

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
INTERNAL REVENUE SERVICE (IRS)  
AREA DISTRIBUTION CENTERS (ADCs)

Published Products

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|---------------|------------------------|-----------------------------|
| 3.1, 3.2, 3.3 | Technical Exhibit 1-1  | Order Receipt and Entry     |
| 3.4           | Technical Exhibit 1-2  | Order Fulfillment           |
| 3.5, 3.6      | Technical Exhibit 1-3  | Logistics                   |

**TECHNICAL EXHIBIT 2 – CURRENT INVENTORY AND DISTRIBUTION SYSTEMS OVERVIEW**

**TECHNICAL EXHIBIT 3 – GOVERNMENT FURNISHED PROPERTY**

| <b>WBS</b> | <b>Document Number</b> | <b>Document Description</b>     |
|------------|------------------------|---------------------------------|
| 3          | Technical Exhibit 3-1  | GFP (ADP, Non-ADP for All ADCs) |
| 3          | Technical Exhibit 3-2  | GFP (Non-ADP – All ADCs)        |
| 3          | Technical Exhibit 3-3  | GFP (Furniture – All ADCs)      |
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**TECHNICAL EXHIBIT 4 – DISTRIBUTION PROGRAMS**

**TECHNICAL EXHIBIT 5 – MANDATORY DOCUMENTS**

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**TECHNICAL EXHIBIT 9 – MAPS AND/OR SITE PLANS**

## 1 INTRODUCTION

**1.1 BACKGROUND.** The Internal Revenue Service (IRS) Media and Publications Division (MPD) is the third largest government publisher and one of the top ten high volume mailers in government and commercial industry combined. As a recognized industry leader and trendsetter in publishing, the MPD delivers the highest quality products using a wide array of media to meet customer expectations. The traditional paper printing methods coupled with the technology advancements in publishing are leveraged to create products in alternative formats (e.g. FAX, CD-ROM, Braille, Internet, Intranet, etc.) to meet the diverse customer needs. As the IRS publisher, the MPD assists customers in conceptual design, media selection, production scheduling, contract specification development, performance monitoring, and delivery through various channels.

The MPD has accountability and responsibility for the design, creation, production, and delivery of information products for internal and external customers. The MPD publishing philosophy is founded on industry standards (Standard Generalized Markup Language (SGML), Portable Document Format (PDF), Extensible Markup Language (XML), and Industry Best Practices).

The MPD has a long-standing tradition of partnerships with other government agencies, nonprofit organizations, professional associations, and the commercial sector to broaden the outreach to taxpayers.

The MPD operates under the governance of the Joint Committee on Printing (Title 44) guidelines and overall direction of the Department of Treasury, Printing and Graphics. Most publishing production is acquired through the Government Printing Office (GPO) and the National Technical Information Services (NTIS) as chartered by Congress. Additional publishing work is performed by MPD, such as product planning, product composition, and short run printing.

**1.2 OBJECTIVE.** MPD maintains three Area Distribution Centers (ADCs) to handle public and IRS requests for published products. MPD maintains an inventory of over 21,000 published products (see Publication 7130, *Published Products Catalog*; and *Electronic Status Notice Data Extract Report*, TL5-04, in Technical Exhibit (TE) 5, *Mandatory Documents*). The scope of this Performance Work Statement (PWS) is limited to the work performed at the ADCs and does not include other work performed by MPD.

IRS employees at these facilities perform activities in accordance with generally accepted industry practices for customer order receipt and processing, inventory control, warehouse management, and logistics (see TL6-03 in TE 6, *Reference Documents*). Examples include:

- American Production and Inventory Control Society (APICS) for Global Standards of Competence in Business and Manufacturing,
- International Warehouse Logistics Association (IWLA) for Global Warehouse Logistics Industry, and
- Council of Logistics Management (CLM) for Development of the Logistics Profession.

For the locations of the ADCs and use of Government Furnished Property, see Section 5, *Government Furnished Property and Services* of this PWS.

Transportation and mail costs associated with delivery of products to customers are the responsibility of the Service Provider (SP).

**2 GENERAL REQUIREMENTS**

**2.1 HOURS OF OPERATION.** The SP shall be available, at a minimum, to service Continental United States (CONUS) customers via telephone, Monday through Friday during core business hours (6:00 a.m. – 4:45 p.m.) regardless of the customer’s time zone (i.e., Eastern, Central, Mountain, and Pacific). The SP shall work necessary hours, days, and shifts, including weekends and holidays, to meet all performance standards listed herein.

**2.2 MANDATORY TRAINING.** The SP shall provide training to employees, maintain records of all training (dates and employee names), and have the records available for Government review. The SP shall conduct the following Government-provided computer-based training within 30 days for all employees working under the contract, including seasonal and part-time employees. The Government will provide the training materials within five days of contract award and updates annually. The SP shall conduct annual refresher courses.

| TRAINING                                     | ESTIMATED HOURS |
|--|-----------------|
| Unauthorized Access (UNAX)                   | 1               |
| Safety (Biological Threats Through the Mail) | 1               |
| Security Awareness                           | 1               |
| Ethics                                       | 1               |

**2.3 PROJECT MANAGER.** The SP shall provide a full-time Project Manager (PM) and an alternate responsible for all work performance. The name of the PM and alternate, who shall act for the SP when the PM is absent, shall be designated in writing to the Contracting Officer (CO). The PM shall have full authority to act for the SP on all matters relating to daily operation of this contract. The PM shall fluently read, write, communicate, and understand English. The PM and alternate positions shall at no time be vacant. During peak season, the PM shall be accessible via telephone 24 hours per day, seven days per week and return all calls within one hour to Government personnel. During non-peak, the PM shall return telephone calls no later than the next business day.

**2.4 MEETINGS.** The SP shall attend, participate in, and provide input to various meetings, briefings, and teleconferences with IRS representatives. The SP may initiate teleconferences, especially when unusual or unexpected situations arise.

**2.4.1 Weekly Teleconference.** The SP shall prepare an agenda and participate in weekly teleconferences with Government personnel and address the following issues, which include, but are not limited to, meeting performance standards, concerns and issues with Government-provided published products, backorder status, system connectivity or interface, and recruiting. The Government will conduct “review and assistance visits” as it deems necessary.

**2.4.2 Seasonal Meetings.** In September, October, or November, the SP shall host and participate in on-site “Filing Season Readiness Checks” at the SP facilities (see TL5-03, *Filing Season Checklist*, in TE 5, *Mandatory Documents*). In April, May, or June, the SP shall host and participate in a mutually agreed upon, one-week, on-site, post-filing season meeting with Government personnel.

