

STATEMENT OF WORK FOR

FOR
FACILITIES AND MISCELLANEOUS SUPPORT SERVICES
date

1. BACKGROUND

{ } provides national leadership and direction to plan, manage and coordinate the nationwide administration of comprehensive and supportive programs for { }. The { } oversees and finances a broad range of programs for { } and { } to help them develop and grow toward a more independent, self-reliant life. These programs, carried out by state, county, city, and tribal governments, public and private local agencies, are designed to promote stability, economic security, responsibility and self-sufficiency.

2. OBJECTIVE

The objective of this requirement is to obtain a professional service contract, to support { } in meeting its facilities related needs in several areas. The requirements of this contract are for Facilities and Miscellaneous Support Services for { } organizational units within the { } and other locations, as noted.

3. SCOPE OF WORK

The scope of this Statement of Work encompasses personnel and staffing services to efficiently and effectively fulfill the Agency's goals and objectives. Specifically, the Contractor shall provide experienced personnel to perform professional, administrative, facility services. The Contractor shall be directly responsible for ensuring the accuracy, timeliness and completeness of assignments and the tasks. The selected service provider will supply the highest quality professional service to support the volume of work generated by offices within { }.

3.1 The work requires skill in the use of a number of common, commercial software applications to perform the tasks described herein. Specifically, the Contractor shall be skilled in the use of personal computers and networks and proficient in Microsoft Windows and the Microsoft Office (Excel, PowerPoint, Access) suite programs. Additionally, the Contractor shall be capable of acquiring skills in specialized software applications that are designated standards for { } or the { }.

4. SPECIFIC TASKS

4.1 Facility and Support Services

The Contractor shall provide a wide range of Facility functions. The Division { } manages and operates a service Division, tasked with providing Facilities, Security and Support services to the Agency. The service includes but is not limited to Real Property and Facilities; Inventory and Asset Management; Travel; Print and Copy; Logistics and Supply; Transportation; Postal

and Support Services.

The Contractor shall provide the following tasks as described below:

4.1 Oversees a facilities program and support services. Develops, leads and provides support for assignments, projects, task orders and division requirements. Develops communication and organizational skills to maintain day-to-day contact with the agency customers for planning and executing programs and projects. Responds to customer requests. Administers and manages several facility sections with responsibility for personnel, services, assets, budgets and finance. Performs project forecasting, project resources, project quality, timeliness of work and deliverables. Develops, manages and stewards small to large size projects. Manages parking services and administration, and the real property and assets inventory programs. Plans schedules, organizes, supervises and controls the work to be performed and interfaces with the agency point of contact/s and project leads on a day-to-day basis. Ensures all contract performance is conducted in compliance with all applicable Occupational, Safety and Health Administration (OSHA) Standards and quality control guidelines. Manages the full range of Facility services and personnel to meet or surpass the Agency's expectations, including but are not limited to: receives and acts on requests, requirements, information and complaints through internet, email, telephone call, and in person.

4.2 Achieve the Department's and { } real property and space directives. Manages the Moves, Adds and Changes process and program. Knowledge and use of architectural principles, building codes (UBC, NFPA, NEC, ADA, etc.), local/national regulations and requirements. Oversee restacking / renovation projects and project management of related facility / architectural projects. Oversees, supervises and coordinates services for Move Coordination, space planning, and design. Pro-actively coordinates with and between Agency personnel, Service Providers, GSA Project Management and building tenants on assigned projects. Maintains { } Master Architectural Plans, architectural designs and plans. Ability and skill in Space Management and Planning processes for a business of approximately 3000. Ability to configure, displace, increase or downsize and relocation of facilities. Skill and ability to provide Computer Aided Design (CAD) and Computer Aided Facilities Management (CAFM) services to include the design, layout, development and publishing of architectural services utilizing AutoCAD Desktop and designated CAFM program. Maintains { } Real Property database and reporting systems, in addition with the Personal Property Inventory Systems. Coordinates small office relocations not otherwise accomplished by the { } Moving Service contractor. Takes the lead in coordinating associated logistical aspects of office moves including telephones, IT connectivity, furniture, and other office requirements. Develops and implements schedules for all relocations, communicating directly with { } requesting organizations throughout all phases of small office relocations. Develops and prepares detailed specifications for the acquisition, assembly and installation of systems furniture, furniture and component connections, and related furniture components and hardware. Ability to coordinate/arrange for contractors, as required, assembly and disassembly tasks related to systems furniture move-in, relocation, and move-out activities. Performs research for and about office and systems furniture, construction materials, lighting and office equipment, and vendors for prospective acquisitions, and provides recommendations to { } staff for action. Determines product availability, shipping and installation provisions, and scheduling information from vendors. Prepares appropriate documentation for FPO approval to facilitate purchasing activities for { } executives. Coordinates and expedites the delivery and installation, assuring timely delivery, of special-ordered items.

