT/MATERIAL/PROPERTY ACCOUNTABILITY**

The SP shall maintain inventory records for all GFE listed in TE-6 series. The SP shall be responsible for the custody and care of the equipment/property and shall maintain all the GFE set forth in the TE-6 series. The SP shall maintain accountability of all GFP using a SP provided equipment/property management information system (MIS). The SP shall update MIS with all changes in location of GFP in accordance with Section C-5 requirements.

#### **4.1.2 EQUIPMENT MAINTENANCE**

The SP shall protect, preserve, maintain (including normal parts replacement), and repair IAW the original equipment manufacturers recommendations/specifications and in compliance with equipment warranties, and sound industry practice. The SP shall not cannibalize government-furnished equipment in order to repair or maintain other equipment unless authorized in writing by the CO or designee.

Prior to making modifications to any GFE, the SP shall submit in writing the proposed changes and receive written approval for the modification from the CO or designee. When the SP terminates its authority to use GFE, the SP shall notify the CO or designee in writing. Termination shall not relieve the SP of any of its obligations or liabilities under any related contract or subcontract affected by the termination.

SP personnel shall ensure the safe operation of GFE and SP-furnished equipment.

#### **4.2 SP-FURNISHED MATERIAL**

The SP shall return to the Government any residual material at the termination of this award. Material may include original GFM or similar SP-acquired materials. The SP shall be responsible for furnishing all material necessary to perform the requirements of this award.

#### **4.3 SP FURNISHED TRAINING**

The SP shall ensure that the appropriate SP personnel are trained and certified during the life of this award.



The SP shall be responsible for all training costs associated with meeting the training requirements in this section whether on-site or off-site.

The SP shall coordinate with the Government to complete all of the training listed in this section within 90 days of the start of the first performance period unless otherwise specified. The SP shall provide training in the event that the SP no longer employs the SP personnel, trained during the transition period. After Transition, government-furnished training will be coordinated between the SP and Government Representative. The SP shall notify the CO or designee when Government-furnished training is required due to refresher requirements or new personnel

#### **4.3.1 EMERGENCY FIRE PROCEDURES**

Emergency Fire Procedures training shall include the following:

- Use of fire extinguishers – when appropriate and how to use them
- Alarms – where they are and how to use them
- Evacuation procedures – routes and assembly areas

The SP shall apprise employees of the fire hazards of the materials and processes to which they are exposed. Upon initial assignment, the SP shall review with each employee those parts of the fire prevention plan that the employee must know to protect the employee in the event of an emergency. The written plan shall be kept in the workplace and made available for employee review. According to established procedures, the SP shall regularly and properly maintain equipment and systems installed on heat producing equipment to prevent accidental ignition of combustible materials. The maintenance procedures shall be included in the written fire prevention plan.

#### **4.4 SP RESPONSIBILITIES FOR GOVERNMENT FURNISHED SERVICES**

The SP shall comply with the following requirements as they relate to the government-furnished services listed in C-3.

##### **4.4.1 MEDICAL**

The SP shall reimburse the Government for emergency medical services made available to any SP employee requiring assistance for illness or injury that occurred on the job. The SP shall maintain a log of all-occupational injuries and illnesses. Within six working days after receiving information of an occupational injury or illness, appropriate information concerning such injury or illness shall be entered on the log. The SP shall submit to the CO or designee a copy of the report on each job-connected injury.

##### **4.5 KEY CONTROL**

The SP shall submit a list of employees with key access requirements for key control boxes to the CO or designee one week prior to the date when access is needed. All keys within the Key and Lock Control Program must be kept under continuous accountability at all times. The number of individuals authorized to draw keys shall be kept to a minimum commensurate with

security and operational requirements. Flextime shall not be the sole justification for key issuance. When keys are not in use, they shall be secured in containers of at least 20-gauge steel or material of equivalent strength. Keys shall not be duplicated or used by unauthorized SP personnel. Keys issued to the SP for office space may be assigned to individuals for personal use.

The SP shall report any occurrence of duplicated or lost keys to the CO or designee within two hours after discovery of occurrence and submit a detailed written report to the CO or designee by close of business (COB) the same workday. If lost keys are discovered at the end of the day, and it is not possible to submit a written report to the CO or designee by COB the same workday, the report shall be due within two hours from the beginning of business on the next workday. The SP shall reimburse the Government for all costs associated with replacing locks or re-keying required as a result of keys being duplicated or lost by the SP.

#### **4.5.1 KEYCARD SECURITY ACCESS SYSTEM**

The SP shall provide the CO or designee a list of areas that the employee requires access. SP employees, including those of sub-contractors, shall obtain a keycard from the CO, or designee. The SP shall be responsible for keycards provided to them.

- It is a security violation to share keycards.
- If the keycard is lost or damaged, it is to be reported to the CO or designee within 2 hours of damage or discovery during operating hours or within 2 hours of beginning of the following working day if damage occurs or loss is discovered after operating hours.
- When employee's service is terminated, the keycard shall be returned to CO or designee.

#### **4.6 SAFETY**

The SP shall comply with all OSHA Safety requirements. The SP shall maintain safety and health standards consistent with all applicable federal, state, local, and OSHA regulations. The SP shall comply with Occupational and Environmental Safety, Fire Prevention, and Health programs.

