

# Request for Solution



**U.S. Census Bureau**

## **CAPI FR Laptop Refresh Project**

**RFS Number YA1323-08-RS-0001**

**December 2007**

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## Section A. Solicitation, Offer, and Award

<b>REQUEST FOR QUOTATION (THIS IS NOT AN ORDER)</b>		THIS RFQ <input type="checkbox"/> IS <input checked="" type="checkbox"/> IS NOT A SMALL BUSINESS SET-ASIDE		PAGE OF PAGES 1 94	
1. REQUEST NO. YA 1323-08-RS-0001		2. DATE ISSUED 12/19/2007		3. REQUISITION/PURCHASE REQUEST NO.	
5a. ISSUED BY U.S. Census Bureau		5b. FOR INFORMATION CALL (NO COLLECT CALLS)		4. CERT. FOR NAT. DEF. UNDER BDSA REG. 2 AND/OR DMS REG. 1 RATING N/A	
NAME		TELEPHONE NUMBER		7. DELIVERY <input checked="" type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)	
		AREA CODE NUMBER		9. DESTINATION	
		8. TO:		a. NAME OF CONSIGNEE	
a. NAME		b. COMPANY		b. STREET ADDRESS	
c. STREET ADDRESS				c. CITY	
d. CITY		e. STATE		f. ZIP CODE	
d. STATE		e. ZIP CODE			
10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE IN BLOCK 5a ON OR BEFORE CLOSE OF BUSINESS (Date) 1/31/2008		IMPORTANT: This is a request for information, and quotations furnished are not officers. If you are unable to quote, please so indicate on this form and return it to the address in Block 5a. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or service. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotation must be completed by the quoter.			
<b>11. SCHEDULE (Include applicable Federal, State and local taxes)</b>					
ITEM NO. (a)	SUPPLIES/ SERVICES (b)	QUANTITY (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
	See RFS Section B				
12. DISCOUNT FOR PROMPT PAYMENT <input type="checkbox"/>		a. 10 CALENDAR DAYS (%)	b. 20 CALENDAR DAYS (%)	c. 30 CALENDAR DAYS (%)	d. CALENDAR DAYS
					NUMBER PERCENTAGE
NOTE: Additional provisions and representations <input type="checkbox"/> are <input type="checkbox"/> are not attached.					
13. NAME AND ADDRESS OF QUOTER			14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION		15. DATE OF QUOTATION
a. NAME OF QUOTER					
b. STREET ADDRESS			16. SIGNER		
c. COUNTY			a. NAME (Type or print)		b. TELEPHONE
					AREA CODE
d. CITY			e. STATE		f. ZIP CODE
			c. TITLE (Type or print)		NUMBER

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## Section B. Supplies or Services and Prices/Costs

### B.1 Contract Type

This request for solution (RFS) specifies task orders and delivery orders to be delivered via the National Aeronautics and Space Administration Solutions for Enterprise-Wide Procurement IV (NASA SEWP IV) contract. All mandatory and optional orders shall be firm fixed price (FFP) for deliveries from date of contract award through calendar year (CY) 2014.

### B.2 Prime Contractor Responsibilities

The prime contractor shall be responsible for providing all products and services required under this order and shall be responsible for performance of all contractor obligations under the terms and conditions of the order. The Census Bureau, in turn, will render all payments due for services performed solely to the prime contractor.

### B.3 Period of Performance

The periods of performance for these task and delivery orders are as follows:

Base Period	Date of contract award through December 31, 2010
Option Period 1	January 1, 2011 through December 31, 2011
Option Period 2	January 1, 2012 through December 31, 2012
Option Period 3	January 1, 2013 through December 31, 2013
Option Period 4	January 1, 2014 through March 31, 2014
Option Period 5	April 1, 2014 through June 30, 2014
Option Period 6	July 1, 2014 through September 30, 2014
Option Period 7	October 1, 2014 through December 31, 2014

### B.4 Ceiling Price (CAR 1352.216-73) (March 2000)

The ceiling price of this contract is \$(TBD).<sup>1</sup> The full dollar amount obligated to this contract is \$(TBD). The contractor shall not make expenditures nor incur obligations in the performance of this contract that exceed the funds obligated herein, except at the contractor's own risk.

### B.5 Contracting Officer Authority (CAR 1352.201-70) (March 2000)

The Contracting Officer (CO) is the only person authorized to make or approve changes in any of the requirements of this contract and, notwithstanding any provisions contained elsewhere in

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<sup>1</sup> TBD – Ceiling price and obligated funds will be inserted at award.



this contract, this authority remains solely with the CO. **In the event the contractor makes changes at the direction of any person other than the CO, the change will be considered to have been made without authority and no adjustment will be made in the contract terms and conditions, including price.**

## B.6 Contract Line Item Identification/Specification

Table B.6-1 establishes the contract line items (CLI) for this order and identifies products and services that will be acquired at the option of the Census Bureau.