4.3 { } Personal Property Inventory System. The { } is responsible for managing the Personal Property Management Program for the Agency. This includes property accountability; automated inventory and tracking; utilization, maintenance and protection; and transferring, accessing, surpassing, and scrapping property. Federal agencies are required to track personal accountable property in an automated system. Issues property passes in compliance with { } regulations and policies. Maintains the property inventory database ensuring that it is up-to-date at all times. This includes gathering and entering data, making needed revisions as well as conducting and reporting out on periodic reviews as requested by the Contracting Officer's Technical Representative (COTR). Reviews and analyzes relevant historic, new and emerging data and information including but not limited to new and proposed legislation, regulations and executive orders, to assess the impact on { } and to report findings of such research and analysis to the COTR or other designated Government representative. Prepares property management reports as requested, tags and catalogs excess property. Coordinates services with outside vendors for the movement of surplus excess property through the HHS / Program Support Center (PSC) warehouse. Interacts with GSA, PSC and other relevant agencies and partners as required to expeditiously and efficiently surplus excess equipment. Conducts annual property inventory at { } central office and provide inventory results to the COTR

4.4 Provides light labor services including, but not limited to: the break down, assembly and disassembly of up to five cubicles and additional tasks related to systems furniture move-in, relocation, and move-out activities. Move furniture and equipment, boxes and supplies, packing and unpacking, pushing and pulling, records scanning, filing and research. Performs weekly building inspections of occupied spaces and premises. Inspects spaces to determine and report on compliance with relevant facility, health, safety policies and guidelines. Provides labor services for the Agency at locations in { }. Performs recurring labor services, such as weekly setup of { } auditorium for executive staff meetings, other conference rooms and auditoriums for special events and the pickup and delivery of various reports, and monthly budget reports. Handles small labor services such as picture hanging, small equipment assembly, fax and VCR connections, and other small jobs as assigned by the COTR. Determines and reports on compliance with relevant health, safety, and security procedures, policies, and guidelines; conducts inspections once weekly utilizing an inspection checklist provided by the COTR as well as those requested by customers and the COTR; documents and reports on inspections

4.5 Manages and run the Agency's Facilities Help Desk Services and Divisions' Web sites, with the purpose of handling complaints, requests for services and general information. Requests are normally communicated by email, telephone or in person. Examples: a report that a ceiling light is out; space is too hot/cold; a copier requires service; reservation request for a conference room; to more urgent requirements such as an apparent stranger in the building and possible security action is required. Provides services and support for the Facilities Help Desk between the hours of 7:30 A.M. and 5:00 P.M., Monday through Friday on all Federal workdays. Receives, logs, assigns, refers, and otherwise processes all customer requests for services and information. Assists in defining the customer's requirements. Prepares required documentation and when required, refers / transmits customer service requests to the appropriate person / organization, or the Aerospace Building Property Manager, for disposition, as required. Follows all service requests from 'cradle to grave', inspection to completion, to include appropriate documentation and customer communications as required ensuring timely work performance and customer satisfaction. Brings issues that impact security to the attention of the Contracting Officer's Technical Representative COTR or their designee immediately.

4.6 Manages and operates motor vehicles to supply the Agency with Transportation and Fleet Management Support Services. The Agency currently leases three vehicles from the General Services Administration (GSA) that are used in the daily support of { } operations. GSA requires maintenance and reporting of specific information for a variety of reports in relation to the use of these vehicles. These vehicles are used for executive staff transportation, employee shuttle services and small package delivery/messenger services. Reviews and analyzes relevant historic, new, and emerging data and information including but not limited to new and proposed legislation, regulations and executive orders, to assess the impact on { } and to report findings of such research and analysis to the COTR or other designated Government representative. Prepares briefing documents and develops comprehensive plans to implement changes as necessary, as directed by the COTR. Coordinates the { }-leased Government vehicles programs on behalf of { } Headquarters and { } Regional Offices, including managing, maintaining, and operating fleet vehicles. Monitors { } compliance with GSA-leased vehicles policies and procedures. Monitors { } compliance with applicable provisions of the Federal Clean Air Act (for example, emissions and utilization of fuel-efficient automobiles) and assure { } adherence to government regulations regarding allowable mileage, expenditures, and repairs and/or damage claims. Maintains and ensures that the { }-leased vehicle fleet reporting requirements are efficiently maintained and documented, and assure compliance with all Federal and other regulatory requirements for fleet administration and reporting. Ensures adherence to GSA scheduled preventive maintenance for all { }-leased vehicles and perform regular and random inspections to assure that preventive maintenance work has been accomplished as per schedule. Ensures that action is initiated and completed on all mechanical or safety deficiencies reported concerning { } vehicles. Coordinates with the COTR and GSA fleet managers, on the lease of new vehicles or turn-in / replacement of existing vehicles for the { }. Responds to inquiries from { } Regional Office fleet managers and documents records, as appropriate, maintains all relevant fleet administration databases and spreadsheets, and prepares special reports and responses to information requests. Reviews and analyzes relevant historic, new, and emerging data and information including but not limited to new and proposed legislation, regulations and executive orders, to assess the impact on { } and to report findings of such research and analysis to the COTR or other designated Government representative. Prepares briefing documents and develops comprehensive plans to implement changes as necessary, as directed by the COTR. Uses the vehicles for official business only and prepares/maintains all required documentation (logs, trip data, receipts, etc.). Ensures all { } vehicles are neat, clean, gassed, and ready for delivery of services each day. Vehicle availability shall be acceptable at 95 percent; abides by all traffic laws. All traffic and parking tickets are the responsibility of the Service Provider. Receipt of any traffic and parking tickets must be reported immediately to the COTR. Is responsible and entrusted with a U.S. Government Fleet Charge Card assigned to each { }/GSA vehicle and shall use this card for specified supplies and services only and forward to the COTR at the end of each day all sales receipts and signed copies of credit card receipts. Abuse in the use of this card is grounds for contract termination; provides transportation services to the executive staff. Services are provided on a scheduled basis and first-come, first-served basis if not previously scheduled. Provides transportation services for { } Executive Staff, using GSA-leased vehicles, to locations within and outside the { }. Metropolitan area. (Note: A designated representative in the immediate Office of the Assistant Secretary and/or the COTR will direct the transportation schedule.) Acceptable availability is 100% for scheduled services. Notification to response on first-come, first-served basis is five minutes; provides after hours services as required. Estimated monthly after hours occurrences are five, at an average of two hours per occurrence. Ensures all requests for executive staff transportation are made through the { } Project Manager. Provides prompt, courteous, professional, and safe transportation services to all passengers;

maintains a log of all trips, including the name, organization, pickup and destination locations, and times; provides Employee Shuttle Service and Mail Delivery services that include but not limited to: providing shuttle service to { } employees on a first-come, first-served basis using a GSA-leased vehicle. Provides passenger service from designated departure points and deliver them to the designated destinations at the { }, { }, { }, { }, and other buildings and locations, in accordance with designated routes and timeframes. Transports mail and performs messenger duties (pick-up and delivery) at the { } Buildings during scheduled shuttle layovers ({ } has designated parking at each building). Maintains a daily log of transportation services provided with the shuttle bus.