## **SECTION C-5 REQUIREMENTS**

### **5 VISUAL AND MEDICAL ARTS**

#### **SECTION OVERVIEW**

The major functional requirements contained herein describe the services the Government will purchase and, thus, are the foundation of this award. This section lists specific tasks that must be performed and is organized as follows:

- 5.1 ILLUSTRATION
- 5.2 DESIGN SERVICES
- 5.3 PHOTOGRAPHY
- 5.4 EVENTS MANAGEMENT
- 5.5 VIDEO SERVICES

The functional area approach used in this section, to express minimum performance requirements, represents currently projected products and services performed by a cadre of Government and contractor personnel. It is neither reflective nor indicative of any existing or required organizational arrangement. The Service Provider (SP) shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aid customers in defining and quantifying expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. Minimum requirements are set forth in brief performance requirement statements, supplemented by corresponding standards of performance. Standards of performance are measures of quality and timeliness. Quality standards measure performance level. Acceptable Quality Level (AQL) is maximum acceptable deviation from standard, expressed in terms of a percentage of a lot. "Lot size" identifies units of output, i.e., the number of times a service is performed during a specified period of time. Max reflects the maximum amount of deviation, expressed in time, permitted to deviate from the standard. This is the "Not to exceed value". The SP shall measure its performance by means of a Quality Control Plan (QCP) designed to monitor minor standards necessary to maintain an acceptable level of performance. The Government will measure SP performance by means of a Quality Assurance Surveillance Plan (QASP). Specification of an AQL does not allow the SP to knowingly provide defective service; instead, it is recognition of the fact that defective performance may sometimes occur unintentionally. As long as the percentage of defective performance does not exceed the specified AQL, the Government will not deduct for poor performance. However, the SP shall be required to re-perform or correct the defective service or product at no additional cost to the Government.

See sample workload in TE 3.0

**RFP#: 5.1**                      **Requirement: Illustration**

The SP shall consult and collaborate with NIH scientists and program officials and determine the underlying concepts and overall conclusions to be expressed, the objectives to be attained, and other factors determining the medical art requirements, such as the client's budget and time constraints, the media in which the medical illustration(s) will be used, and the cultural and educational characteristics of the audiences.

The SP shall serve as expert advisor and consultant to these scientists and program officials regarding the most appropriate techniques for achieving the desired purposes of the medical illustration(s). The SP is responsible for the conceptualization, development, design, planning and production of medical illustrations and complex diagrams in both still and animated forms created by whether him/her, by other staff medical illustrators, and by contractors.

The SP shall work directly with the clients to develop medical illustrations and other visualizations to achieve the communication objectives of the presentation. Communicates orally and in writing with clients who may represent any level of the NIH organization, in order to gather and/or provide information related to job requests or services. SP shall provide proofs, marking corrections, changes or revisions required by the client.

The SP shall provide services by creating

- Medical Illustrations
- Medical Animation
- Non Medical Illustrations

**RFP#: 5.1.1 Requirement: Medical Illustration**

**Conditions of Performance**

SP shall consult, meet and collaborate with researchers, NIH community and outside consultants:

- Create 2 D Medical Illustration
- Create 3 D Medical Illustration
- Write and Edit Texts and Labels

**RFP#: 5.1.1.1 Requirement: Create 2-D Medical Illustration**

**Conditions of Performance**

SP shall apply advanced knowledge (developed by successful completion of a masters college degree approved by the Association of Medical Illustrators in medical illustration from an accredited institution) of medical research, anatomy and science.

SP shall consult and collaborate with clients in a professional manner.

SP shall convert and translate molecular research, radiological data and render various forms of models into illustration and animation.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Illustrations are error free.	1%	#of 2-D Medical Illustrations per month.	Created as requested	2%	2 days
Client specifications are met.	1%	#of 2-D Medical Illustrations per month.	Created as requested	2%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of 2-D Medical Illustrations	183	183	183	183	183

**RFP#: 5.1.1.2 Requirement: Create 3-D Medical Illustration**

**Conditions of Performance**

SP shall collaborate with researchers to develop and refine concept and illustration.  
 SP shall create scientifically accurate 3D digital models.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Illustrations technically correct.	1%	#of 3-D Illustrations per month.	Illustrations are created as requested.	2%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of 3-D Illustrations	15	15	15	15	15

**RFP#: 5.1.1.3 Requirement: Write and Edit Labels for Medical Illustrations**

**Conditions of Performance**

SP shall maintain integrity of concept throughout the developmental process.

SP shall translate medical and scientific terminology for language that relays findings to an audience.

SP shall collaborate with research and scientific community providing audience definition and characteristic.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Texts and labels are error free.	1%	#of texts per month.	Completed as requested.	2%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of texts and labels written	145	145	145	145	145



**RFP#: 5.1.2**                      **Requirement: Medical Animation**

**Conditions of Performance**

SP shall consult, meet and collaborate with researchers, NIH community and outside consultants to develop and refine concept and illustration.

SP shall prepare production documentation.

SP shall have knowledge of various CODEC technologies.

SP shall create medical animation for simple, intermediate and complex animations in the form of

- 2-Dimensional Animations
- 3-Dimensional Animations

**RFP#: 5.1.2.1 Requirement: Create2-D Medical Animation**

**Conditions of Performance**

SP shall create animation per client request.

SP shall write scientific and medical text and labels.

SP shall prepare production documentation.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Medical animations are error free.	1%	#of medical animations per month	Created as requested	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of 2-D Medical Animation	14	14	14	14	14

**RFP#: 5.1.2.2 Requirement: Create 3-D Medical Animation**

**Conditions of Performance**

SP shall create animation per client request.

SP shall write scientific and medical text and labels.

SP shall prepare production documentation.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Medical animations are error free	1%	#of 3D medical animations per month.	Completed upon client request.	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of 3-D Medical Animation	6	6	6	6	6

**RFP#: 5.1.3**                      **Requirement: Non-Medical Illustration**

**Conditions of Performance**

SP shall work in collaboration with client to define and refine idea for depiction.

SP shall define audience and context upon client requests.

SP shall revise drawings as requested and required.

SP shall produce illustrations based on production parameters.

SP shall create Non-Medical Illustration by:

- Level 1- Basic Non-Medical Illustration
- Level 2- Intermediate Non-Medical Illustration
- Level 3- Complex Non-Medical Illustration

**RFP#: 5.1.3.1 Requirement: Create Level 1: Basic Non-Medical Illustration**

**Conditions of Performance**

SP shall consult and collaborate with requester.

SP shall provide visual definitions for the material presented by the research community.

SP shall define audience and context for the material to be presented in a comprehensive and stimulating representation.