Table B.6-1. Contract Line Item Identification

CLIN-SubCLIN	Item	Description	SOW Reference	Type	Qty
001-01	Project Support Service Base Period	Project and technical support services for CY08	Task Area 1	FFP	Lot
001-02	Project Support Service Base Period	Project and technical support services for CY09	Task Area 1	FFP	Lot
001-03	Project Support Service Base Period	Project and technical support services for CY10	Task Area 1	FFP	Lot
001-04	Project Support Service Option Period #1	Project and technical support services for CY11	Task Area 1	FFP	Lot
001-05	Project Support Service Option Period #2	Project and technical support services for CY12	Task Area 1	FFP	Lot
001-06	Project Support Service Option Period #3	Project and technical support services for CY13	Task Area 1	FFP	Lot
001-07	Project Support Service Option Period #4	Project and technical support services for CY14 (January – March)	Task Area 1	FFP	Lot
001-08	Project Support Service Option Period #5	Project and technical support services for CY14 (April – June)	Task Area 1	FFP	Lot
001-09	Project Support Service Option Period #6	Project and technical support services for CY14 (July – September)	Task Area 1	FFP	Lot
001-10	Project Support Service Option Period #7	Project and technical support services for CY14 (October – December)	Task Area 1	FFP	Lot
002	Project Support Website Design and Implementation	Design and implementation of Project Support Website	Task Area 2 Section J.1	FFP	Lot
003-01	Laptop Kit Baseline Configuration	Acquisition, integration, test, delivery of laptop kit	Task Area 3 Section J.2	FFP	Unit
003-02	Laptop Kit Development Configuration	Acquisition, integration, test, delivery of laptop kit	Task Area 3 Section J.2	FFP	Unit

<b>CLIN-SubCLIN</b>	<b>Item</b>	<b>Description</b>	<b>SOW Reference</b>	<b>Type</b>	<b>Qty</b>
003-03	Laptop Kit Pilot Configuration	Acquisition, integration, test, delivery of laptop kit	Task Area 3 Section J.2	FFP	Unit
003-04	Laptop Kit Deployment Configuration	Acquisition, integration, test, delivery of laptop kit	Task Area 3 Section J.2	FFP	Unit
003-05	Laptop Kit Post-Deployment Configuration Optional Product Order(s)	Acquisition, integration, test, delivery of laptop kit	Task Area 3 Section J.2	FFP	Unit
003-06	Laptop Kit Upgrade 32 GB Solid-State Hard Drive Optional Product Order(s)	Provide 32 GB solid-state hard drive in lieu of standard hard drive	J.2.2.1.2a	FFP	Unit
003-07	Laptop Kit Upgrade 64 GB Solid-State Hard Drive Optional Product Order(s)	Provide 64 GB solid-state hard drive in lieu of standard hard drive	J.2.2.1.2b	FFP	Unit
003-08	Laptop Kit Upgrade Windows XP Professional Optional Product Order(s)	Provide Windows XP Professional in lieu of Windows Vista Business	J.2.2.1.2c	FFP	Unit
004	Accessories and Expendables Optional Product Order(s)	Delivery of accessories and expendables	Task Area 3 Section J.2	FFP	Unit
005-01	Maintenance Support Service Warranty Repair/Refurbishment	Repair and refurbishment of laptop kits	Task Area 4 Section J.3	FFP	Unit
005-02	Maintenance Support Service On-Request Preparation/Delivery Laptop Kits	Preparation and delivery of laptop kits	Task Area 4 Section J.3	FFP	Unit
005-03	Maintenance Support Service On-Request Preparation/Delivery Accessories and Expendables	Preparation and delivery of accessories and expendables	Task Area 4 Section J.3	FFP	Unit
005-04	Maintenance Support Service Property Storage	Storage of Census Bureau-owned laptop kits and accessories	Task Area 4 Section J.3	FFP	Lot
005-05	Maintenance Support Service Tracking and Recovery Service (Optional Service)	Continuing laptop tracking and recovery services	Task Area 4 Section J.3	FFP	Unit
005-06	Maintenance Support Service Laptop Kit/Accessory Disposal	Disposal of laptop kits and accessories	Task Area 4 Section J.3	FFP	Unit
006-01	Laptop Kit CCM Configuration Purchase Alternative Optional Product Order	Acquisition, integration, test, delivery of laptop kit	Task Area 3 Section J.2	FFP	Unit

CLIN-SubCLIN	Item	Description	SOW Reference	Type	Qty
006-02	Laptop Kit CCM Configuration Short-term Lease Alternative Optional Product Order	Acquisition, integration, test, delivery, recovery of laptop kit	Task Area 3 Section J.2	FFP	Unit
CREDIT-Z	Credit Discount		NASA SEWP IV Contract		
SEWP-Z	Contract Administration Fee		NASA SEWP IV Contract		

## B.7 Specific Pricing Terms

**Base Prices.** The contractor shall establish base prices for all task order and delivery order items in accordance with requirements of the NASA SEWP IV contract.