Within five business days from the end of a meeting or teleconference, the SP shall provide (to the designated Government Program Manager) electronic copies of meeting minutes and agreements. The designated Government Program Manager will and the SP shall resolve discrepancies and approve the minutes within ten workdays.

**2.5 GOVERNMENT COMMUNICATIONS REGARDING ORDERS AND PRODUCTS.** The SP shall make necessary adjustments, to include expediting delivery, when circumstances beyond the IRS control occur (e.g., delayed receipt of published products, changes in tax laws, or technical errors in published products, etc.). These necessary adjustments may include, but are not limited to, inserting errata sheets and immediate stock disposals. See TE 1-3, *Workload* and TL6-01, *Alert Messages* in TE 6, *Reference Documents*. The Government will confirm instructions in writing.

**2.6 REQUIRED PLANS.** The SP shall provide required plans electronically in MS Word format. The following negotiated plans will be incorporated into the contract upon award.

**2.6.1 Transition Plan.** The total maximum period for SP transition for all requirements is up to 18 months. The SP shall provide a Transition Plan that describes the start-up and transition of services while adhering to the performance standards. This 18-month transition period consists two phases:

- Within 180 days from the contract award date, the SP shall complete the transition to full contract performance, with the optional exception of the inventory and distribution system, within the allotted period agreed upon in the final contract, but no later than 180 calendar days from contract award. The Government will be responsible for current distribution operations for no more than 180 calendar days after contract award.
- Within 18 months from the contract award date, the SP’s inventory and distribution system shall be fully operational. During this 18-month period, the SP may use the existing Centralized Inventory and Distribution System (CIDS). If the SP chooses to use CIDS, the Government will provide instructors and training materials, and training of approximately 24 hours (over three consecutive days at a single location).

**2.6.1.1 Observation and Orientation.** The Government will provide up to 60 calendar days after the contract award to allow for orientation and observation of the ADC facilities and IRS workforce at those locations. This 60-day period is included within the 180-calendar day transition period.

**2.6.1.2 Plan Contents.** The SP shall describe the transition approach depicting the chronological sequence of events and actions that shall be accomplished *without disruption of services*, to include:

- The procedures, along with resources, for accomplishing each action.

- The period of time needed to accomplish each action.
- The scheduling of each action within the overall transition period.
- How the SP will coordinate each action and its overall transition efforts with the Government.
- What concrete steps the SP will take for each action to minimize disruption of the work and the workforce.
- How the SP will implement security provisions, including personnel clearances.
- The process for staffing and training employees.
- The utilization of existing Federal employee work force (Right of First Refusal, FAR 52-207-3) and an alternate procedure if Federal employees have accepted other positions.
- An approach for complying with Internal Revenue Manual (IRM) requirements for inventory, receipt, acceptance, and accountability for transfer of Government Furnished Property (GFP), including published product inventory and use and occupancy of Government Furnished Facilities. For GFP, inventory receipt, acceptance, and transfers shall be performed in accordance with IRM 2.14.1 (see TE 5, *Mandatory Documents*).
- If the SP chooses to use one or more ADC facilities, a specific proposed time for transfer of each facility to allow occupation and operation by the SP.
- An approach for transitioning to full implementation of the SP's inventory and distribution system, including how the SP will: transition data from existing Government inventory and distribution system to the SP's inventory and distribution system; and provide applicable user training.
- If the SP chooses to operate in the ADC facility, an approach that identifies concrete steps and timeline the SP will take for either renegotiating a new lease with the lessor or movement of the operation to another facility.

**2.6.2 Quality Control Plan.** The SP shall provide and dynamically maintain a quality control plan, acceptable to the Government, for measuring, tracking, analyzing, reporting, and implementing preventive and corrective actions required to meet the performance standards. The plan shall emphasize deficiency prevention over deficiency detection and correction. The plan shall detail the SP's partnering approach with the Government. The Quality Control Plan shall include:

- Methods to measure actual performance against performance standards.
- Control and audit procedures to identify areas adversely affecting contract performance.
- An approach to continuously improve quality and timeliness.
- A problem identification and resolution process and a method for monitoring corrective action.



- An approach for tracking the quality of outgoing orders and timeliness of deliveries including activities to enter, fill, and mail orders.
- A system for recording, computing, accumulating, maintaining, and providing access to performance measurement data so that the SP and the Government can use it for analysis and decision-making.
- A method to identify and resolve customer complaints.
- A method to identify and address customer suggestions.
- A method to monitor the implementation of and adherence to compliance documents.
- A method to monitor the accuracy and completeness of Government's data in the SP's inventory and distribution system.

**2.7 CONTINGENCY, SURGE, AND SUSTAINMENT PLAN.** The SP shall provide a Contingency, Surge, and Sustainment Plan for continuity of operations. This plan shall include methods for meeting performance standards when the workload fluctuates. After the initial performance period, the SP shall submit a revised written plan no later than August 1<sup>st</sup> of each year. The SP's plan shall address the following planned and unplanned events and situations.

- Recruitment, hiring difficulties, and seasonal hiring.
- Sudden short and long-term workload increases.
- Strikes by employees [does not apply to Government's Most Efficient Organization (MEO)], sub-contractors, and major vendors used in support of this PWS.
- Disasters.
- Adverse weather conditions.
- Loss of essential production operation function(s).

The SP shall address the following aspects for the events and situations above:

- Describe the response (both initial and subsequent) to the situation to assure continued operations.
- Identify the potential resource requirements and how additional resources will be obtained.
- Describe the processes or approaches of communication and coordination needed with the Government (i.e., the need for a control center, meetings, and/or reports).

### **3 OPERATIONAL REQUIREMENTS**

**3.1 ORDER RECEIPT.** The SP shall receive customer orders via United States Postal Service (USPS), commercial delivery, courier, email, Internet, Intranet, fax, telephone, and orders entered at the IRS website ([www.irs.gov](http://www.irs.gov)). Receipt activity examples include opening and extracting mail (e.g. correspondence and order blanks, etc.), handling misdirected mail and remittance, handling security and sensitive items, and expediting special orders.

**3.1.1 Misdirected Mail and Remittance.** The SP shall correctly redirect misdirected mail and remittances. The SP shall safeguard tax returns and return-related information (see IRM 1.17.5.7.5.4, *Misdirected Mail and Remittance* referenced in TE 5, *Mandatory Documents*). The SP shall monitor and report monthly to IRS the occurrences of:

- Misdirected mail without remittances and
- Misdirected mail with remittances.