SP shall define production parameters in association with the client.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Illustrations are error free.	1%	#of basic non-med. illustrations per month	Completed upon client request.	2%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of basic non-medical illustrations	84	84	84	84	84

**RFP#: 5.1.3.2 Requirement: Create Level 2: Intermediate Non-Medical Illustration**

**Conditions of Performance**

SP shall consult with requester; define the idea to be depicted; define audience and context; define production parameters.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Illustrations are error free.	1%	#of intermediate non-med. Illustrations per month.	Completed within agreed time	2%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of intermediate non-medical illustrations	125	125	125	125	125

**RFP#: 5.1.3.3 Requirement: Create Level 3: Complex Non-Medical Illustration**

**Conditions of Performance**

SP shall consult with requester; define the idea to be depicted; define audience and context; define production parameters.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Illustrations are error free.	1%	#of complex non-med. Illustrations per month.	Completed as requested.	2%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of complex non-medical illustration	626	626	626	626	626

**RFP#: 5.2      Requirement:      Design Services**

The SP shall provide design, consultation, technical advice, and production services for a wide variety of visual presentations. Publications, illustrations, posters, flyers, tent cards, leaflets, slideshows, and other visual materials are prepared to record the NIH research effort and to communicate that information to both the scientific community and general public.

The SP shall receive work requests: meet with clients and consult with them about the nature of the project being undertaken. "Interview" these individuals or groups to determine the following and build upon the customer base: visual materials needed, purpose of project, audience that will be reached, budget, and deadline.

The SP shall plan the project from beginning to end: Incorporate developing the concept(s)\_determine how the project will be managed or executed, plan production, set priorities, decide what style will be used, and decide who will execute the various phases of the project.

IC managers are involved with all aspects of campaigns and development from the beginning. Strategies are often times developed with input from managers and directors. The SP shall consult and collaborate with ICs to establish the appropriate styles and ability to write depictions representing the NIH scientific community.

The SP shall have the ability to write Interpretive Prospectus.

The SP shall:

- Create Scientific Poster sessions
- Create Posters, Publications and other Print Collateral
- Identity Graphics
- Graphic Design
- Multimedia Presentation
- Design Exhibits
- Advertising Specialties
- Awards
- Design Mattes and Frames
- Digital Output



**RFP#: 5.2.1. Requirement: Create Scientific Poster Session**

**Conditions of Performance**

SP shall consult and collaborate with NIH scientific community.

SP shall provide conceptualization to complex research and scientific data that is visually stimulating.

SP shall coordinate with scientific community and adapt to ever changing schedules and requirements.

**SP shall provide poster sessions for the NIH community including the following but not limited to these items.**

SP shall provide customer services to interested clientele and assist in clarifying sizes.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Final poster sessions are error free.	0%	#of final poster sessions per month.	3 days	0%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of final poster sessions	1580	1580	1580	1580	1580

**RFP#: 5.2.2 Requirement: Create Posters, Publications and Other Print Collateral**

**Conditions of Performance**

SP shall Consult and collaborate with requester.

SP shall define audience characteristics.

SP shall define characteristics of story and visual requirements.

SP shall write/edit texts and labels.

SP shall prepare production documentation.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Publications and print materials are error free.	1%	#of print collateral per month.	Complete upon client request.	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of posters designed (square footage)	14619	14619	14619	14619	14619
# of publications	4082	4082	4082	4082	4082
# of other print collateral	8428	8428	8428	8428	8428

**RFP#: 5.2.2.1 Requirement: Create Signage**

**Conditions of Performance**

SP shall consult and collaborate with requester.

SP shall define audience characteristics.

SP shall define characteristics of signage.

SP shall establish legal parameters.

SP shall create various forms of signage

SP shall conform to architectural styles unique of the buildings on the NIH campus.

SP shall provide services such as but not limited to: interior routed high-pressure laminate sign inserts as well as interior signage system and components.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Signage is error free.	1%	#of signage per month.	Completed upon client request.	5%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of signage	2935	2935	2935	2935	2935
# of exterior light pole banners and digitally imaged, vinyl mounted	33	33	33	33	33
# of signage's designed	37	37	37	37	37
# of updates to existing signage	66	66	66	66	66

**RFP#: 5.2.2.2 Requirement: Create Event Items**

**Conditions of Performance**

SP shall design and produce event items.

SP shall consult and collaborate with requester to develop concepts.

SP shall define audience characteristics.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Designs are error free	1%	#of event posters per month.	Completed upon client request.	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of event posters	808	808	808	808	808
# of event flyers	18493	18493	18493	18493	18493
# of event programs	4082	4082	4082	4082	4082
# of event invitations	423	423	423	423	423
# of table tent cards	1526	1526	1526	1526	1526

**RFP#: 5.2.2.3 Requirement: Design Presentation Posters for NIH Officials.**

**Conditions of Performance**

SP shall provide designs for posters used to present by the NIH community before Congress, agency officials, and senior management.  
 SP shall consult and collaborate with senior NIH officials to develop and refine concepts.  
 SP shall accurately incorporate scientific and research data for appropriate audiences.  
 SP shall respond to client needs and requirements of the client in an efficient and timely manner.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Designs are error free	1%	#of designs per month.	Complete as agreed with client request	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of designs	53	53	53	53	53

**RFP#:5.2.3 Requirement: Identity Graphics**

**Conditions of Performance**

SP shall consult and collaborate with requester.

SP shall define audience characteristics.

Identity graphics are logos on items for individual institute clarification and recognition.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Graphics are error free.	1%	#of identity graphics per week.	Complete as requested by client	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of identity graphics	76	76	76	76	76

**RFP#: 5.2.4 Requirement: Graphic Design**

**Conditions of Performance**

SP shall define audience characteristics.

SP shall consult and collaborate with requester.

SP shall write texts and labels.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Designs are error free	1%	#of designs per week.	Completed upon client request	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of designs	655	655	655	655	655
# of web page graphics	105	105	105	105	105

**RFP#: 5.2.5 Requirement: Complex Multi-Media Presentations**

**Conditions of Performance**

SP shall consult and collaborate with requester.