**Discounts.** The contractor shall establish competitive, volume-based discounts to be applied to all task order and delivery order items in accordance with the terms that follow.

### B.7.1 Project Support Services (Contract Line Item Number [CLIN] 001)

Project support services shall be performed subject to the following:

- a. The contractor work shall be governed by Statement of Work (SOW) Task Area 1 and the approved Project Management Plan.
- b. The price shall be FFP per calendar month, shall include all labor and other direct charges, and shall be invoiced monthly in arrears. The partial month at the start of the contract shall be prorated on a per diem basis.
- c. The FFP shall be constant within each calendar year.
- d. The contractor shall provide project support services from date of contract award through CY10.
- e. The contractor shall provide project support services during CY11, CY12, CY13 and CY14 if the Census Bureau executes options to extend the period of performance as identified in Section B.3.

### B.7.2 Project Support Website Design and Implementation (CLIN 002)

The Project Support Website shall be designed and implemented subject to the following:

- a. The Project Support Website shall be designed and implemented during the base contract period.
- b. Contractor work shall be governed by SOW Task Area 2.
- c. The website shall comply with the requirements set forth in Section J.1, Requirements for CAPI Project Support Website.

- d. The price shall be FFP and shall be invoiced upon acceptance of the website by the Census Bureau.

### **B.7.3 Laptop Kits (CLIN 003)**

#### **B.7.3.1 Ordering**

The Census Bureau will place orders for laptop kits from the approved CAPI Product Catalog, subject to the following:

- a. The contractor shall integrate and deliver the laptop kits in accordance with SOW Task Area 3.
- b. Laptop kits shall comply with the requirements set forth in Section J.2, Requirements for Laptop Kits and Accessories.
- c. Pricing shall be inclusive of shipping and delivery.

#### **B.7.3.2 Minimum Order Quantities**

The Census Bureau is seeking volume discounts and therefore commits to the following minimum purchases upon contract award. The quantity of units ordered may vary, subject to the indicated minimums:

- a. **Baseline Configuration.** The Census Bureau will place an order for a minimum of five baseline configuration laptop kits for delivery in CY08.
- b. **Development Configuration.** The Census Bureau will place an order for a minimum of 30 development configuration laptop kits for delivery in CY08.
- c. **Pilot Configuration.** The Census Bureau will place an order for a minimum of 25 pilot configuration laptop kits for delivery in CY08.
- d. **Deployment Configuration.** The Census Bureau will place an order for a minimum of 7,500 deployment configuration laptop kits for delivery in CY09.
- e. **Post-Deployment Configuration.** The Census Bureau may place one or more orders for post-deployment configuration laptop kits for delivery during CY10, CY11, and/or CY12 only if additional units are needed to support expanded survey operations. The Census Bureau is under no obligation to order any post-deployment configuration laptop kits.

#### **B.7.3.3 Laptop Upgrades**

The contractor shall offer upgrades to the base laptop unit as specified in Section J.2, Requirements for Laptop Kits and Accessories. The Census Bureau, at its option, will order these upgrades when the laptop kits are ordered. The upgrades shall be applied to all units in the order.

#### **B.7.3.4 Laptop Kit Configuration**

The Census Bureau reserves the right to modify the laptop kit configuration to accommodate manufacturer product changes that occur from date of contract award to order release.

#### **B.7.4 Accessories and Expendables (CLIN 004)**

The contractor shall deliver accessories and expendables subject to the following:

- a. The contractor work shall be governed by SOW Task Area 3.
- b. Accessories and expendables shall comply with the requirements in Section J.2, Requirements for Laptop Kits and Accessories.
- c. Accessories and expendables will be ordered from the approved CAPI Product Catalog.

#### **B.7.5 Maintenance Support Services (CLIN 005)**

The contractor shall provide maintenance support services in accordance with SOW Task Area 4 and shall price the maintenance support services as directed below.

##### **B.7.5.1 Warranty Repair/Refurbishment Service**

The contractor shall price the Warranty Repair/Refurbishment Service as follows:

- a. An FFP shall be charged for each completed service.
- b. The charges shall be billed monthly.
- c. The Census Bureau will bear the cost of shipping units to the designated contractor facility.

##### **B.7.5.2 On-Request Preparation and Delivery Service**

The contractor shall price the On-Request Preparation and Delivery Service as follows:

- a. All preparation, handling, and shipping costs shall be included.
- b. An FFP shall be charged for preparation and delivery of each laptop kit.
- c. An FFP shall be charged for preparation and delivery of each lot of up to 50 assorted accessories to a single shipping address.
- d. The charge shall be inclusive of any additional packing and packaging materials required and shipping/delivery services.
- e. The charges shall be billed monthly for completed actions.