Note: The Service Contract Act (FAR 52.222-41) applies to this task. Accordingly, a Wage Determination will be required in your cost quote for this task.

4.7 Manages and coordinates the Agency recycling program, including creating, maintaining, updating and reporting the recycling program for each building. Maintains Parking Program and services, car pool and disability parking space activity logs and spreadsheet by employee name, description of vehicle, and space assignment. Provides administrative oversight of the of the Agency's travel services. Maintains { } Transhare and Metrochek Benefits Program. Coordinates the Transhare Benefits program and assure compliance with Federal (IRS) and Office of Personnel Management (OPM) guidelines and policies regarding transportation subsidies to eligible { } employees.

Note: This task represents a mandatory service pursuant to the AbilityOne (formerly JWOD Program) (FAR 52.222-36) Offerors must team or partner with a vendor who can provide these services accordingly.

4.8 Oversees a facilities program and support services. Develops, leads and provides support for assignments, projects, task orders and division requirements. Develops communication and organizational skills to maintain day-to-day contact with the agency customers for planning and executing programs and projects. Responds to customer requests. Administers and manages several facility sections with responsibility for personnel, services, assets, budgets and finance. Performs project forecasting, project resources, project quality, timeliness of work and deliverables. Develops, manages and stewards small to large size projects. Manages parking services and administration, and the real property and assets inventory programs. Plans schedules, organizes, supervises and controls the work to be performed and interfaces with the agency point of contact/s and project leads on a day-to-day basis. Ensures all contract performance is conducted in compliance with all applicable Occupational, Safety and Health Administration (OSHA) Standards and quality control guidelines. Manages the full range of Facility services and personnel to meet or surpass the Agency's expectations, including but are not limited to: receives and acts on requests, requirements, information and complaints through internet, email, telephone call, and in person.

4.9 Manages and coordinates all the functions required to service and maintain photocopiers located in the Agency buildings. Performs large copy jobs; provides color copying supply and support services; determines and maintains normal supply levels in designated rooms and specialized Agency stationery supplies for urgent request and requirements. Maintains the Facilities, Safety and Security, Administrative and Management Services 'Web Site' by acquiring information, guidance, policies and procedures, and links to other Federal government sites for use by { } employees on a daily basis. Maintains the group's Intranet website to with accurate, up-to-date information on a weekly bases, and all of the links are working; maintains

office supplies management system and inventory, to include, but not limited to: copier paper, pencils, pens, writing tablets, staples, tape, and other assorted office supplies; determine items and quantities and coordinate the purchase of required office supplies

Note: This task represents a mandatory service pursuant to the AbilityOne (formerly JWOD Program) (FAR 52.222-36) Offerors must team or partner with a vendor who can provide these services accordingly.

4.10 Employee Picture Identification (ID) Badge System – The { } is responsible for managing the issuance of employee photo identification badges, Kastle Keys, and other security and access control related matters. (All { } employees, private sector tenants, building management staff, public sector and other visitors are required to display “photo” employee identification at all times while in { } space. Because these systems are part of the Government Security Program, it is critical that each database is up-to-date and accurate at all times). Services include assistance in completing building pass application forms, taking photos, preparing and laminating the ID badge, interaction with the customer, issuing the card(s), ensuring the cardkey database is maintained and updated, maintaining a log of all photo IDs and cardkeys issued and maintaining a file of all building pass application forms. Prepares access control reports, as requested, and shall coordinate a quarterly review and analysis of the database by { } components to verify accuracy. Ensures that adequate supplies of forms and materials are available at all times for performance of this task and is responsible for ensuring adequate supplies of photo ID forms are available at all times.

4.11 Provides Visitor Reception Services. Performs all visitor sign-in and reception services in the { } Center as directed by the COTR. These services shall include, but are not limited to, logging and dissemination of tenant visitor logs, staffing the automated visitor request system, controlling pedestrian traffic in the { } Center’s lobby, and interacting with the buildings private sector tenants and Government agency security contacts.

4.12 Provides Emergency Services, Training and Evacuation Roster (the { } is responsible for maintaining emergency evacuation plans and rosters for three locations). Ensures the agency’s emergency plans are current and disseminated as determined by the COTR. Reviews and analyzes relevant historic, new, and emerging data and information including but not limited to new and proposed legislation, regulations and executive orders, to assess the impact on { } and to report findings of such research and analysis to the COTR or other designated Government representative, and prepare briefing documents and develop comprehensive plans to implement changes as necessary, as directed by the COTR. Updates the emergency evacuation roster on a quarterly basis and makes revisions to the file and coordinates with the COTR posting of the updated roster to the { } Intranet; provides Safety and Health Related Training. Provides and/or coordinates special safety and health related training and evacuation drills for { } employees and Service Providers. Types of training provided includes but is not limited to: Cardiopulmonary Resuscitation (CPR), Automatic External Defibrillators (AED), and First Aid; OSHA Training. Arranges for and/or coordinates designated occupational health and safety training for the { } emergency response team members and other designated employees, i.e.: Hazardous Waste Operations, Employee Injuries, Industrial Orientation,

4.13 Provides Parking Coordination service that includes maintaining car pool and disability parking space activity logs and spreadsheet by employee name, description of vehicle, and space assignment. Ensures adequate quantities of visitor parking permits are available at all

times. Conducts the Annual Parking Review. Coordinates the review and certification of disability parking applications with the Federal Occupational Health (FOH). Prepares for COTR approval, the Memorandum of Understanding (MOU) with FOH to fund this review as required.