**3.1.2 Undeliverable Mail for Address Clean Up.** When mail is returned to the SP as undeliverable, the SP shall receive, resolve, and correct the problem address and re-send within five business days. The SP shall correct the address on the label and expedite the shipment. If the address correction is for a Distribution Program as described in this PWS, the SP shall also update the account system address. If an address cannot be corrected, the SP shall return orders of full carton quantity items to stock and update the inventory record. The SP may dispose of less than full carton quantities of IRS products not exceeding 100 pages with one-color ink. See *Disposing of Excess Inventory* in paragraph 3.5.3.6 for details. For all other IRS products and all other Government agency published products, (e.g. posters, CD-ROMs, multi-colored ink products, etc.), the SP shall return items to stock and update the inventory record.

**3.1.3 Telephone Orders.** The SP shall provide toll-free telephone service, answer calls, and process orders as defined in the paragraphs below. The SP shall provide service for both hearing and deaf customers.

**3.1.3.1 Distribution Program Telephone Orders.** The SP shall provide toll-free telephone service, answer calls, process orders, and provide status for the Distribution Programs listed herein (see TE 4, *Distribution Programs* for program descriptions). IRS currently uses the telephone numbers listed below; however, separate numbers are not required for each Distribution Program. The SP shall provide the CO with written notification of the toll-free number(s) to be used for these programs within 90 days after contract award. The Government will publish these toll-free numbers in its marketing products. After the transition period, the SP shall negotiate proposed changes to the toll-free telephone numbers with the CO. The SP shall provide toll-free telephone service for IRS customers separate from other SP telephone lines so that customer calls regarding Government products are not competing with other types of calls, and callers are not provided service choices not related to Government services.

- Training Publications Distribution System (TPDS) – 877-757-2970
- Internal – 800-829-2437
- Bank, Post Office, and Library (BPOL) – 800-829-2765
- Community Based Outlet Program (CBOP) – 916-636-7705

The SP shall receive telephone calls to establish new Distribution Program accounts and shall refer those calls to the designated Government Program Managers for each of the programs listed in TE 4, *Distribution Programs*. The CO will provide names and contact information for the designated Government employees within five business days of contract award.

The SP shall prepare and submit a weekly level of service (LOS) report to the designated Government Program Manager. The LOS report shall include the total number of call attempts; the number of “answered” calls (see TE 8, *Acronyms/Definitions*), and the number of unanswered calls in queue. See TL6-05, *ADC Telephone Operations*, in TE 6, *Reference Documents* for sample format and required data elements.

| <u>Ref No</u> | <u>WBS</u> | <u>Performance Standard</u>   |
|---------------|------------|---|
| PS-1          | 3.1.3.1    | “Answer” 90% of all incoming calls. For the 90% of calls answered, the average speed of answer (i.e., the average waiting time while in queue) shall be 30 seconds or less; furthermore 95% will be answered within 60 seconds. |

**3.1.3.2 Misdirected Calls.** When a customer calls with questions not related to a product order, or is not a Distribution Program customer (included in paragraph 3.1.3.1), or cannot speak English, the SP shall refer the customer to the CAS toll-free number. The SP shall notify the CO’s Technical Representative (COTR) if misdirected call volumes increase sufficiently to impact the SP’s ability to meet the performance standards.

**3.1.3.3 Customer Account Services (CAS) Telephone Orders.** Telephone calls to the Government public toll-free forms number (800-829-3676) are out of scope. The Government will provide this toll-free access, answer calls and input orders. The SP shall receive and process the taxpayer orders resulting from these calls (see Section 4, Inventory and Distribution System below and TE 2, *Current Inventory and Distribution Systems Overview*).

**3.1.4 Threats.** Threats or comments requiring special security handling may also be received. The SP shall contact Treasury Inspector General for Tax Administration (TIGTA) and the COTR immediately, via phone, if a threat is received. IRS will provide a telephone number for the TIGTA within five days after contract award. See TE 1, *Workload* and Training 9898-001, Order Entry Training, in TE 6, *Reference Documents* for additional threat information. For phone threats, refer to pages 6-14 and 6-15, for mail threats refer to pages 7-4 and 7-5).

**3.2 ORDER ENTRY.** The SP shall input orders to CIDS or the SP’s inventory and distribution system (see Section 4 below and TE 2, *Current Inventory and Distribution Systems Overview*). Input activities include, but are not limited to, researching and identifying the correct published product to meet the customers’ needs. The Government will provide specific data in electronic format that includes product restrictions (see TL5-04, *Electronic Status Notice (ESN) Report Extract*, as an example). The SP shall inform the customer of the order status (e.g., backorder status and product availability, etc.). For telephone orders taken by the SP, the SP shall also convey the expected delivery timeframe. When unable to fill the entire order due to product unavailability, the SP shall notify the customer of the backorder status within ten calendar days. Except as described in IRM 1.17.5.7.6.2, *Quantity Limitations*, referenced in TE 5, *Mandatory Documents*, the SP shall enter orders that do not exceed quantity limits, that adhere to standard delivery times in the table below, and confirm that a customer is authorized to receive restricted products.

The SP shall identify and resolve customer complaints of failure to receive previously requested orders by expediting customer receipt as described below. The Government will assign priorities for Customer Account Services (CAS) telephone orders prior to transmission to the SP.

**Priority Table**

| <b>Customer receipt within:</b> | <b>Designation</b> | <b>Description</b>   |
|---------------------------------|--------------------|--|
| 24 hours                        | Work Stoppage      | IRS office (emergencies)   |
| 48 hours                        | Filing Deadline    | Filing deadline (of tax product) within one week of current date |
| 48 hours                        | Emergency          | Third requests (complaints)                                      |
| 72 hours                        | Priority           | Congressional orders, second requests (complaints)               |
| 7 calendar days                 | High               | IRS offices  |
| 10 calendar days                | Normal             | All other orders   |

The SP shall research and resolve problem orders to meet the delivery times listed in the above Priority Table (see “exception processing” in TE 1-1, *Workload*). Examples of problem orders include, but are not limited to, invalid/obsolete catalog number (product) or revision date, non-stocked products, product superseded by another product, and quantity exceeding limitation.

| <b><u>Ref No</u></b> | <b><u>WBS</u></b> | <b><u>Performance Standard</u></b>  |
|----------------------|-------------------|---|
| PS-2                 | 3.2, 3.3, 3.4     | Meet the customer receipt times for orders designated as “filing deadline,” “emergency,” “priority,” and “high” 96.5% of the time and meet customer receipt times for orders designated as “work stoppage” 99% of the time. |

**3.2.1 Product Selection Criteria.**

**3.2.1.1 Source Codes.** Some tax forms contain “source codes” at the top of each form that identify where the taxpayer obtained the products (e.g., post offices, IRS offices, etc.). The SP shall determine if the customer is a participant in an IRS Distribution Program, then identify the appropriate coded product and enter the catalog number in CIDS or the SP’s Inventory and Distribution System (see TL5-02 referenced in TE 5, *Mandatory Documents*).