##### **B.7.5.3 Property Storage Service**

The contractor shall price the Property Storage Service as follows:

- a. An FFP shall be charged for all inventory-related services.
- b. The charge shall be billed monthly, in arrears.

##### **B.7.5.4 Tracking and Recovery Service (Optional Service)**

The contractor shall price the Tracking and Recovery Service as follows:

- a. The tracking and recovery service shall be subject to exercise of the contract option.
- b. Upon exercise of the option, the contractor shall activate the service for all laptop kits delivered prior to the activation within 30 calendar days.
- c. Upon exercise of the option, the contractor shall activate the service upon shipment of newly ordered laptops.

- d. Upon direction of the CO, the service shall be terminated for all laptops, subject to a minimum of 90 calendar day notice.
- e. A monthly FFP shall be charged for each laptop covered by this service.
- f. The charge shall be billed monthly, in arrears, based on the count of active accounts on the 15<sup>th</sup> of each calendar month.

#### **B.7.5.5 Laptop Kit Disposal Service**

The contractor shall price the Laptop Kit Disposal Service as follows:

- a. An FFP shall be charged for disposal of each laptop kit.
- b. The charge shall be all-inclusive and billable only upon disposal of the laptop kit.
- c. The charge shall be billed monthly for completed disposal actions.
- d. The Census Bureau will bear the cost of shipping units to the designated contractor facility.
- e. The contractor shall bear the cost of any subsequent storage or shipping services.

#### **B.7.6 Laptop Kits – CCM Configuration (CLIN 006) (Optional Order)**

The Census Bureau may place an order of CCM configuration laptop kits for delivery during CY10 if additional laptop kits are needed to support decennial census operations. The Census Bureau is under no obligation to order any CCM configuration laptop kits.

The contractor shall offer two alternatives for the Census Bureau to acquire the required CCM configuration laptop kits; a purchase alternative (CLIN 006-01), and a short-term lease alternative (CLIN 006-02). The Census Bureau may utilize one or both of these alternatives to acquire the required laptop kits.

##### **B.7.6.1 Purchase Alternative (CLIN 006-01)**

The Census Bureau may place an order for purchase of CCM configuration laptop kits from the approved CAPI Product Catalog, subject to the following:

- a. The contractor shall integrate and deliver the laptop kits in accordance with SOW Task Area 3.
- b. Laptop kits shall comply with the requirements set forth in Section J.2, Requirements for Laptop Kits and Accessories.
- c. Pricing shall be inclusive of shipping and delivery.
- d. Purchase of CCM configuration laptops is subject to a Minimum Order Quantity of 0 (zero).
- e. CCM configuration laptops may be upgraded as provided for in Section B.7.3.3.
- f. The Census Bureau reserves the right to modify the laptop kit configuration to accommodate manufacturer product changes that occur from date of contract award to order release.

##### **B.7.6.2 Short-term Lease Alternative (CLIN 006-02)**

The Census Bureau may place an order for short-term lease of CCM configuration laptop kits from the approved CAPI Product Catalog, subject to the following:

- a. The lease shall be monthly, subject to a minimum term of 12 months.
- b. Laptop kits shall comply with the requirements set forth in Section J.2, Requirements for Laptop Kits and Accessories.
- c. The contractor shall integrate and deliver the laptop kits in accordance with SOW Task Area 3.
- d. The Census Bureau reserves the right to modify the laptop kit configuration to accommodate manufacturer product changes that occur from date of contract award to order release.
- e. Lease pricing shall be inclusive of all contractor costs, including initial shipping and delivery to multiple Census Bureau locations in the United States and Puerto Rico (See Section D).
- f. The lease term shall cease upon receipt of the laptop kit by the contractor at a contractor-designated site.
- g. Upon receipt of the returned laptop kit, the contractor shall repair/refurbish the unit in accordance with the provisions of the Warranty Repair/Refurbishment Service offered by the contractor in accordance with Sections C.5 and J.3.2 at no additional cost to the Census Bureau.
- h. As the price for the lease includes repair/refurbishment, as needed, acceptance of the laptops upon return shall constitute acceptance by the contractor, and there shall be no additional charges for returning failed units to usable state.
- i. Charges shall be billed monthly, in arrears, for whole calendar months as determined by delivery dates. Laptops received on or prior to the 15<sup>th</sup> shall be considered to have been delivered on the 1<sup>st</sup> for purposes of billing. Laptops received after the 15<sup>th</sup> shall be considered to be delivered on the 1<sup>st</sup> of the following month for billing purposes.

## B.8 Pricing Table

Table B.8-1 establishes the price for each product and service deliverable under this contract.