SP shall define audience characteristics.

SP shall create visual components and convert data.

SP shall integrate multiple technologies and techniques to establish audience.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Presentations are error free	1%	#of presentations per week.	Completed upon client request	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of presentations	17	17	17	17	17
# of Power-Point Presentations	234	234	234	234	234



**RFP#: 5.2.6 Requirement: Design Exhibits**

**Conditions of Performance**

SP shall consult and collaborate with the NIH research community and clientele.

SP shall provide logistical management to delivery

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Exhibits are error free	1%	#of installations per year. #of exhibits per year.	Completed upon client request	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of installations	7	7	7	7	7
# of exhibits	50	50	50	50	50

**RFP#: 5.2.6.1 Requirement: Interpretive (Museum) Exhibits and Corridor Displays**

**Conditions of Performance**

SP shall consult and collaborate with requester.

SP shall prepare multimedia production documentation.

SP shall produce displays which meet client's satisfaction and needs.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Displays are error free	1%	#of displays per year.	Completed upon client request.	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of displays	8	8	8	8	8

**RFP#: 5.2.6.2 Requirement: Convention Exhibits**

**Conditions of Performance**

SP shall coordinate variety of requests from NIH community and officials.

SP shall identify audience characteristics.

SP shall write texts and labels.

SP shall create visual components and convert data.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Exhibits are error free	1%	#of convention exhibits per year.	Completed upon client request.	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of convention exhibits	7	7	7	7	7

**RFP#: 5.2.7 Requirement: Advertising Specialties**

**Conditions of Performance**

SP shall consult and collaborate with requester.

SP shall determine appropriate advertising for projects.

SP shall write and edit labels.

SP shall create advertising specialties by designing and producing various items.

**RFP#: 5.2.7.1 Requirement: Layout Design of Various Items**

**Conditions of Performance**

SP shall create visual components.

SP shall consult and collaborate with requester to develop concepts.

SP shall determine appropriate advertising specify items.

SP shall combine words and visual components to items requested by the client to represent defined audience.

SP shall provide management of various items.

SP shall provide design services such as but not limited to: folded brochure design, <16 and >16 page booklets and bound publications, nametags, calendars, fax transmittals, note cards, binder graphics, CD-ROM labels, and stickers, layouts, post-it notes and gummed pads.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Designs are produced error free.	1%	#of layouts designed per month.	Completed upon client request	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of bookmarks	125	125	125	125	125
# of certificates designed	1291	1291	1291	1291	1291
# of calligraphy items designed	998	998	998	998	998
# of plaques designed	108	108	108	108	108
# of pocket folders designs	23	23	23	23	23

**RFP#: 5.2.8            Requirement:            Awards**

**Conditions of Performance**

SP shall consult and collaborate with requester.

SP shall determine appropriate advertising specify items for projects.

SP shall write and edit labels.

SP shall select suppliers.

SP shall provide layout design on various individualized and personalized items

SP shall provide production management of various individualized and personalized items.

SP shall provide design services such as but not limited to: seals, ribbons, pins, individualized and personalized items.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Awards produced error free	1%	#of awards per month.	Completed upon client request	1%	1 day
Client requirements are satisfied	1%	#of layout designs per month.	Upon client request	2%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of certificates	31382	31382	31382	31382	31382
# of plaques engraved	861	861	861	861	861
# of layout designs	5555	5555	5555	5555	5555

**RFP#: 5.2.9 Requirement: Provide Mattes and Frames**

**Conditions of Performance**

SP shall consult with requestor.

SP shall provide and assortment of mattes and frames.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Mattes and frames are error free. Client requirements are met.	1%	#of matte & frame designs per month.	Completed upon client request.	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of matte	7323	7323	7323	7323	7323
# of frames	7534	7534	7534	7534	7534

**RFP#: 5.2.10      Requirement:                  Digital Output**

**Conditions of Performance**

SP shall create and maintain archive of images and designs.

SP shall produce photo compositing and image manipulation.

SP shall collaborate with research community and clientele.

Digital output services include but not limited to: images and designs archived, scanned transparencies and reflective work, converted files, photo composites and image manipulation and pre-press proofs.



**RFP#: 5.2.10.1 Requirement: Digital Slide Imaging**

**Conditions of Performance**

SP shall consult, collaborate and reply to the needs of the NIH community requests.

SP shall produce other items as needed.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Film recorded error free.	1%	#of digital slide imaging per month.	1 day	1%	3 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of 35mm digital slides	80116	80116	80116	80116	80116
# of scans	17468	17468	17468	17468	17468

**RFP#: 5.2.10.2 Requirement: Large Format Digital Prints**

**Conditions of Performance**

SP shall establish poster sizes.

SP shall consult and collaborate with research community and clientele.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Digital prints are produced error free	1%	#of large format digital prints per month.	Completed upon client request	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of product from Inkjet	140	140	140	140	140
# of 18x24 posters	180	180	180	180	180
# of 17x23 posters	48	48	48	48	48
# of 16x20 posters	20	20	20	20	20
# of 30x40 posters	140	140	140	140	140
# of 36x72 posters	220	220	220	220	220
# of 36x48 posters	1560	1560	1560	1560	1560
# of 42x42 posters	80	80	80	80	80
# of 42x56 posters	400	400	400	400	400
# of 48x48 posters	960	960	960	960	960
# of 48x72 posters	980	980	980	980	980
# of 48x60 posters	380	380	380	380	380

**RFP#: 5.2.10.3 Requirement: Produce Event Posters and Items**

**Conditions of Performance**

SP shall consult and collaborate with research community and clientele.

SP shall provide the following capabilities but not limited to: Inkjet products, LightJet products, event programs and invitations.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Event posters are error free	1%	#of event posters and items produced per month.	Completed upon client request	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of event flyers	24583	24583	24583	24583	24583
# of poster	2016	2016	2016	2016	2016

**RFP#: 5.2.10.4 Requirement: Produce Table Tent Cards and Various Outputs**

**Conditions of Performance**

SP shall collaborate with research community and clientele concerning various items.