**3.2.1.2 Related Products.** The Government will provide instructions, as needed, for including related published products with customer outgoing orders (e.g. including associated form instructions with requests for forms) via Government Communications (see paragraph 2.5). The SP shall send the related published products to the customers.

See Section 4, Inventory and Distribution System, below and TE 2, *Current Inventory and Distribution Systems Overview*.

**3.2.1.3 Revisions.** The Government will designate the active revisions of published products. The SP shall maintain multiple useable revisions for the designated published products. For a listing of active revision dates for all published products, refer to Column R, All Active Revision Dates, of TL5-04, *ESN Extract Report*, in TE 5, *Mandatory Documents*.

**3.2.2 Customer Account Services (CAS) Interface.** Individual taxpayer telephone calls to the IRS toll free forms lines are not included in the SP's order entry requirement. IRS CAS employees are excluded from the scope of the requirement and are located in 30-35 sites across the United States and in Puerto Rico. Some CAS employees are currently located at the three ADCs. CAS employees will input these orders to CIDS or the SP's inventory and distribution system (see Section 4, Inventory and Distribution System, below). The SP shall fill telephone orders that are included in the Order Fulfillment volume (TE 1-2, *Workload*). The SP's inventory and distribution system shall accept inputs from and provide data to IRS CAS (see Section 4 below and TE 2, *Current Inventory and Distribution Systems Overview*). The SP shall input Distribution Program orders (see TE 4, *Distribution Programs*) and account data to CAPS or the SP's inventory and distribution system (see the various CAPS User Guides referenced in TE 5, *Mandatory Documents*).

**3.2.3 Address Hygiene (Perfection).** The SP shall use USPS compliant address hygiene software. The SP shall research, resolve, and correct address discrepancies.

**3.2.4 Distribution Programs.** The Government will distribute the following order blanks and surveys: CBOP, Embassy, Employer, and Tax Practitioner. The SP shall distribute the following order blanks and surveys: Other Government Agency (OGA), Post of Duty (POD), and Internal Management Documents Distribution System (IMDDS). See TE 4, *Distribution Programs*, for additional information about these (and other) programs.

**3.2.4.1 Input.** The SP shall receive and input customer orders from program participants via surveys, order blanks, and handwritten requests to CIDS, the SP's inventory and distribution system, or CAPS.

**3.2.4.2 Account Maintenance.** The SP shall annually perform customer account maintenance (e.g., adding, updating, or deleting account numbers, addresses, and order information, etc.). See Title 44, United States Code referenced in TE 5, *Mandatory Documents*. The SP shall contact survey non-respondents to determine if a survey response is forthcoming (see Order Receipt and Entry in TE 1-1, *Workload*, and TE 4, *Distribution Programs*).

**3.2.4.3 Design.** The SP may provide design recommendations to the designated Government Program Manager for survey forms and order blanks to provide an easy ordering system for customers and a formatted layout for more efficient order entry (see Order Blanks table in TE 6, *Reference Documents*).

**3.3 ORDER RECEIPT AND ORDER ENTRY RELATED PROGRAMS.** See TE 4, *Distribution Programs*.

**3.3.1 Training Publications Distribution System (TPDS).** The SP shall input orders for TPDS received via Forms 5542, *TPDS Training Requirements* and 5542A, *TPDS Casual Requirements* (in TE 6, *Reference Documents*) following the guidelines in IRM 1.17.5.6, *Training Publication Distribution System* referenced in TE 5, *Mandatory Documents*.

**3.3.2 Federal/State Program.** The SP shall distribute state tax packages for states identified in TE 7, *Support Agreements*. This distribution program is a collaboration in which the IRS and participating states reciprocally fill orders for each other’s tax products. Participating states will provide the SP with a supply of state tax packages. The SP shall in turn provide the state with a supply of federal tax packages. Workload for this program is included with “Taxpayer Orders” in TE 1-1 and TE 1-2, *Workload*.

**3.3.3 Peace Corps Program.** The SP shall receive international address labels from the Peace Corps and fill and mail orders for published products.

**3.4 ORDER FULFILLMENT.** The SP shall fill orders for published products and prepare them for delivery. Order fulfillment includes, but is not limited to, individual and bulk orders, kit assemblies, print-on-demand, special inserts (e.g., notices, errata sheets, etc.), surveys, and products that require special handling and packing (e.g., Braille products, CD-ROMs, posters, mugs, etc.). The SP shall ship the correctly coded tax forms (see TL5-02, *Valid Source Code Tables* referenced in TE 5, *Mandatory Documents*).

| <u>Ref No</u> | <u>WBS</u> | <u>Performance Standard</u>   |
|---------------|------------|---|
| PS-3          | 3          | For unplanned shipments and orders designated as “normal,” enter, fill, and mail within 48 hours during peak season and within 72 hours during non-peak season from time of receipt to time of mailing 96.5% of the time. |
| PS-4          | 3          | Enter, fill, and mail planned shipments in time to meet the “in-field” date 98% of the time.  |
| PS-5          | 3.4        | Accurately fill orders on the first attempt 96.5% of the time. Correct inaccurately filled orders 99% of the time.  |

**3.4.1 Accountability.** The SP shall document and maintain accountability for the number of orders received and filled, inventory consumed, and delivery method utilized. The SP shall prepare and submit a weekly Order Processing Report (see Section 4, *Inventory and Distribution System*, below and TE 2, *Current Inventory and Distribution Systems Overview*). The SP shall follow special handling and shipping instructions in IRM 1.17.5.3, *Control of Security/Serially Numbered Forms*, referenced in TE 5, *Mandatory Documents*.

**3.4.2 Inventory**

**3.4.2.1 Insufficient Inventory.** If inventory on hand is less than required to fill the order, the SP shall fill the order in accordance with the requirements in IRM 1.17.5.7.7.2, *Order Fulfillment Priorities*, referenced in TE 5, *Mandatory Documents*.