Note: The Service Contract Act (FAR 52.222-41) applies to this task. Accordingly, a Wage Determination will be required in your cost quote for this task.

4.14 { } Mail Center () Operations – Receives, processes and distributes mail throughout { } central office locations (---) in accordance with established delivery/pickup schedules and mail stop locations (estimated volume of some 3,500 pieces from the USPS as well as other vendors, i.e., Federal Express, UPS, and other private couriers). Responds to employee questions and provides information regarding mail management best practices, most appropriate method of mailing materials, information regarding pick-up/delivery schedules, mail preparation, and non-USPS alternatives. Conducts mail management training sessions to educate { } employees on various issues regarding mail management including cost saving postage options. Picks-up and delivers all { } correspondence to the { } Executive Secretariat; collects and sorts outgoing mail and shall conform to scheduled delivery and pick-up locations; collect, weigh, meter and record USPS custom-designed Express Mail, USPS Express Mail, and Federal Express Mail for outgoing dispatch. Properly maintains all mailing equipment, including cleaning, inspecting, and maintaining proper operation of the mail processing equipment; coordinates and maintains sufficient funding on metering machines and services. Provides supervision for the { } Mail Center () during the { } hours of operation from 7:30 A.M. and 5:00 P.M., Monday through Friday on all Federal workdays. Deliver and pick up mail at the designated mail stops each day, on a schedule determined by the COTR, to ensure all mail is delivered to the recipients; pick-ups and delivers all { } correspondence to the { } Executive Secretariat; prepares and packages mail (flats, boxes, pouches, etc.) for dispatch into the USPS mainstream, or for pick-up by couriers such as Federal Express, and other private couriers. This includes but is not limited to: metering letters, flats, and parcels, stuffing and sealing envelopes, wrapping boxes, and preparing pouch mail. Collects, weighs, meters and records USPS custom-designed Express Mail, USPS Express Mail, and Federal Express Mail for outgoing dispatch. Re-routes or returns mail to the USPS incorrectly addressed and/or delivered mail, and works with the USPS to eliminate misdirected mail. Maintains a daily record of mail metering activities as well as recording data on special forms, to be developed by the Service Provider, and approved by the COTR during the first 30 days of the Contract. Prepares a report on postage expenditures using the mail accounting equipment (sample copy provided upon request), and incorporates the information in the Monthly Status Report. Receives, records, safeguards, and dispatches special services mail, i.e., USPS Registered, USPS Certified, Special Delivery, Federal Express Mail, and other special courier items. Delivers all special services mail to the recipient within two to four hours of receipt and maintains accountability for special services mail until it is delivered and signed for by the addressee, or a responsible Agency official for the addressee. Maintains records reflecting the receipt and dispatch of special services mail. Maintains USPS Registered and Certified Mail in accordance with USPS and { } requirements. Records Federal Express shipment transactions on the transactions report periodically throughout the workday, adding all totals and preparing invoices for transmittal to the { } in { }, and obtains necessary approvals from { } senior staff and the { } Budget Officer before forwarding invoices. Maintains records in the { } and available for inspection by the COTR and other Federal officials. Revises and updates for COTR approval when necessary, operating procedures for receiving, recording, controlling, and dispatching all mail. Develops and maintains a comprehensive mail center security plan that complies with requisite federal regulations, and immediately forward to the COTR, or their designee, all

invoice statements from special services mail vendors. Provides mobile telephones to ensure continuing communication while on routes and away from the office.

Note: This task represents a mandatory service pursuant to the AbilityOne (formerly JWOD Program) (FAR 52.222-36) Offerors must team or partner with a vendor who can provide these services accordingly.

4.15 Handles the Operation and Maintenance of Equipment to include { } mailing equipment. Cleans, inspects and maintains proper operation of the mail processing equipment to include reporting service problems to the COTR so that he/she may call the service representative to correct the problem. Monitors the amount of postage used on the metering machine and shall assure sufficient postage is available for daily metering activities. Obtains written approval from the COTR prior to ordering additional postage. Lack of sufficient postage resulting from Service Provider mismanagement is unacceptable. The meter postage balance shall be reported in the Monthly Status Report. Lack of availability because of misuse, failure to properly clean and maintain, or failure to notify the COTR is a defect in performance.

Note: The Service Contract Act (FAR 52.222-41) applies to this task. Accordingly, a Wage Determination will be required in your cost quote for this task.

4.16 Provides Photocopier Services. { } currently has approximately 32 photocopiers located in three locations () to support { } business requirements. Photocopier daily preventive maintenance shall begin at 8:00 A.M. and be completed by 11:00 A.M. each business day. On an as needed basis, during general core hours the Service Provider performs minor servicing of copiers (answer service calls, i.e., paper jams, add toner, dry ink, staples) Monday through Friday on Federal workdays. The Service Provider shall perform all the functions required to service and maintain { } photocopiers located in the { } Buildings. Photocopier Maintenance - The Service Provider shall: complete the following preventive maintenance functions on all copiers at the beginning of each business day. Cleans the glass on each machine. Checks the operation of each machine. Makes test copies and checks copy quality. Documents any problems, maintains individual logs, and places service calls to our copier service company for a service repairman/technician. Checks and fills the paper supply in each drawer in each machine. Checks the status and replace/restock as necessary all supplies, i.e. internal/external staple supply, toner/dry ink, paper. Cleans the copier area. Monitors, maintains and orders of all copier supplies at each copier; ensure that staples, paper, toner, dry ink are replaced and/or are available for each machine and that copier paper is available at each machine at all times; and prepare an inventory of on-hand supplies as specified above, and deliver it to the COTR on the first Thursday of each month for the prior month.