SP shall provide production for the following but not limited to: bookmarks, brochures, newsletters, <16 and >16 page booklets and publications, nametags, calendars and pocket folders

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Products are error free and meet client requirements	1%	#of produced outputs per month.	Completed upon client request	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of table tent cards	1468	1468	1468	1468	1468
# of calligraphy items produced	5053	5053	5053	5053	5053

**RFP#: 5.3 Requirement: Photography****Conditions of Performance**

The SP shall schedule and consult with NIH research community and clientele.

The SP shall use technological capability of media, equipment and techniques utilized in the industry.

The SP shall fulfill unique requirements for photography, as they apply to assignments ranging from an operating room to a presidential news conference.

The SP shall, working on campus facility, recommend exactly the right equipment and techniques – utilizing both cutting edge and traditional technologies – to clearly communicate photographically the specific message the client defines. The SP shall provide dedicated onsite studios for patient and patient protocol photography, scientific and technical photography, and portrait photography.

The SP shall provide highly skilled photographers to take still photographs in support of research and contributes to the advancement of NIH research by visually communicating scientific data, research accomplishments and NIH program activities to the world wide scientific community and general public.

The SP shall provide photography to support the NIH scientific mission and public information requirements by: Providing photographers and photographic visualization for specific events and research activities in support of visual communication projects. Professional photographic services and products for the most exacting scientific work offering a wide range of the most effective tools and techniques for documentation, communication, presentation and publication tailored to specific requirements.

The SP shall provide these services performing:

- Photomicroscopy
- Photomacroscopy
- Patient Photography
- Public Affairs Photography
- Photo Lab Services

**RFP#: 5.3.1 Requirement: Photomicroscopy**

**Conditions of Performance**

SP shall schedule and consultation with NIH research community.

SP shall capture the subjective specifications and satisfaction of the requestor.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Requestor satisfaction and requirements met.	1%	#of photomicroscopy requests per month.	Completed upon requested time.	1%	4 hours

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of photomicroscopy request / jobs	1218	1218	1218	1218	1218

**RFP#: 5.3.2 Requirement: Photomacroscopy**

**Conditions of Performance**

SP shall schedule and consultation with NIH research and scientific community.

SP shall capture the subjective specifications and satisfaction of the requestor.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Requestor satisfaction and requirements met.	1%	#of Photomacroscopy requests per month.	Completed upon requested time.	1%	4 hours

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of Photomacroscopy request / jobs	1989	1989	1989	1989	1989

**RFP#: 5.3.3 Requirement: Patient Photography**

**Conditions of Performance**

SP shall provide consultation to NIH research community and clientele.

SP shall capture the subjective specifications and satisfaction of the requestor.

SP shall implement technological capability of media, equipment and techniques.

SP shall provide male and female photographer as specified by requesting physician and/or patient care requirements.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Patient well being and privacy is constantly maintained	1%	#of patient photography per month	Based upon client's request	1%	4 hours
Requestor and clientele requirements are satisfied.	1%	#of patient photography per Month	Based upon client's request	1%	4 hours

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of patient photos	51316	51316	51316	51316	51316
# of jobs / consultations	2202	2202	2202	2202	2202



**RFP#: 5.3.4**

**Requirement: Public Affairs Photography**

**Conditions of Performance**

SP shall schedule and consult with NIH research community.

SP shall capture the subjective specifications and satisfaction of the requestor.

SP shall have expertise knowledge of elements that lend to representing a requestor's concepts, diversity and directives.

SP shall provide all materials to requestors.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Requestor satisfaction is met.	1%	#of public affair photography per month.	Completed upon client's request	1%	4 hours

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of requests	701	701	701	701	701
# image enhancements	660	660	660	660	660

**RFP#: 5.3.5 Requirement: Provide Photo Lab Services**

**Conditions of Performance**

SP shall handle precious items and frames.

SP shall proof all Photo Lab Services including film processing, matte and framing, photo prints and passport/visa photographs.

SP shall provide accurately represented scientific subject matter, personnel requirements and NIH research community needs.

SP shall provide appropriate passport / visa specifications.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Requestor satisfaction is met.	1%	#of photo lab per month.	Completed upon client request.	1%	3 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of film processing	1403	1403	1403	1403	1403
# of photo prints	46350	46350	46350	46350	46350
# of passport / visa	1418	1418	1418	1418	1418

**RFP#: 5.4**                      **Requirement: Events Management****Conditions of Performance**

The SP shall provide comprehensive, best-cost, integrated event management solutions, including proactive event planning, audio visual capabilities, convenient meeting solutions, and customized logistics services, both in NIH conference facilities and non-NIH venues. The SP shall assist clients in quantifying their event planning and funding requirements, and educate them on potential options as well as their respective costs. By teaming with the clientele SP will build trust and a sense of partnership in the delivery of events management services.

The SP shall schedule and confirm events in a timely and accurate fashion, translate customer needs into viable meeting solutions, such as providing facilities, audiovisual capabilities, videoconferencing, and meeting interactivity. SP shall reliably set-up and execute a broad range of events. SP shall interface with program officials, meeting planners and presenters to insure their needs are met regarding room setup and audiovisual support. SP shall accommodate last minute customer requests for services.

The SP shall operate all centrally managed NIH conference facilities in the current inventory, facilities in planning phase (operation dates TBD), and existing IC facilities that will convert to NIH conference facilities due to the decision made by the Administrative Restructuring Advisory Committee (ARAC). All conference facilities are identified and described in TE 2.1 through TE 2.2.

The SP shall provide all services in accordance with the NIH Events Management Services Manual Issuance (MI) #1363. Upon award, the SP shall receive an orientation regarding policies and guidelines contained therein by the Project Officer (PO). In the event of procedural disputes by NIH meeting planners, the contractor shall immediately inform the PO who shall be the arbiter of such disputes.