**3.4.2.2 Print-On-Demand.** The designated Government Program Manager, following Title 44, US Code, Public Printing and Documents, will determine product specifications and provide the electronic product files. The SP shall produce the products designated as print-on-demand to fill orders following the specifications and schedules. The print-on-demand products are listed in TL5-04, *ESN Data Extract Report*, referenced in TE 5, *Mandatory Documents*.

**3.4.3 Delivery.** The SP shall prepare orders for delivery to customers. The SP shall enter, fill, and choose a delivery method that will get the order to the customer as specified in the Priority Table in paragraph 3.2. See Section 4, Inventory and Distribution System, below and TE 2, *Current Inventory and Distribution Systems Overview* for specific requirements.

The SP shall incur costs associated with delivery of product orders and correspondence (including redirected mail) to include, but not limited to, the use of postage, express services, small package, and transportation carriers. An exception to this will be if a customer requests delivery in less than the designated delivery time and offers to pay for express shipment.

**3.5 LOGISTICS.** The SP shall receive, inspect, and accept incoming shipments of published products. See IRM 1.17.5.3 – IRM 1.17.5.3.3, *Control of Security/Serially Numbered Forms*, IRM 1.17.5.7.4.1, *Inspecting the Quality of Printed Products*, and IRS Procedure Number 158, referenced in TE 5, *Mandatory Documents*.

**3.5.1 Receive, Inspect, and Accept.** The Government will procure published products and will arrange for shipment to the SP facility. The SP shall follow the receipt, inspection, and acceptance procedures on behalf of the Government prior to placing published products (i.e., stock) into inventory. The SP shall update CIDS or the SP’s inventory and distribution system and CAPS (see Section 4, Inventory and Distribution System, below and TE 2, *Current Inventory and Distribution Systems Overview*).

| <u>Ref No</u> | <u>WBS</u> | <u>Performance Standard</u>   |
|---------------|------------|---|
| PS-6          | 3.5.1      | Inspect and document results of incoming shipments of published products within 24 hours of receipt 99% of the time and within 72 hours 100% of the time. |

**3.5.2 Products Requiring Security Handling.** The SP shall follow receipt, inspection, acceptance, handling, storage, fulfillment, shipping, and disposal procedures for security, serially numbered, and Official Use Only (OUO) published products.

**3.5.3 Inventory Management.** The SP shall perform inventory management activities to account for published products. The SP shall maintain inventories and print-on-demand capability to continually fill orders. See Section 4, Inventory and Distribution System, below, TE 2, *Current Inventory and Distribution Systems Overview*, and *Best Practices*

*In Achieving Consistent, Accurate Physical Counts of Inventory and Related Property (GAO Report GA-02-447G) in TE 6, Reference Documents. Also see number of stock keeping units (SKU) in TE 1-3, Workload. Products are considered inventory from time of receipt by the SP to the time they are issued to the delivery carrier.*

| <u>Ref No</u> | <u>WBS</u> | <u>Performance Standard</u>                       |
|---------------|------------|---|
| PS-7          | 3.5.3      | Maintain 98% inventory accuracy 100% of the time. |

**3.5.3.1 Updating Inventory.** The SP shall update CIDS or SP’s inventory and distribution system to accurately reflect daily inventory balance on hand for published products.

**3.5.3.2 Establishing and Maintaining Reorder Points.** The SP shall calculate and establish reorder points based on daily demand, lead time for re-supply, safety stock levels, and demand type (i.e., seasonal or non-seasonal). The Government will provide the existing reorder points to the SP within 30 days after contract award (see IRM 1.17.5.7.4.6, *Establishing Reorder Points*, in TE 5, *Mandatory Documents*).

**3.5.3.3 Reordering Stock.** The SP shall contact the designated Government Program Manager when a reorder point has been reached for products that will be provided by the Government.

**3.5.3.4 Assigning Stock Locations.** The SP shall assign stock locations and maintain accountability for the Government-provided published products.

**3.5.3.5 Conducting Physical Inventories.** The SP shall verify physical inventory accuracy against inventory records and reconcile differences into CIDS or SP’s inventory and distribution system (see Section 4, Inventory and Distribution System, below and TE 2, *Current Inventory and Distribution Systems Overview*).

**3.5.3.6 Disposing of Excess Inventory.** The Government will direct the SP to dispose of excess and obsolete published products. The SP shall follow Government surplus and disposal procedures (see IRM 1.17.5.7.4.5, *Disposing of Surplus Stock* referenced in TE 5, *Mandatory Documents*).

**3.5.3.7 Creating Backorders.** The SP is not responsible for backorders that occur due to circumstances beyond the SP’s control (e.g., late tax legislation, etc.). The SP shall incur costs to resolve all other backorders. The SP shall provide the designated Government Program Manager with daily backorder data that reflects the product title and catalog number, the number of backorders (by product type), and the total quantity needed to fill the backorders.

**4 INVENTORY AND DISTRIBUTION SYSTEM.** The SP shall provide an Inventory and Distribution System. The SP’s inventory and distribution system shall be fully operational within 18 months from contract award date. During this 18-month period, the SP may use the CIDS and CAPS, the two systems that currently support the IRS inventory and distribution management. The Government will not modify the current CIDS or CAPS application architecture to support SP systems or processes. See TE 2, *Current Inventory and Distribution Systems Overview*, for more information about these



two systems. The SP is not required to use CAPS and CIDS during the 18 months after contract award, however, the SP's Inventory and Distribution System shall provide all requirements set forth in the PWS.

| <u>Ref No</u> | <u>WBS</u> | <u>Performance Standard</u>  |
|---------------|------------|--|
| PS-8          | 4          | SP inventory and distribution system accessible and functionally available to the Government during core hours 99% of the time in peak season and 98% in non-peak. |

The SP shall:

- Provide an inventory and distribution system and specified CAPS applications (e.g. centralized address file, distribution program order entry, and distribution list management, etc.) using an integrated approach within 18 months after contract award.
- Ensure the inventory and distribution system interfaces with CAPS and other specified IRS systems exchange data (e.g. updated product information, receipt and acceptance data, and shipping dates, etc.).

See distribution process overview in the “End to End Publishing Business Process Reengineering Optimal Business Process Report As Is Model,” TL6-07 in TE 6, *Reference Documents*.

#### **4.1 GENERAL REQUIREMENTS FOR THE INVENTORY AND DISTRIBUTION SYSTEM**

##### **4.1.1 Access**

**4.1.1.1 Real-Time Access to Review Inventory and Order Status.** The SP's Inventory and Distribution system shall provide real-time, read-only access to system data (e.g., order receipt, processing status, product inventories, product usage by order type, backorder status, and due-in quantities) for up to 60 concurrent IRS users.