Note: The Service Contract Act (FAR 52.222-41) applies to this task. Accordingly, a Wage Determination will be required in your cost quote for this task.

4.17 Provides the service to supply { } Letterhead/Envelope Inventory Maintenance - The { } purchases, stocks, and distributes the { } stationery to employees located in the { } Buildings. Stationery includes { } Letterhead, { } Assistant Secretary Letterhead, { } White Window Envelopes (4 1/8 x 9 1/2), { } White Envelopes (4 1/8 x 9 1/2), and { } Kraft Envelopes (9 1/2 x 12 1/2). The Service Provider shall: Drafts and clears through the COTR, a memorandum to components requesting their { } letterhead/Envelope projected requirements, based on these projected requirements, actual usage and inventory levels, ensure adequate stocks of all

stationery products are available at all times; and inform the COTR of the need to restock when necessary. Maintains a small backup of stationery supplies approximately three to five boxes each for urgent requirements. Processes requests for { } stationery in accordance with established procedures, and advises the requestor of availability of pickup or will coordinate delivery of the materials. Requests shall be processed within two hours of receipt.

4.18 Provides the service to supply Travel and Transshare Benefits Program - Coordinates the { } Transshare Benefits program and assure compliance with Federal (IRS) and Office of Personnel Management (OPM) guidelines and policies regarding transportation subsidies to eligible { } employees. Assures eligibility of benefit recipients by crosschecking records with appropriate Parking Coordinator in { } and { } and ensuring that no employee receives a Transshare benefit and parking subsidy at the same time; responds to employee inquiries regarding Transshare eligibility or use, and coordinate with the { } in { }. Attends { } Transit Authority meetings as the designated { } Transshare representative. Reviews and analyzes relevant historic, new and emerging data and information including but not limited to new and proposed legislation, regulations and executive orders, to assess the impact on { } and to report findings of such research and analysis to the COTR or other designated Government representative. Prepares briefing documents and develops comprehensive plans to implement changes as necessary, as directed by the COTR. Assists and manages the travel and credit card program. Reconciles all { } cardholder's monthly statements and identifies/reports to the COTR possible fraud, abuse, and inconsistencies that require resolution. On behalf of { }, monitors { } employees' compliance with Federal, GSA, { }, and other applicable regulations and policies, pertaining to the use of Government travel cards. Reviews { } travel cardholders' statements for inappropriate charges, exceeding spending and/or withdrawal limitations, or other apparent misuse of the Government travel card and reports relevant findings to the COTR. Prepares for COTR release, written notification to employees and their supervisors when those employees' accounts are delinquent. Notifies { } employees of changes to Federal Travel Regulations, changes in the travel card program and other travel related information. Ensures distribution of all special travel alert bulletins. Researches, analyzes, and prepares responses for COTR's approval, Budget Office requests, information/reviews, and responses to inquiries regarding travel expenditures.

5. OTHER PERFORMANCE REQUIREMENTS

5.1 Orientation Briefing

Within two weeks of award, the Contractor shall conduct an orientation briefing for the Deputy Assistant Secretary for Administration, Project Manager, COTR and other key { } officials. { } does not want an elaborate orientation briefing nor does it expect the Contractor to expend significant resources in preparation for this briefing. The intent of the briefing is to initiate the communication process between { } and the Contractor by introducing key participants and explaining their roles, reviewing communication ground rules, and assuring a common understanding of subtask requirements and objectives.

The Orientation Briefing will be held at { }'s { } Headquarters and the date and time will be mutually agreed upon by both parties.

The completion of this briefing will result in the following:

- a) Introduction of both Contractor personnel performing work under this contract and key

{ } personnel to interact with the Contractor with regard to the Tasks outlined herein.

b) The Contractor will demonstrate confirmation of their understanding of the work to be accomplished under this SOW.

5.2 Contractor Interfaces

The Contractor and/or his subcontractors may be required as part of the performance of this effort to work with other Contractors working for { }. Such other Contractors shall not direct this Contractor and/or their subcontractors in any manner. Also, this Contractor and/or their subcontractors shall not direct the work of other Contractors in any manner.

{ } shall establish an initial contact between the Contractor and other Contractors and shall participate in an initial meeting at which the conventions for the scheduling and conduct of future meetings/contacts will be established. Any COTR of other efforts shall be included in any establishment of conventions.

5.3 Disclosure of Information

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

The contractor agrees to assume responsibility for protecting the confidentiality of { } records, which are not public information. Each contractor or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.

5.4 Limited Use of Data

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

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

5.5 Hours of Work

Contractor personnel are expected to conform to { } normal operating hours. The normal work hours are 8:00 AM to 4:30 PM. ({ } on site core business hours staff will cover 9:30 a.m. to 3:00 p.m., Monday through Friday.) Hours of work can be modified by { } to accommodate

Contractor effort/requirements. The hours work excludes Federal Government holidays and include **one-half hour** (between 11:30 – 1:30) for lunch each day.