Table B.8-1. Pricing Table for CAPI FR Laptop Refresh Project

CLIN	Sub-CLIN	Pricing Reference	Identification	NASA SEWP IV Product ID	Unit	NASA SEWP IV Unit Price	Quantity Range or Fiscal Year	Discount (%)	Net Price (\$)
001	01	A	Project Support Service <b>CY08 Base Period</b>		Per Month		CY08		
	02	A	Project Support Service <b>CY09 Base Period</b>		Per Month		CY09		
	03	A	Project Support Service <b>CY10 Base Period</b>		Per Month		CY10		
	04	A	Project Support Service <b>CY11 Option Period #1</b>		Per Month		CY11		
	05	A	Project Support Service <b>CY12 Option Period #2</b>		Per Month		CY12		
	06	A	Project Support Service <b>CY13 Option Period #3</b>		Per Month		CY13		
	07	A	Project Support Service <b>CY14 Option Period #4</b>		Per Month		Q1 CY14		

	08	A	Project Support Service <b>CY14 Option Period #5</b>		Per Month		Q2 CY14		
	09	A	Project Support Service <b>CY14 Option Period #6</b>		Per Month		Q3 CY14		
	10	A	Project Support Service <b>CY14 Option Period #7</b>		Per Month		Q4 CY14		
002	01	A	Project Support Website <b>Design and Implementation</b>		Lot		CY08		



CLIN	Sub-CLIN	Pricing Reference	Identification	NASA SEWP IV Product ID	Unit	NASA SEWP IV Unit Price	Quantity Range or Fiscal Year	Discount (%)	Net Price (\$)
003	01	A	Laptop Kit <b>Baseline Configuration CY08 Purchase</b>		Per Kit		5 or more		
	02	A	Laptop Kit <b>Development Configuration CY08 Purchase</b>		Per Kit		30 to 50		
		B					51 to 100		
	03	A	Laptop Kit <b>Pilot Configuration CY08 Purchase</b>		Per Kit		25 to 50		
		B					51 to 300		
		C					301 and more		
	04	A	Laptop Kit <b>Deployment Configuration CY09 Purchase</b>		Per Kit		7500 to 8000		
		B					8001 to 8500		
		C					8501 to 9000		
		D					9001 to 9500		
		E					9501 to 10,000		
		F					10,001 and more		
	05	A	Laptop Kit <b>Post-Deployment Configuration CY10 Purchase</b>		Per Kit		1 to 500		
							501 to 750		
							751 to 1000		
							1001 and more		
		B	Laptop Kit <b>Post-Deployment Configuration CY11 Purchase</b>		Per Kit		1 to 500		
							501 to 750		
							751 to 1000		
							1001 and more		
		C	Laptop Kit <b>Post-Deployment Configuration CY12 Purchase</b>		Per Kit		1 to 500		
							501 to 750		
							751 to 1000		
							1001 and more		
	06	A	Laptop Kit Upgrade <b>32 GB Solid-State Hard Drive</b>		Per Kit		CY08		
							CY09		
							CY10		
							CY11		
							CY12		
	07	B	Laptop Kit Upgrade <b>64 GB Solid-State Hard Drive</b>		Per Kit		CY08		
							CY09		
							CY10		
							CY11		
							CY12		
	08	C	Laptop Kit Upgrade <b>Windows XP Professional</b>		Per Kit		CY08		
							CY09		
							CY10		
							CY11		
							CY12		

CLIN	Sub-CLIN	Pricing Reference	Identification	NASA SEWP IV Product ID	Unit	NASA SEWP IV Unit Price	Quantity Range or Fiscal Year	Discount (%)	Net Price (\$)
004	01	A	Accessories and Expendables <b>Carrying Case CY09 Purchase</b>		Per Unit		1 to 500		
		B					501 to 3000		
		C					3001 and more		
	02	A	Accessories and Expendables <b>GPS Receiver CY09 Purchase</b>		Per Unit		1 to 500		
		B					501 to 3000		
		C					3001 and more		
	03	A	Accessories and Expendables <b>Base Laptop</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	04	A	Accessories and Expendables <b>Hard Drive</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	05	A	Accessories and Expendables <b>32 GB Solid-State Hard Drive</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	06	A	Accessories and Expendables <b>64 GB Solid-State Hard Drive</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	07	A	Accessories and Expendables <b>Supplemental Battery</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	08	A	Accessories and Expendables <b>CD/DVD Reader</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	09	A	Accessories and Expendables <b>Portable External Battery Charger</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	10	A	Accessories and Expendables <b>USB Memory Key</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	11	A	Accessories and Expendables <b>Automobile Power Adapter</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	12	A	Accessories and Expendables <b>Home Power Adapter</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	13	A	Accessories and Expendables <b>RJ-11 Cable</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	14	A	Accessories and Expendables <b>RJ-11 Splitter</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	15	A	Accessories and Expendables <b>Surge Protector</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		