The SP shall be available for registrations, meetings, conferences, and room scheduling from 7:30 a.m., - 5:00 p.m. except the Natcher conference center that will be open until 6:00 p.m., Monday through Friday. The contractor shall insure that appropriate staff is available 30 minutes before and after a meeting or longer if the size and complexity of the meeting warrant it.

The SP shall respond to complaints from patrons and the PO or representative immediately, if the problem is an omission of one or more confirmed requests regarding a scheduled event. In a case of equipment malfunctioning, the SP shall make every effort to immediately correct the problem, make alternate arrangements for the meeting planner and patrons, and if the problem is systemic submit a plan of correction to the PO.

SP shall provide these services by performing:

- Assess and Evaluate the Interior Design and Audi/Visual (AV) Functionality of NIH Conference Facilities
- Manage a Broad Range of Event Activities
- Operate Concierge Desk

**RFP#: 5.4.1 Requirement: Assess and Evaluate the Interior Design and Audiovisual Functionality of NIH Conference Facilities**

**Conditions of Performance**

SP shall review engineering schematics

SP shall identify infrastructure and functionality of future and existing facilities.

SP shall make recommendations NIH program officials.

SP shall perform annual inventory of AV equipment and identify condition of AV equipment.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Technical requirements met.	1%	#of evaluations per month.	Completed upon client request.	1%	1 day
Product success in operational functions.	1%	#of evaluations per month.	Completed upon client request.	1%	1 day
Design specifications meets functionality requirement	1%	#of evaluations per month.	Completed upon client request.	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of review projects <15K	8	8	8	8	8
# of review projects >15K	20	20	20	20	20

**RFP#: 5.4.1.1 Requirement: Engineering Schematic Reviews**

**Conditions of Performance**

SP shall advise clients.

SP shall schedule and collaborate with NIH community and clientele.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Client satisfaction is met.	1%	#of drawings reviewed per month.	Bases upon client request	1%	2 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of proposal	40	40	40	40	40
# of reviews	60	60	60	60	60
# of implementation	15	15	15	15	15

**RFP#: 5.4.2 Requirement: Manage a Broad Range of Event Activities**

**Conditions of Performance**

SP shall coordinate with NIH clients.

SP shall coordinate with outside vendors.

SP shall perform general facility monitoring and reporting of situations that require attention.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Client satisfaction is achieved.	5%	#of events scheduled per month.	5 hours	2%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of work orders scheduled	14900	14900	14900	14900	14900
# of work orders completed and billed	7900	7900	7900	7900	7900

**RFP#: 5.4.2.1 Requirement: Execute a Broad Range of Event Activities**

**Conditions of Performance**

SP shall conduct business in a professional manner and interact with clientele.

SP shall ensure staff availability.

SP shall extend hospitality to vendors, clientele and NIH community.

SP shall verify quantities and fees used in all related work orders of event and mark work order complete.

SP shall perform general facility monitoring and reporting of situations that require attention.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Client satisfaction to venue and staff	0%	#of vendor coordination per week.	Completed within client request	0%	30 minutes

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of catering	240	240	240	240	240
# of activities	7400	7400	7400	7400	7400
# of cancellation and no-show activities	500	500	500	500	500



**RFP#: 5.4.2.2 Requirement: Translate Customer Needs into Viable Event Solutions**

**Conditions of Performance**

- SP shall schedule most appropriate venue and resources for NIH event requests.
- SP shall ensure compliance with NIH access and Security Guidelines.
- SP shall provide client estimate of fees for services and resources
- SP shall coordinate event related vendor services.
- SP shall provide status reports for reservations and subsequent changes of resources and fees in writing to client and contact.
- SP shall adhere to requests from the client.
- SP shall provide timely assistance to client needs and concerns.
- Sp shall provide tours of NIH conference facilities upon request by client.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Client satisfaction is achieved	5%	#of facilities & resources per month.	5 hours	2%	1 day
Client requests are satisfied in an efficient manner.	1%	#of facilities & resources per month.	3 hours	1%	1 day

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of requests and inquires	19750	19750	19750	19750	19750
# of electronic status reports for reservations and changes*	7500	7500	7500	7500	7500
# of tours	55	55	55	55	55

- Multiple work orders in 80% of status reports.

**RFP#:5.4.2.3 Requirement: Coordinate and Support Audio Visual and Media Presentation**

**Conditions of Performance**

SP shall provide customer service to requestors.

SP shall provide technical assistance.

SP shall identify repair requirements.

SP shall ensure equipment is functioning correctly before events occur.

SP shall provide services but not limited to sound reinforcement, setup and configuration of computer presentations

In order to ensure connectivity, technical lighting, etc.

SP shall provide presentation services but not limited to slide, overhead projectors, Elmo (vertical camera stand), etc.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Client requirements met	1%	#of AV events per week.	Completed upon client request.	1%	15 minutes
Technical assistance satisfies client needs	1%	#of technical requests per week.	Completed upon client request.	1%	5 minutes

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of total activities needing A/V support	4218	4218	4218	4218	4218
# of video teleconferences	360	360	360	360	360
# of conference calls	1300	1300	1300	1300	1300
# of computer projections	3600	3600	3600	3600	3600
# of audio recording	120	120	120	120	120

**RFP#:5.4.2.4 Requirement: Provide Housekeeping and Setup Support for Conference Facilities**

**Conditions of Performance**

SP shall maintain government owned events facilities.

SP shall provide set-up and breakdown for all events facilities covered under contract.

(Includes off-site leased facilities in Rockledge 2, EPN, Neuroscience and Fishers Lane)

SP shall meet client satisfaction in housekeeping.

SP shall coordinate balcony turn upon client request.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Meet cleanliness standards.	5%	#of events per week.	Based upon events schedule.	5%	3 hours before event

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of events	7400	7400	7400	7400	7400
# of balcony turns	3	3	3	3	3

**RFP#: 5.4.3 Requirement: Operate Concierge Desk**

**Conditions of Performance**

SP shall provide information resources to client and outside vendor requests.

SP shall maintain presence for length of business day 8 to 4.