5.6 Productive Direct Labor Hours

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

5.7 Government Holidays

No services or deliveries shall be performed on Government legal holidays unless otherwise directed by the COTR. The following Government holidays are normally observed by Government personnel: New Years Day, Martin Luther King’s Birthday, Presidential Inauguration Day (Washington, DC Metropolitan Area only), President’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation. Or any other kind of administrative leave such as acts of God (i.e. hurricanes, snow storms, tornadoes, etc) Presidential funerals or any other unexpected government closures.

5.8 Payment for Unauthorized Work

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

5.9 Contractor Personnel

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

5.10 On-site Project Manager

The Contractor shall provide an on-site Project Manager to facilitate Government-Contractor communications and to maintain a high level of performance and service across all offices where contracted services are provided. The Project Manager shall be the primary technical and managerial interface between the Contractor and Contracting Officer (CO) and the COTR

who is located at { }. The name of this person, and an alternate or alternates, who shall act for the contractor when the Manager is absent, be designated in writing to the CO. The Project Manager or alternate will have full authority to act for the contractor on all contract matters relating to daily operations.

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

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

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

5.10.1 Contractor Employees

Contractor personnel shall present a neat appearance and be easily recognized as contractor employees by wearing Security Identification Badges at all times while on Government premises. When Contractor personnel attend meetings, answer phones, and work in other situations where their status is not obvious to third parties they must identify themselves as such to avoid creating the impression that they are government employees.

The Contractor shall ensure that all { } passes are returned to { } Administrative Officer when employees are dismissed or when assignments end.

5.10.2 Physical Security

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

5.10.3 Key Controls

The contractor shall establish and implement methods of making sure all keys issued to the contractor by the government are not lost or misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the government. The contractor shall immediately report to the COTR any occurrences of lost or duplicated keys.

In the event keys, other than master keys, are lost or duplicated, the contractor may be required, upon written direction of the COTR, to re-key or replace the affected lock or locks at no cost to the government. The government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor. If a master key is lost or duplicated, the government must replace all locks and keys for that system and the total cost deducted from the monthly payment due the contractor.

The contractor must prohibit the use of keys issued by the government by any persons other than the contractor's employees. Opening of locked areas by contractor employees to permit entrance of persons other than contractor employees engaged in performance of work requirements in those areas is prohibited.

5.10.4 Emergency or Special Event Services

Occasionally, the Contractor may be required to perform and/or provide services outside the normal hours of duty. These occasions will be infrequent and require services be performed after normal working hours in the evening and/or weekends (Saturday and Sunday). The COTR and the contractor will mutually agree upon any/all deviations to the schedule. Work conducted outside these hours will have to be conducted at the contractor's site or may be negotiated by the Project Manger with the COTR.

6. PLACE(S) OF PERFORMANCE

Services will be provided on-site, or a combination of depending on program requirements. The majority of the work will be performed at the { }

7. PERIOD OF PERFORMANCE

The period of performance for this effort is date of award for a period of one (1) year thereafter, hereto referred to as the Base Period. This effort includes (4) option periods, which may be unilaterally exercised by the Government. Each option period shall not exceed one year in duration, unless mutually agreed upon and a formal modification issued. Exercising of any of the option periods is contingent upon the contractor having a current GSA Schedule contract at the time the option is exercised. All terms and conditions applicable to the base period shall extend to the options unless otherwise agreed upon.

8. DELIVERABLES/DELIVERABLE SCHEDULE

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

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

8.1 Project Plan

The contractor shall prepare a Project Plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements for this effort. The Project Plan shall detail the key activities and milestones, distance learning technology, allocation of staff and other resources necessary for

successful completion of this effort. The COTR shall receive the revised Project Plan in both hard copy and electronic form, Microsoft Word. Based on the Project Plan, the COTR will provide approval to move forward on activities planned. The contractor shall request prior approval on all activities not included in the plan or any modifications to the plan after approval has been given.

8.2 Monthly Status Report

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

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

8.3 Final Report

The contractor shall provide a final report, to the COTR, at the conclusion of this effort. The report will summarize objectives achieved, significant issues, problems and recommendations to improve the process in the future.

8.4 Deliverable Table

Reference	Milestone/Deliverable	Responsibility	Date
5.1	Orientation Briefing Schedule	Government/Contractor	Two weeks after date of Award
8.1	Project Plan	Contractor	Draft available at Orientation Briefing
8.2	Monthly Status Report	Contractor	10th of each month
8.3	Final Report	Contractor	Up to 30 days after the end of the period of performance

8.5 Inspection and Acceptance Criteria

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

8.6 General Acceptance Criteria

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

- Accuracy - Work Products shall be accurate in presentation, technical content, and adherence to accepted elements of style. Document should be reviewed and checked for format, syntax and grammar.
- Clarity – Fluent in the English language, able to communicate orally and in writing, and have a basic familiarity with general office procedures. Work Products shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
- Consistency to Requirements - All work products must satisfy the requirements of this statement of work.
- File Editing - All text and diagrammatic files shall be editable by the Government.
- Format - Work Products shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.
- Timeliness - Work Products shall be submitted on or before the due date specified in this statement of work or submitted in accordance with a later scheduled date determined by the Government.

8.7 General Work Requirements

The Contractor shall follow the general contract requirements set forth below:

- Provide persons that are U.S. citizens, fluent in the English language, able to communicate orally and in writing, and have a basic familiarity with general office procedures. The contractor employees must be sufficient trained and qualified to be able to assume duties at the worksite with only general orientation to internal office procedure.
- The Contractor shall be responsible for all personnel furnished under this contract and shall provide all required training, recruiting, and other items directly related to employment. The contractors shall also be responsible for providing the minimum workers compensation, employer's liability insurance, and such other insurance as the CO may require under this contract.