**4.1.1.2 Access to Report Writing.** The SP Report Writing System shall provide accounts for up to 20 concurrent IRS users who will create ad hoc and standard reports, electronically forward reports, and perform analyses. The IRS will provide hardware required at IRS locations to access the SP system. If access to the SP system is not through a standard web browser or FTP client, the SP shall provide software and any associated licensing required to access the system.

**4.1.1.3 Access for IRS Users with Disabilities.** The SP system shall support access by persons with disabilities as described in Federal Acquisition Regulation (FAR), Section 508 of the Rehabilitation Act, and accommodate Subpart B -- Technical Standards, Subsection 1194.21 Software Applications and Operating Systems (see TL5-18 in TE 5, *Mandatory Documents*). The IRS will provide assistive technology to IRS employees who may need access to the SP system, as appropriate.

**4.1.2 Security and Disclosure.** The SP system and all Government furnished telecommunications and information systems, which the SP maintains and operates under this contract, shall comply with applicable security requirements for non-sensitive data

systems as set forth in IRM 25.10.1 (Sections 25.10.1 through 25.10.1.4.2), *Information Technology (IT) Security Policy and Standards-Information Technology (IT) Security Policy and Guidance* (see TE 5, *Mandatory Documents*).

The SP's inventory and distribution system shall use commercially available security products that conform to current and successor Government security and encryption standards for the designated interfaces to and from IRS systems. The SP's system shall work properly with firewall technologies to allow databases and information to be secured from public Internet access.

The SP shall restrict access to programs and data to properly authorized individuals performing the work under this contract. The SP shall restrict physical access to computer equipment, storage media, and program documentation to properly authorized individuals performing the work under this contract. The SP shall make complete, accurate, confidential, and secure data transmissions with IRS authorized entities. The SP shall safeguard data and not release, sell, or offer data without explicit written permission from the CO.

The Government will perform a review of the SP Inventory and Distribution System and provide an Authorization to Operate prior to use with Government data.

**4.1.3 Capacity.** The SP shall provide an Inventory and Distribution System to support the projected workload shown in TE 1, *Workload*.

**4.1.4 Required Data Elements and Reports.** The SP shall make data available at least weekly with sufficient detail to allow review and oversight by IRS for all performance standards. The SP Report Writing System shall allow IRS employees to query, sort, filter, view, and print data elements. The SP shall provide data reports to IRS in Excel or XML. The SP may provide narrative reports in XML or Word. The SP Report Writing System shall allow IRS to create ad hoc reports.

**4.1.5 Records Retention.** The SP system shall maintain records of all reports and the data used to develop those reports as follows:

- Specific taxpayer order data elements of: address and name shall be deleted seven calendar days after order fulfillment (for public non-account orders). The SP shall not create, access, or maintain a "system of records" to access individual taxpayer information or identifiers. A "system of records" is defined by the Privacy Act of 1974 and Office of Management and Budget (OMB) guidelines (see TL6-17, *OMB Privacy Act Implementation Guidelines* in TE 5, *Mandatory Documents*).
- All other data and reports shall be accessible on-line for a minimum of 13 months.
- After one calendar year, the SP shall archive data and reports in electronic form (XML or database format), with copies provided to the Government within 30 days.
- One hundred and eighty days before the contract ends, the SP shall provide the Government with all archived data in electronic format (that belongs to the Government as set forth in this PWS).

**4.1.6 Internal Controls and Inventory of Government Furnished Equipment.** The SP shall develop and maintain systems controls including policies and procedures for

components of the system. The SP shall test, implement, and document changes to the hardware, software, and applications.

**4.1.7 System and Data Ownership.** The SP shall retain ownership of the inventory and distribution management system, including all hardware and software. The Government will own all stored data. The SP shall provide continuous electronic access to all data, including but not limited to, customer account records, inventories, and databases.

**4.1.8 Internal Controls.** The SP shall develop and maintain systems, policies, and procedures for system components that the SP hosted in part or entirely. The SP shall test, implement, and document changes to the hardware, system software, and applications, which shall adhere to internal control guidelines to prevent waste, fraud, and abuse. The SP shall test, implement, and document enhancements and new solutions.

**4.2 REQUIRED INVENTORY AND DISTRIBUTION SYSTEM INTERFACES.** The SP shall provide an inventory and distribution system interface that:

- Supports the transfer of data related to inventory and distribution to and from IRS systems.
- Provides access (to and from) and exchanges data with IRS electronic systems.
- Provides IRS personnel with electronic access for data exchange.
- Supports CAS Order Entry.
- Accepts FTP transfers daily from the IRS Internet site ([www.irs.gov](http://www.irs.gov)) and the IRS Publishing Intranet site.
- Provides a report writing capability on-line and batch as part of (or interfaced with) the inventory and distribution system.
- Provides an automated interface to receive product files from the CAPS for print on demand.
- Supports electronic transfer (business to business) of address and quantity files from the SP to Government designated print contractors.
- Supports receipt of shipping information from print contractors to the SP.

**4.3 CAPS ACCESS AND APPLICATIONS SUPPORT.** If the SP chooses to use CAPS, the IRS will provide the SP electronic access for up to 800 individual user accounts during the first 18 months after contract award. IRS will continue to maintain the applications, user accounts, and passwords for no more than 18 months after contract award. The SP shall follow the requirements in IRM 25.10.1, *Information Technology (IT) Security Policy and Standards-Information Technology (IT) Security Policy and Guidance in TE 5, Mandatory Documents*). The SP shall provide PCs, terminals, software, and related telecommunications necessary to access CAPS, beyond the GFP provided. The SP is not required to use current IRS methodology or technology in meeting these requirements. The SP shall interface with IRS systems using open system standards and web based technology where specific technical interface requirements are not stated.

**4.4 ACCESS TO CIDS.** IRS does not require that the SP use CIDS. If the SP chooses to use the CIDS, the IRS will provide operations and maintenance of the CIDS host computer system and related software for up to 18 months after contract award. The Government will not modify the current CIDS application architecture to support SP systems or processes. The SP shall provide PCs, terminals, software, and related telecommunications necessary to access CIDS, beyond the GFP provided. The IRS will provide up to 800 individual user accounts. IRS will maintain user accounts and passwords. The SP shall follow the requirements in IRM 25.10.1, *Information Technology (IT) Security Policy and Standards-Information Technology (IT) Security Policy and Guidance* (see TE 5, *Mandatory Documents*).