SP shall provide event attendees with information as requested.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Information delivered in an accurate and efficient manner	1%	#of inquires per week.	Upon request	1%	5 minutes

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of inquires	6250	6250	6250	6250	6250

**RFP#: 5.5 Requirement: Video Services**

The SP shall consult with the client on video projects from concept development to completion of production of broadcast quality video, in a range of formats including High Definition (HD), from pre-production to post-production, These video products are for use for use by the research, administrative and information staff of the NIH

The SP shall deliver final projects by video and audio distribution via web casting, teleconferencing, cable, CCTV and satellite to and from any where in the world.

The SP shall perform required services including : informational documentaries of research and surgical procedures, location videotaping of conferences lectures ,live events Video News Releases (VNRs), public service announcements, training tapes, studio taping of interviews, round table discussions, and satellite media tours; scripting; linear and non-linear video tape editing, captioning, digitization of video, videotape transfers, incorporating animation, graphics, music, voiceovers and special effects into the finished production.

The SP shall provide Video Services by performing:

- Video Production
- Operate and Maintain TOC
- Video Products

**RFP#: 5.5.1 Requirement: Video Production**

**Conditions of Performance**

SP shall consult and coordinate with NIH client on direction and production of requested occurrences.

SP shall provide service to the NIH community and clientele.

SP shall establish contact with client and crew ensuring appropriate technical outcome.

SP shall provide master tapes to client.

The definition of full days are greater than eight hours and half days are less than four hours.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Client's requirements are satisfied and conditions met.	1%	#of projects edited per week.	Upon request of client	0%	
Product is error free	1%	#of video productions per week.	Upon request of client	0%	
Services are error free.	1%	#of productions per month.	As specified by client	.5%	4 hours

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of editing and digitizing projects	390	390	390	390	390
# of one camera (half day) productions	700	700	700	700	700
# of one camera (full day) productions	178	178	178	178	178
# of two camera full day productions	17	17	17	17	17
# of three camera full day productions	26	26	26	26	26
# of live captioning events	608	608	608	608	608
# of video services	740	740	740	740	740
# of directing and producing jobs	1045	1045	1045	1045	1045

**RFP#: 5.5.2 Requirement: Operate and Maintain Television Operating Center**

**Conditions of Performance**

- SP shall operate and maintain service based upon client requests.
- SP shall ensure distribution paths are clean and properly setup meeting broadcast standards at all times.
- SP shall design and implement video/broadcast systems.
- SP shall provide production and engineering support at NIH facilities and non-NIH locations.
- SP shall coordinate production of master tapes.
- SP shall identify repair and upgrade requirements.
- SP shall be at the television operating center from 7 AM to 7 PM Monday thru Friday with evening and weekend support as required.
- SP shall provide electronic distribution of voice, video and data products.
- SP shall maintain TOC log. (See TE 2.3)

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Electronic feeds are successfully executed.	1%	#of installations per year #of upgrades per year #of duplications per week #of VTC transmissions per month	Upon client request	0%	

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of web-cast events	510	510	510	510	510
# of fiber connections	52	52	52	52	52
# of satellite uplinks	4	4	4	4	4
# of system installation and upgrades	50	50	50	50	50
# of transmissions of VTC	300	300	300	300	300
# of duplications jobs	428	428	428	428	428

**RFP#: 5.5.3 Requirement: Video Products**

**Conditions of Performance**

SP shall maintain sufficient inventory of products such as DVD, video tapes, CDs, etc.  
 SP shall duplicate products, per client's request, for distribution.

**Quality and Timeliness Standards**

Quality Standard	Lot AQL	Lot	Timeliness Standard	Max AQL	MAX
Products are error free.	1%	#of video products per week.	Based upon client request	5%	5 days

**Workload Indicators**

Workload Indicator	Year 1	Year 2	Year 3	Year 4	Year 5
# of various products	7780	7780	7780	7780	7780



## **SECTION C-6 GOVERNING DIRECTIVES**

### **6 PUBLICATIONS AND FORMS**

Publications and forms that apply to this PWS are listed below. The publications have been coded as either mandatory or advisory. The SP is obligated to follow those publications coded as mandatory. The SP shall be guided by the publications coded advisory to the extent necessary to accomplish requirements in this PWS. The forms listed in this section are not all-inclusive and merely represent a range of forms that may be used by the SP. All publications and forms listed will be made available at the start of the award. Some publications and forms are available at:

<http://forms.cit.nih.gov/ListPDF.html>

### **6.1 SUPPLEMENTS AND AMENDMENTS**

The Government shall provide follow-on requirements to the SP when changes occur. Supplements or amendments to listed publications from any organization level may be issued during the life of the award. Any adjustments will be done IAW the Changes Clause FAR 52.243.1.

### **6.2 GOVERNMENT'S RIGHTS TO SP'S OPERATING LOGS AND FORMS**

The Government shall have unlimited rights to use, duplicate, or disclose SP's operating logs and forms, in whole or in part, in any manner, for purposes associated with execution of this award. The purpose of this statement is to minimize disruptions in service and preserve historical data in the event the SP is changed. This does not apply to publications determined to be proprietary to the SP. Records maintained by the SP remain the property of the United States Government and will be retained IAW disposition instructions.

### **6.3 DIRECTIVES**

The following documents are identified to assist in understanding how NIH currently performs the distribution mission. Commercial practices will be considered where the performance requirements are determined to equal or exceed requirements, as NIH interested in obtaining the same or higher level of service.

## 6.4 DIRECTIVES AND PUBLICATIONS

The SP shall perform IAW all requirements of the following NIH documents. In addition to the documents listed below, the SP shall comply with all other applicable federal, state, and local laws, ordinances and regulations. (OSHA, DOT, ESP, etc.)