- The Contractor shall be responsible for ensuring that each person is experienced and qualified to perform services in accordance with the Position Qualifications, described in the “Specific Tasks” section of the Statement of Work.
- The Contractor shall be responsible for withholding taxes, paying all wages and fringe benefits, and meeting all requirements of the Service Contract Act.
- { } reserves the right to reject, anytime without notice, any employee assigned who is either unable or unwilling to perform the work within the scope of the contract. The Contractor shall provide a substitute/replacement within a reason timeframe.
- { } will make every attempt to give the Contractor at least three business days notice for services. However, there may be times when we will only be able to provide a one day notice. If an employee is assigned to work with { } and will not be able to report to work, the Contractor shall notify the { } designated person and COTR no later than 8:00 a.m.

9 QUALITY ASSURANCE

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

10 ADMINISTRATIVE CONSIDERATIONS

10.1 Correspondence

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

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

10.2 Points of Contact

10.2.1 Contracting Officer’s Technical Representative (COTR)

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

Alternate COTR:

- b) The COTR is the individual within the Program Management function who has overall technical responsibility for this effort. The COTR supports the CO/CA during administration of this effort by:
 - 1) Making final decisions regarding any recommended rejection of deliverables;
 - 2) Providing technical clarification relative to overall workload matters;
 - 3) Providing advice and guidance to the Contractor in the preparation of deliverables and services;
 - 4) Providing acceptance of deliverable products to assure compliance with requirements.

- c) The COTR also provide technical direction to the Contractor, i.e., shifting work emphasis between areas of work; fills in details, or otherwise serves to accomplish the purposes of this effort. Technical direction shall be within the general statement of work for this effort. The COTR does NOT have the authority to and may NOT issue any technical direction which:
 - 1) Constitutes an assignment of work outside the general scope of this effort;
 - 2) Constitutes a change as defined in the "Changes" clause;
 - 3) In any way causes an increase or decrease in cost or the time required for performance;
 - 4) Changes any of the terms, conditions, or other requirements of this effort; and
 - 5) Suspends or terminates any portion of this effort.

- d) All technical direction shall be issued in writing by the COTR or will be confirmed by the COTR in writing within 10 calendar days after verbal issuance. A copy of the written direction shall be furnished to the CO and the CA.

- e) In addition to providing technical direction, the COTR will:
 - 1) Monitor the Contractor's technical progress, including surveillance and assessment of performance, and recommend to the CO and CA, any changes in the requirement;
 - 2) Assist the Contractor in the resolution of technical problems encountered during performance; and
 - 3) Perform inspection and acceptance or recommendation for rejection of Contractor deliverables and identify deficiencies in delivered items. This does not replace any other quality assurance inspection requirements that are specified elsewhere within this SOW.

- f) If in the opinion of the Contractor, any instruction or direction issued by the COTR is outside of their specific authority, the Contractor shall not proceed but shall notify the CO in writing within 5 working days after receipt of any instruction or direction, with an informational copy to the CA.

10.2.2 Contracting Officer

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

Department of the { }

11. INVOICING

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

Name
Time Period Covered
Productive Direct Labor Hours for the current billing period and cumulative to Date
Labor Category(s)
Hourly Rate
Supporting Documentations (Time Sheets)
Any Travel or Other Direct Costs (ODCs) incurred (including supporting documentation/receipts for all charges) for the current billing period and cumulative to date

Invoices shall be submitted electronically through GovPay - GovWorks Electronic Invoicing System at <https://www.govpay.gov> . Please direct all GovPay inquires to the GovPay Help Desk at (703) 787-1200 or helpdesk@govpay.gov.

Hardcopy invoices shall not be accepted, unless requested by GovWorks or the GovPay Team.

11.1 GovPay Electronic Invoicing Requirements

All payment requests must be submitted electronically through GovPay. "Payment request" means any request for contract financing payment or invoice payment by a contractor. To constitute a proper invoice, the GovPay payment request must conform to the requirements identified in FAR 32.905(b), "Payment Documentation and Process" and FAR 52.232-25, "Prompt Payment (OCT 2003)". To ensure the timely processing of invoices GovPay uses an automated "workflow" process to route invoices for review, approvals and payment; as required by the "Prompt Payment Act".

Detailed GovPay information for use of GovPay may be obtained on the Internet at www.govpay.gov. This web site includes user manuals, training resources, and instructions for registration and contact information for the GovPay help desk for additional support. All users can access reports on the status of their invoices.

Supporting documentation shall be attached to the GovPay invoice in the form of "flat files" in American Standard Code for Information Interchange (ASCII) and an Adobe PDF file. There is a 4MB limitation on file size for these attachments, per header or line item. Facsimile, e-mail, and scanned documents are NOT acceptable electronic forms for payment requests.

GovPay uses the contractor information in the Central Contractor Registration (CCR) database as one of the components for validating contractor registration. It is the responsibility of the contractor to submit accurate and current CCR information. Failure to register and maintain CCR information, or if it has expired, been suspended, been deleted, or could not be found, will result in rejection of your invoice. An invoice submitted during the period for which information

in the CCR could not be verified must be resubmitted for payment after successfully registering or updating registration in CCR. Contractors are encouraged to review their CCR information to ensure the most current information is available for GovPay.

The CCR Assistance Center is available to provide assistance and answer questions. They can be reached at 1-888-227-2423 or on the web at <http://www.ccr.gov>.

12. TRAVEL

Local travel may be required. It is anticipated that long distance travel will not be required. Accordingly, anticipated local travel should be included in the contractor's cost proposal. All estimated travel will conform to the current Federal Travel Regulations (FTRs). After award, all travel shall receive government approval by the Contracting Officer's Technical Representative (COTR) prior to funds being expended. Travel expenses invoiced to the Government will be in accordance with FTR; expenditures that exceed the FTR will not be reimbursed by the Government.