CLIN	Sub-CLIN	Pricing Reference	Identification	NASA SEWP IV Product ID	Unit	NASA SEWP IV Unit Price	Quantity Range or Fiscal Year	Discount (%)	Net Price (\$)
004	16	A	Accessories and Expendables <b>Reusable Shipping Box</b>		Per Unit		CY09		
		B					CY10		
		C					CY11		
	17	A	Accessories and Expendables <b>Carrying Case</b>				CY09		
		B					CY10		
		C					CY11		
	18	A	Accessories and Expendables <b>GPS Receiver</b>				CY09		
		B					CY10		
		C					CY11		
005	01	A	Maintenance Support Service <b>Warranty Repair/Refurbishment Service</b>		Per Action		CY08		
		B					CY09		
		C					CY10		
		D					CY11		
		E					CY12		
		F					CY13		
		G					CY14		
	02	A	Maintenance Support Service <b>On-Request Preparation/Delivery Laptop Kit</b>				CY08		
		B					CY09		
		C					CY10		
		D					CY11		
		E					CY12		
		F					CY13		
		G					CY14		
	03	A	Maintenance Support Service <b>On-Request Preparation/Delivery Accessories and Expendables</b>				CY08		
		B					CY09		
		C					CY10		
		D					CY11		
		E					CY12		
		F					CY13		
		G					CY14		
	04	A	Maintenance Support Service <b>Property Storage</b>				CY08		
		B					CY09		
		C					CY10		
		D					CY11		
		E					CY12		
		F					CY13		
		G					CY14		
05	A	Maintenance Support Service <b>Tracking and Recovery (Optional Service)</b>	CY08						
	B		CY09						
	C		CY10						
	D		CY11						
	E		CY12						
	F		CY13						
	G		CY14						

CLIN	Sub-CLIN	Pricing Reference	Identification	NASA SEWP IV Product ID	Unit	NASA SEWP IV Unit Price	Quantity Range or Fiscal Year	Discount (%)	Net Price (\$)
005	06	A	Maintenance Support Service <b>Laptop Kit/Accessory Disposal Service</b>		Per Action		CY08		
		B					CY09		
		C					CY10		
		D					CY11		
		E					CY12		
		F					CY13		
		G					CY14		
006	01	A	Laptop Kit <b>CCM Configuration CY10 Purchase Option</b>		Per Kit		7500 to 8000		
		B					8001 to 8500		
		C					8501 to 9000		
		D					9001 to 9500		
		E					9501 to 10,000		
		F					10,001 and more		
		02					A	Laptop Kit <b>CCM Configuration CY10 Short Term Lease Option</b>	
	B		8001 to 8500						
	C		8501 to 9000						
	D		9001 to 9500						
	E		9501 to 10,000						
	F		10,001 and more						

## **Section C. Statement of Work**

### **C.1 Introduction**

This contract will support two important Census Bureau projects; the Computer Assisted Personal Interviewing (CAPI) Field Representative (FR) Refresh Project and the Census Coverage Measurement (CCM) element of the Decennial Census. This approach enables the Census Bureau to make best use of the contractor capabilities and facilities established under the contract, minimize contract administration costs, further leverage volume-based purchasing, and make cost-effective use of Census Bureau telecommunications and computing infrastructure.

#### **C.1.1 CAPI FR Laptop Refresh Project**

The U.S. Census Bureau conducts a variety of mission-critical, time-sensitive demographic and economic surveys. The conduct of these surveys is supported by the Computer Assisted Personal Interviewing (CAPI) infrastructure, which includes commercial laptops used by field representatives (FR). These home-based FRs are located throughout the United States and Puerto Rico and conduct face-to-face interviews in response to survey assignments which are distributed via electronic download from Census Bureau servers.

To ensure that the laptop computers used by FRs remain technically current and to decrease unit fault rates resulting from physical deterioration and technological obsolescence, the Census Bureau's Technologies Management Office (TMO) established a 4- to 5-year refresh cycle. The laptop computers currently in use were deployed in 2004 and are due for refresh in 2009.

TMO also uses the refresh cycle to enhance laptop functionality and performance to ensure satisfaction of evolving security requirements, best possible support for ongoing and pending survey requirements, and leverage of new laptop features to improve the efficiency of survey data collection.

The CAPI FR Laptop Refresh Project is chartered to deploy new laptops and accessories (i.e., laptop kits) in CY09 and provide maintenance support services through CY13 with possible extension into CY14.

#### **C.1.2 Census Coverage Measurement**

The U.S. Census Bureau will conduct the decennial census in 2010. A key phase of the decennial census is the Census Coverage Measurement (CCM), in which surveys are conducted to assess the quality and completeness of the census for purposes of statistical adjustments.

The CCM activity requires personal interviews very similar to those of the current surveys that will be supported by the CAPI FR Refresh Project. Accordingly, the TMO has been tasked to provide the laptop kits and operational support for CCM.

The CCM surveys are conducted over a short period in late 2010 after primary census enumeration activities are complete. The entire life-cycle for the required laptops is approximately 12 months, inclusive of delivery of the laptop kits to approximately 500 Local Census Offices (LCOs), distribution of the laptop kits to temporary staff hired specifically to conduct CMM surveys, conduct of CCM surveys, and return of the kits to inventory.