DIRECTIVES/ PUBLICATION NUMBERS	TITLE	Mandatory / Advisory	Internet Available
21 CFR 165.110	Bottled water	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR	OSHA Regulations All sections	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.1001	Asbestos	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.1001	Asbestos	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.1025	General Industry Lead Standards	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.1025	General Industry Lead Standards	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.1200	Hazard Communications	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.1200	Hazard Communications	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.134	Respiratory Protection	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.145	Specification for Accident Prevention Signs and Tags	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.145	Specification for Accident Prevention Signs and Tags	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1910.2	Definitions	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1926.103	Respiratory Protection	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1926.103	Respiratory Protection	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1926.103	Respiratory Protection	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1926.1101	Asbestos	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1926.1101	Asbestos	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1926.200	Accident Prevention Signs and Tags	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1926.51	Sanitation	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
29 CFR 1926.59	Hazard Communications	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>

DIRECTIVES/ PUBLICATION NUMBERS	TITLE	Mandatory / Advisory	Internet Available
40 CFR	Protection of Environment All sections	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
48 CFR	Federal Acquisition Regulation System (All sections)	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
49 CFR	Department of Transportation All sections	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
49 CFR 170-178	Hazardous Materials Transportation Regulations	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
5 CFR 732.201	National Security Positions	M	<a href="http://www.access.gpo.gov/nara/cfr/">http://www.access.gpo.gov/nara/cfr/</a>
91-190	National Environmental Policy Act (NEPA).	M	<a href="http://ceq.eh.doe.gov/nepa/regs/nepa/nepaeqia.htm">http://ceq.eh.doe.gov/nepa/regs/nepa/nepaeqia.htm</a>
91-596	Occupational Safety and Health Act	M	<a href="http://www.osha.gov/">http://www.osha.gov/</a>
92-516	Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) as amended.	M	<a href="http://www.epa.gov/region5/defs/html/fifra.htm">http://www.epa.gov/region5/defs/html/fifra.htm</a>
93-205	Endangered Species Act.	M	<a href="http://endangered.fws.gov/esa.html">http://endangered.fws.gov/esa.html</a>
94-580	Resource Conservation and Recovery Act (RCRA).	M	<a href="http://www.epa.gov/epaoswer/osw/laws-reg.htm#RCRA">http://www.epa.gov/epaoswer/osw/laws-reg.htm#RCRA</a>
99-519	Asbestos Hazard Emergency Response Act (AHERA)	M	<a href="http://www4.law.cornell.edu/uscode/20/4011.html">http://www4.law.cornell.edu/uscode/20/4011.html</a>
ADAAG and UFAS	Americans with Disabilities Act Accessibility Guidelines, Uniform Federal Accessibility Standards	M	<a href="http://www.access-board.gov">http://www.access-board.gov</a>
ADA-Title 3 regulation, 28 CFR part 36	Standards for Accessible Design	M	<a href="http://www.sha.state.md.us/businesswithsha/bizStdSpecs/desManualStdPub/publicationsonline/ohd/specifications.asp">http://www.sha.state.md.us/businesswithsha/bizStdSpecs/desManualStdPub/publicationsonline/ohd/specifications.asp</a>
ANSI	American National Standards Institute	M	<a href="http://www.ansi.org/">http://www.ansi.org/</a>
ASTM	American Society for Testing and Materials	M	<a href="http://www.astm.org/cgi-bin/SoftCart.exe/index.shtml?E+mystore">http://www.astm.org/cgi-bin/SoftCart.exe/index.shtml?E+mystore</a>
EPA Pub. #20T-2003	Managing Asbestos in Place	M	<a href="http://www.epa.gov/">http://www.epa.gov/</a>
EPA Pub. #560/5-85-024	Guidance for Controlling Asbestos-Containing Materials in Buildings	M	<a href="http://www.epa.gov/">http://www.epa.gov/</a>

DIRECTIVES/ PUBLICATION NUMBERS	TITLE	Mandatory / Advisory	Internet Available
EPA SW-846	Test Methods for Evaluating Solid Waste	M	<a href="http://www.epa.gov/">http://www.epa.gov/</a>
EPA-Federal Insecticide, Fungicide and Rodenticide Act (FIFRA)	7 U.S.C. s/s 135 et seq	M	<a href="http://www4.law.cornell.edu/uscode/7/ch6.html">http://www4.law.cornell.edu/uscode/7/ch6.html</a>
Executive Order 12088	Prevention, Control, and Abatement of Environmental Pollution at Federal Installations.	M	<a href="http://www.epa.gov/fedsite/eo12088.htm">http://www.epa.gov/fedsite/eo12088.htm</a>
FAR	Federal Acquisition Regulations	M	<a href="http://www.arnet.gov/far/">http://www.arnet.gov/far/</a>
NIH Policy and Design Guidelines	NIH Policy and Design Guidelines	M	<a href="http://des.od.nih.gov/eWeb/planning/html/nihpol.htm">http://des.od.nih.gov/eWeb/planning/html/nihpol.htm</a>
USDOT	Manual of Uniform Traffic Control Devices	M	<a href="http://mutcd.fhwa.dot.gov/">http://mutcd.fhwa.dot.gov/</a>
WSSC	Washington Suburban Sanitary Commission	M	<a href="http://www.wssc.dst.md.us/">http://www.wssc.dst.md.us/</a>

**6.5 FORMS**

FORM NUMBER	FORM TITLE
Can Number 8339090	NIH Event Management MM Operation Multimedia Resources BY Date
NIH Manual 26013-01	Purchase Request
Building 31/3b30	System Outage Form
E-mail is sent to (CSC), (IT-POC), (IT_PRO)	Data Recovery Form on ORS Server(s)
E-mail is sent to (CSC), (IT-POC), (IT_PRO)	Applying Permission to share(s), folder(s), file(s)
IRTA, VF, ST, VOL., SPEC VOL., GR, IPA, and Other	Data Dictionary Form For
GPO Form 952	U.S Government Printing Office Desktop Publishing- Disk Information
VIDEODESK@LIST.NIH.GOV	DHHS Video Bridge Request Form
NIMH 001 Neuroscience Building room 8192	Request for Artwork & Audio Visual Services
NIH 1861	Requisition Worksheet
JCP Form No. 2	Commercial Printing Report