12.1 OTHER DIRECT COSTS

(After award, all ODC's shall receive government COTR approval prior to funds being expended. The contractor should include Other Direct Charges in their cost proposal to cover any costs associated with travel and/or other direct costs (OD 's). The contractor shall provide to the COTR market analysis documentation for all items procured that have an extended price of \$2,500,000 or greater. Market analysis may consist of actual quotes received (3 minimum) or cost comparisons based on published price schedules such as those found on the GSA Advantage website.

13. CENTRAL CONTRACTOR REGISTRATION (CCR) – NEW CONTRACTS

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

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

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

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

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

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

- (b)
 - (1) By submission of an offer, the offeror acknowledges the requirement that it must be registered in the CCR database prior to contract award, during performance, and through final payment of any task order resulting from this solicitation, except for awards to foreign vendors for work to be performed outside the United States.
 - (2) The offeror shall provide its DUNS or, if applicable, its DUNS+4 number with its offer, which will be used by the Contracting Officer to verify that the offeror is registered in the CCR database.
 - (3) Lack of registration in the CCR database will make an offeror ineligible for award of a Department of the Interior task order.
 - (4) DoD has established a goal of registering an applicant in the CCR database within 48 hours after receipt of a complete and accurate application via the Internet. However, registration of an applicant submitting an application through a method other than the Internet may take up to 30 days. Therefore, offerors that are not registered should consider applying for registration immediately upon receipt of this solicitation.
- (c) The Contractor is responsible for the accuracy and completeness of the data within the CCR, and for any liability resulting from the Government’s reliance on inaccurate or incomplete data. To remain registered in the CCR database after the initial registration, the Contractor is required to confirm on an annual basis that its information in the CCR database is accurate and complete.
- (d) Following the Contractor’s initial registration in CCR and receipt of any Department of the Interior award of a contract, purchase order, delivery order, task order, basic agreement, basic ordering agreement, or blanket purchase agreement, the Contractor must directly notify the Contracting Officer of any of its changed mandatory business data in CCR within three business days of the change. (See the CCR Handbook at www.ccr.gov for the current mandatory registration data fields, or contact the CCR Assistance Center at 888-227-2423 or 616-961-4725.)
- (e) Offerors and contractors may obtain information on registration and annual confirmation requirements via the Internet at <http://www.ccr.gov>, from the Defense Electronic Business Program Office (Defense e-Business) at contact.ccr@us.pwcglobal.com, from the CCR Assistance Center at 888-227-2423 or 616-961-4725, from the Defense Logistic Information Service at dlls_support@dlls.dla.mil.
- (f) Contractors such as some consultants and sole proprietorships that are small firms that would otherwise have no use for a Dun & Bradstreet (D&B) number may use an alternative D&B registration method. If needing a D&B number principally for CCR registration, such a Contractor should call D&B toll-free at 800/546-0024, and clearly state that it is a very small business and simply needs a DUNS number for the purpose of CCR registration.

- (g) The Office of Management and Budget has instructed all federal agencies to adopt use of the Central Contactor Registration system as a single, government-wide system for storing contractor procurement and payment information. The CCR was developed by the Department of Defense and has been in use there since 1998.
- (h) When registering in the CCR, vendors need to be ready to provide the following information about their companies. (Mandatory fields are marked *.)

General Information:

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

Corporate Information:

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

Goods/Services:

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

Financial Information:

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

Point of Contact:

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

Electronic Data Interchange (EDI)

EDI Contact Information

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

14. POST AWARD EVALUATION OF CONTRACTOR PERFORMANCE

a) Contractor Performance Evaluations

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

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

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

b) Electronic Access to Contractor Performance Evaluations

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

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

15. SECTION 508 COMPLIANCE REQUIREMENTS

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

16. GOVERNMENT FURNISHED PROPERTY/INFORMATION

Government Furnished Property (Material, Equipment, and/or Information), is to be provided together with required performance under this effort.

As determined by mutual agreement, the Government will provide additional property that may be required in the performance of this effort.

At the request of the Government, or at completion of this effort, the Contractor shall immediately return any Government-provided property, including any equipment, specialized or

off-the-shelf software, and all other property provided by the Government for the Contractor to use to complete this effort.

Upon commencement of this effort, unless otherwise indicated, the Government will provide the following property to the Contractor: None.

15.1 Government Furnished Materials/Information

None.

15.2 Government Furnished Equipment (GFE)

The Contractor shall have full access to GFE and software to perform the duties on the project while performing duties in government space. The government shall furnish the computer hardware, software, and supporting GFE and facilities, as required, in support of the tasks requested in this task order.

15.3 Access to Government Facilities

The Contractor will be allowed limited access to the Government's facilities, as specified below: Access will be allowed to government facilities and computer systems.

15.4 Equipment Inventory

An inventory of government-furnished equipment must be completed not later than 5 calendar days after start of this effort and not later than 5 calendar days before completion of this effort. The contractor and the COTR or other government representative must jointly determine the working order and condition of all equipment and document their findings on the inventory.

15.4.1 Obtaining Replacement of Government-Furnished Equipment

The contractor must submit requests for replacement of government- furnished equipment to the COTR for processing. Such requests must specify the reason for the replacement request.

16 PERSONNEL REQUIREMENTS

16.1 Key Personnel Definition

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

16.2 Substitution of Key Personnel

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

16.3 Key Personnel Designation

For the purpose of the overall performance of this effort, the Contractor's Project Manager and Facility Manager shall be designated as a key person.

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