### **C.1.3 Purpose and Scope**

This SOW identifies and describes specific activities that the contractor shall perform in support of the Census Bureau CAPI FR Laptop Refresh Project. Minimum standards and required methods are specified for support activities.

### **C.1.4 Referenced Documentation**

#### **C.1.4.1 Requirements Documentation**

- a. Section J.1, Requirements for CAPI Project Support Website
- b. Section J.2, Requirements for Laptop Kits and Accessories
- c. Section J.3, Requirements for Maintenance Support Services

#### **C.1.4.2 Reference Information**

- a. Title 13, United States Code (USC) Sections 9 and 214
- b. Title 15, USC Section 1525
- c. National Institute of Standards and Technology (NIST) Federal Information Processing Standards Publication (FIPS PUB) 199, Standards for Security Categorization of Federal Information and Information Systems
- d. NIST FIPS PUB 200, Minimum Security Requirements for Federal Information and Information Systems
- e. NIST Special Publication (SP) 800-18 (Revision 1), Guide for Developing Security Plans for Information Technology Systems
- f. NIST SP 800-34, Contingency Planning Guide for Information Technology Systems
- g. NIST SP 800-37, Guide for the Security Certification and Accreditation of Federal Information Systems
- h. NIST SP 800-53 (Revision 1), Recommended Security Controls for Federal Information Systems
- i. NIST SP 800-53A, Guide for Assessing the Security Controls in Federal Information Systems
- j. NIST SP 800-60, Guide for Mapping Types of Information and Information Systems to Security Categories

### **C.1.5 Project Objectives**

The capability of the Census Bureau to conduct timely surveys is critical to the Census Bureau mission of providing reliable economic and demographic information. The laptop kits deployed to CAPI FRs are essential tools for conducting these important surveys. The performance, functionality, quality, durability, and reliability of the laptop kits have a direct impact on the

effectiveness of more than 6,000 Census Bureau FRs, as does the quality of the maintenance support services provided to support day-to-day operations.

Accordingly, the Census Bureau has set the following objectives for this acquisition:

- a. Replace current FR equipment with new laptops that leverage technology advances and current commercially available products.
- b. Provide laptops that are improved over the units currently in use, as characterized by processor characteristics, weight, product reliability and durability, and ease of use.
- c. Satisfy current and evolving requirements for information technology (IT) security and protection of sensitive Title 13 and Title 15 information collected by FRs.
- d. Avoid an unwarranted increase in technical complexity for the FR and, wherever possible, simplify use of the provided equipment.
- e. Leverage the high-quantity purchase and long-term maintenance support period to provide high-quality laptop kits and effective maintenance support services at the lowest overall cost to the Census Bureau.
- f. Leverage the contract and contractor capabilities to provide cost-effective support for the CCM portion of the Decennial Census.

### C.1.6 Project Overview

The CAPI FR Laptop Refresh Project will be conducted in three phases, as follows:

- a. **Phase I: Prototype and Development Phase.** This phase will include project kickoff, contractor development and delivery of initial project documentation, implementation and approval of contractor processes for laptop kit integration and maintenance support services, integration and delivery of laptop kits configured for baseline and development activities, and planning for subsequent project phases. The contractor shall develop and implement a **Project Support Website** to facilitate coordination of contract activities. This phase will extend from contract award until all plans and processes are approved and the order for laptop kits configured for pilot deployment is released by the Census Bureau.
- b. **Phase II: Pilot and Deployment Phase.** Applying processes approved by the Census Bureau, the contractor shall integrate and deliver laptop kits for pilot and full-scale deployment. The contractor shall initiate maintenance support services to support both the pilot and full-scale deployments. This phase will be initiated with the release of the order for laptop kits configured for pilot deployment and continue until full-scale deployment is complete. Coordination and reporting will be intensified during this phase.
- c. **Phase III: Operations Phase.** The contractor shall continue to provide maintenance support services for all delivered laptop kits and accessories in accordance with the approved **Service Level Agreement**. This phase will extend from completion of full-scale deployment until the laptops are retired in 2013 or 2014.
- d. **Phase IV: CCM Laptop Deployment.** The CCM configuration laptops will be acquired, deployed, and retrieved during a nominal 12-month period starting in early-2010. Efforts will run in parallel with the CAPI Project **Operations Phase**.

During each phase, the contractor shall perform required project management tasks, implement and operate the Project Support Website, integrate and deliver laptop kits and accessories in response to Census Bureau orders, and provide maintenance support services.

## C.1.7 Key Project Milestones

The Census Bureau has established key project milestones, as shown in Table C.1.5-1.