#### **4.5 REQUIRED INVENTORY AND DISTRIBUTION SYSTEM FUNCTIONALITY**

**4.5.1 Required Order Receipt Functionality.** The SP system shall support four date fields that capture and display when orders are received, input, generated, and closed. The SP system shall interface with CAPS to exchange information regarding order receipt, order entry, and tracking. The SP system shall provide order entry and data tracking regarding all distribution programs and order types.

The SP system shall provide an interface with web-based ordering systems to electronically receive both Intranet and Internet orders from customers twice per day via FTP.

The SP system shall provide, an interface with the CAPS IMDDS application to provide data exchange.

**4.5.2 Required Systems Order Entry Functionality.** The SP system shall support order entry and order storage for published products, including accounts maintenance. All internal (IRS offices) addresses and account information shall be maintained and transmitted to CAPS every night. Orders shall be received via a variety of media, including telephone, Internet, Intranet, fax, or mail. The SP system shall not retain order history data for public (non-account) customers longer than seven calendar days. The SP system shall support order source codes that indicate the customer (order type), for example taxpayer, employer or library and ordering method (sub type), for example telephone, mail, or order blank. The SP system shall support all active product revisions (refer to Column R, All Active Revision Dates, of TL5-04, *ESN Extract Report*, in TE 5, *Mandatory Documents*). The Government will transmit Revision date data as part of the ESN downloads. The SP system shall accept, at a minimum, twice daily receipt of orders from each of the following: the IRS Internet web site and the IRS Publishing Intranet web site.

The SP system shall provide full order entry and tracking capability for all distribution programs and order types.

##### **4.5.2.1 Required Customer Order Status, Product Restrictions, and Special Requests.**

If only a portion of the requested products is available, the SP system shall retain order information for backordered products. The SP system shall provide product backorder status to the customer. The SP system shall generate a listing of products included in each order shipment. The SP shall include the appropriate list in each shipment. If all products are available for an order, the notification will list all requested products.

The SP system shall allow for assignment of at least four priority codes and for recordation of the number of orders processed using each code. The SP system shall support receipt of CAS orders to include priority codes. The SP system shall check product availability restrictions and quantity limitations to ensure that the products and quantities requested are valid for that order type.

The SP system shall maintain order status for key points in the order receipt, entry, and fulfillment processes. The SP system shall maintain, at a minimum, the following product status for orders:

- Backorders
- Incomplete
- Planned
- Completed

**4.5.2.2 Required Customer Account Services and ADC Order Entry Interface.** The SP system shall receive orders from the consolidated IRS order entry function in real time.

The SP may include:

- Mirroring of data on a system provided by the SP but located on IRS premises. The IRS will provide up to 100 square feet of space and associated power, if required, to allow SP solutions that use mirroring or silos of data. If such solutions are proposed, the SP must include all facility requirements (power, space, special conditioning, etc.) in the proposal. Costs for this space allocation will be factored into the cost proposals.
- Virtual private network connectivity to IRS systems.

The two examples of connectivity above are provided only as examples and are not meant to limit connectivity solutions. The SP system shall provide data exchange with the CAS system to provide updated product availability information in real time. If using mirroring or staging techniques, the SP shall provide data and information to IRS Order Entry staff that is no more than 24 hours older than the data residing on the SP system. The SP system shall use one or more of the following data exchange methods: FTP, batch file transfer, database mapping, or XML data exchange. An XML data exchange is preferred. The SP system shall support real-time access to the SP's inventory and distribution management system by up to 3000 concurrent IRS users. These users may be located in 30-35 sites across the United States and in Puerto Rico.

The average SP system response time for IRS users (not including transit time on the IRS network), measured on a weekly basis, shall not exceed two seconds.

The SP system shall provide the required data elements daily to the CAS system (see TL5-16c, *ICP (CAS) to CIDS Interface*, in TE 6, *Reference Documents*).

**4.5.2.3 Required Address Hygiene (Perfection) Functionality.** The SP system shall cleanse customer address information in real time, before each phone order is accepted, using Coding Accuracy Support System (CASS) USPS certified software (see TE 5, *Mandatory Documents*). When the SP's system cannot verify or correct the address prior

to order acceptance (other than phone orders), the SP shall use CASS certified software to make address corrections.

**4.5.3 Required Order Fulfillment Functionality.** The SP system shall support order fulfillment. The SP system shall support order generation, release, transfer and processing. The SP system shall support queries of the order database to allow sorts by age, catalog number, transport mode, type of order or multiple criteria. The SP system shall provide shipping labels on all orders filled. The SP system shall display the IRS as shipper and SP's return address on all labels and any packing lists. The SP system shall support automatic additions of related published products. Examples include adding an errata sheet when a misprinted published product is ordered or adding instructions when a tax form is ordered without the related instructions.

**4.5.3.1 Accountability Functionality.** The SP system shall provide a weekly Order Processing Report that includes all the data elements shown in the sample Order Processing Report (TL6-06) in TE 6, *Reference Documents*. The data need not be arrayed in the same manner.

**4.5.4 Required Inventory Functionality.** The SP system shall maintain accurate inventory as required by the performance standards and shall allow read-only access to the SP inventory and distribution management system by IRS staff to make quality assurance checks.

**4.5.5 Required Distribution Programs Functionality.** The SP system shall support account and non-account order types. The SP system shall support coding to indicate all distribution program order types.

The SP system shall perform accounts maintenance functions, including the ability to add, delete, and change customer account information.

The SP system shall assign unique account identifiers for programs that require accounts maintenance (see TE 4, *Distribution Programs*). The SP system shall provide a confirmation or order number at time of order entry to allow for future order status queries (account orders only).

The system shall provide account creation and maintenance with the following elements:

- Account Number (assigned or generated)
- Account Type
- Entity Name
- Address Information (with multiple address lines) and provision for Post Office Box address and street address
- Contact Name
- Email Address
- Phone Number
- Fax Number

- Transportation/delivery limitation codes (associated with the street address)
- Security Flag (indicating ability to order secured items)
- Organization ID (IRS offices)
- Comments
- Active or deleted account flag
- Last updated date

The SP system shall provide the capability to add up to five additional data element types to support accounts maintenance during the performance period of the contract. The SP shall add data elements with 90-calendar days notice from IRS.

**4.5.6 Required Logistics Functionality.** The SP system shall identify and report on receipts by type, including, at a minimum:

- Receipts from publishers and printers
- In-house printing of stock
- Transfer from one distribution location to another
- Return to stock (returned inventory)

The SP system shall provide read-only access to Government inventory information:

- Quantity by product and revision
- Product usage rate
- Reorder points and reorder point dates
- Last cycle count date
- Items in secure storage

The SP system shall assist in forecasting publishing requirements. This system must include:

- Trend analysis
- Out-year demand forecasting for a minimum of three years

**4.5.7 Required Backorder Release.** When a product becomes available, the SP system shall release backorders based on order fulfillment priorities (see IRM 1.17.5.7.7.2 in TE 5, *Mandatory Documents*).

The SP system should ensure that no backorder is released after a designated in-field date has passed (if applicable). For IRS orders only, the SP system shall compare all orders from the same office and delete all but one of the highest-quantity order.

**5 GOVERNMENT FURNISHED PROPERTY AND SERVICES.** The SP shall provide supplies, materials, equipment, facilities, and services required beyond that specified below.

**5.1 FACILITIES.** The ADCs are located at:

- Richmond, VA (Eastern Area Distribution Center-EADC); lease expires 5/05;
- Bloomington, IL (Central Area Distribution Center-CADC); lease expires 7/06;
- Rancho Cordova, CA (Western Area Distribution Center-WADC); lease expires 4/08

The SP is not required to use any of the existing ADC facilities in the performance of this contract. *ADC Leases*, which are referenced in TL6-04 of TE 6, *Reference Documents*, contain a description of the facilities and associated furnished services. The facility layouts referenced in TE 9, *Facility Layouts*, show approximate square footages and are not to scale. Shaded sections of the floor plans are space reserved for IRS or facility owner use and are out of scope. Out of scope space is not available for SP use. If the SP chooses to use any of the facilities, the SP shall allow unrestricted access for IRS employees to the out of scope space and any common areas such as restrooms and break areas. Specialized security equipment installed by the Government (such as cameras, motion detectors, sensors, alarms, etc.) are not GFE and may not convey to the SP. However, some security equipment is listed as GFE and will convey. Security equipment installed by the lessor is included with the lease. Security equipment is referenced in TE 3-4, *Government Furnished Equipment (Security)*. The SP shall adhere to all the provisions of the Lease(s). The SP shall request any changes or modifications to existing Leases, facilities, or services through the COTR. If the SP elects to use one or more of the facilities, the SP shall notify the CO nine months prior to vacating the building(s). If the SP chooses to use any ADC facility, the SP shall either renegotiate a new lease with the lessor or plan for the movement of the operation to another facility before lease expiration, while continuing to meet the requirements of this PWS.

**5.2 EQUIPMENT.** The Government will furnish the equipment identified in TE 3, *Government Furnished Property* on a rental-free basis. The Government will retain ownership of the equipment. Government furnished equipment is furnished “as is” and as such the SP will be provided an opportunity to inspect the equipment, prior to proposal submission, to verify that the equipment is suitable for its intended use. The Government will not replace equipment deemed not suitable by the SP. For any GFP the SP chooses to use, the SP shall bear the cost of de-installing, transporting (FOB current location), installing, modifying, repairing, or otherwise making the equipment suitable for use. The SP shall provide maintenance and repair for the GFP the SP chooses to use.

**5.2.1 Inventory.** The SP and the designated Government Property Administrator shall conduct an on-site inventory of the GFP at each ADC facility to identify the GFP the SP chooses to use. The SP shall bear the cost of packing, transporting (FOB current location), and placing GFP into the SP’s inventory and facility. The SP and Property Administrator shall complete this initial inventory no later than 30 days after contract award. The SP shall provide this inventory list to the Government Property Administrator within seven calendar days of the completion of the inventory. The SP shall maintain an electronic inventory of Government Furnished Equipment (GFE) and shall update that inventory annually within ten days prior to expiration of each performance period. The SP shall provide the annual inventory in electronic format (database, delimited file, or XML).



**5.2.2 Property Administrator.** The SP shall appoint a primary and alternate property administrator and provide their name, address, phone number, and email address to the COTR within five days of contract award. The COTR will provide the SP, within five days after contract award, the required property data elements for inventory reporting. If the SP chooses to use an ADC facility, the SP shall appoint a Real Property Administrator to liaison with the COTR on real property issues, (e.g. loss of power, weather emergencies, problems with janitorial services, etc.). The SP shall consult with the COTR prior to any determination to close the operation or suspend work due to an emergency.

**5.3 PUBLISHED PRODUCTS.** The Government will furnish published products currently in inventory. The SP shall take possession of the Government-owned published products in inventory at the time of transition. The SP and the designated Government Property Administrator shall conduct an on-site inventory of the published products at each ADC facility to identify the published products that the government will convey to the SP. The SP shall bear the cost of packing, transporting (FOB current location), and placing published products into CIDS or the SP's inventory and distribution system and facility. During the transition and until the SP receives the published products, the Government will continue to take, fill, and ship orders from the current facilities (see Section 3.5) (see TL5-04, *Electronic Status Notice Data Extract Report*, in TE 5, *Mandatory Documents*).

**5.4 DESTRUCTION AND DAMAGE.** The SP shall be responsible for any loss or destruction of, or damage to, Government property, including published products in the SP's possession and under the SP's control. The SP shall not be responsible for reasonable wear and tear to Government property or for Government property properly consumed in performing this contract. If the SP chooses to use an ADC facility, the SP is responsible for damage to Real Property.

**5.5 CO-LOCATED GOVERNMENT PERSONNEL.** Eighteen Government employees (e.g., CBOP and BPOL program managers, printing specialists, COTR, QAEs, etc.) will be co-located with the SP to perform services associated with the contract requirements (see TE 9, *Facility Layouts*). The SP shall provide standard office environment to include: furniture, telephone (local), data connectivity, electrical, access to restrooms and meeting rooms. The Government will provide computer equipment and software for these co-located personnel. The roles of the Government co-located personnel include:

- Publishing program oversight (five Printing Specialists and one Printing Clerk);
- Community Based Outlet program oversight (one Program Manager, three Analysts, and one Clerk); and
- Quality Assurance Evaluators. The SP shall provide space for up to the OMB A-76 Circular mandated number of contract administration personnel.

The SP shall recommend the placement of these co-located personnel.

**5.6 COORDINATION WITH OTHER GOVERNMENT CONTRACTORS.** Contractors (e.g., printing vendors, carriers, etc.) will provide services associated with, and in support of, work identified in this contract. The Government will issue contracts (e.g., for bulk printing) for delivery to the SP's facility. The SP shall coordinate activities between

contractors and the SP to meet the requirements of this PWS. The SP shall provide subsequent coordination for tasks specified in this PWS.