Table C.1.5-1. Key Project Milestones

Key Project Milestone/Activity	Target Start Date	Target Completion Date
Contract Award	NA	May 12, 2008
Project Kickoff Meeting	5 Days After Contract Award (DACA)	15 DACA
Delivery of Laptop Kits – Baseline Configuration	15 DACA	30 DACA
Integrated Baseline Review	45 DACA	60 DACA
CAPI Project Support Website – Design Review	45 DACA	60 DACA
Delivery of Laptops Kits – Development Configuration	July 1, 2008	July 31, 2008
CAPI Project Support Website – Submitted for Acceptance	NA	August 1, 2008
Maintenance Support Services – Ready for Operations	NA	October 1, 2008
Delivery of Laptop Kits – Pilot Configuration	November 1, 2008	November 10, 2008
Delivery of Accessories and Supplies – Initial Stock	Per Order Instructions	Per Order Instructions
Delivery of Laptop Kits – Deployment Configuration	April 15, 2009	July 15, 2009
Delivery of Laptop Kits – CCM Configuration	May, 2010	July, 2010
Delivery of Laptop Kits – Post-Deployment Configuration	Per Order Instructions	Per Order Instructions
Delivery of Accessories and Supplies – Replenishment Stock	Per Order Instructions	Per Order Instructions

The contractor shall consider each key project milestone in planning all contractor activities and in establishing lead time requirements for Census Bureau actions.

## C.2 Project Management (Task Area 1)

### C.2.1 Task 1-1: Project Management

The Census Bureau anticipates close coordination with the contractor Project Manager to ensure the overall success of the CAPI FR Laptop Refresh Project. Accordingly, the contractor shall meet the following requirements:



- a. The contractor shall designate a Project Manager who shall have primary responsibility for the timely completion of all project activities and serve as the primary point of contact for the Census Bureau Contracting Officer's Representative (COR). The Project Manager shall be responsible for the quality of, and shall approve, all deliverable documentation. The Project Manager shall be considered a key person and subject to requirements set forth in Section H.1, shall meet the minimum qualification requirements set forth in Section H.2, and shall be subject to personnel security requirements set forth in Section H.3.
- b. The contractor shall designate a Lead Project Engineer who shall serve as the primary point of contact for all technical aspects of the project. In particular, the Lead Project Engineer shall assume primary responsibility for timely completion of all contractor activities related to support for Census Bureau pilot and full-scale deployment of the CAPI laptop kits, and shall be responsible for the technical aspects of deliverable documentation. The Lead Project Engineer shall be considered a key person and subject to requirements set forth in Section H.1 and shall be subject to the personnel security requirements set forth in Section H.3.
- c. The contractor shall designate a primary point of contact for coordination of all deliveries.
- d. The contractor shall designate a Contracts Manager who shall have primary responsibility for all contractual actions and shall serve as the primary point of contact for all contractual matters.
- e. The contractor shall prepare and maintain a **Project Management Plan** that shall (1) identify contractor organizations responsible for the project; (2) identify appropriate points of contact for Census Bureau personnel; (3) identify lead personnel responsible for quality assurance and timely delivery of products; (4) describe how project problems and risks will be managed; (5) describe contractor relationships with subcontractors and major vendors and how those relationships will be managed; (6) identify and describe contractor efforts in a work breakdown structure (WBS); (7) describe how the Project Support Website will be designed, implemented, operated, and upgraded; and (8) provide a milestone/activity schedule that acknowledges and integrates key Census Bureau project milestones.
- f. The contractor shall participate in a project kickoff meeting at Census Bureau headquarters in Suitland, Maryland. The project kickoff meeting will be scheduled by the Census Bureau COR to take place within 15 days after contract award. The contractor shall introduce the project team, review the Project Activity Plan, and address any issues, action items, and risks.
- g. The contractor shall prepare periodic **Project Status Reports** that address (1) progress made during the reporting period, (2) plans for the next reporting period, (3) issues and risks in the context of pending key project milestones, and (4) actions required of the Census Bureau. Special reports as required elsewhere in this SOW shall be included as attachments to the **Project Status Reports**. The frequency of these reports is based on the project phase and pending project activities.
- h. The contractor shall prepare and deliver project documentation in accordance with requirements set forth in Section C.6, Project Documentation.

## C.2.2 Task 1-2: Project Planning, Control, and Reporting

The Census Bureau requires the timely reporting of the status of all project activities to minimize risks related to development, pilot, and deployment activities. Accordingly, the contractor shall meet the following requirements:

- a. The contractor shall establish and maintain the capability to report project status using earned value management (EVM) techniques that comply with the American National Standards Institute/Electronic Industries Alliance (ANSI/EIA) Standard 748, Earned Value Management Systems.
- b. The contractor shall prepare and maintain the **Project Master Schedule**, which shall provide the project WBS and integrated schedule.
- c. The contractor shall support an integrated baseline review (IBR) to be conducted by the Census Bureau within 60 days after contract award. The contractor shall present the detailed project activity plan and schedule.
- d. The contractor shall prepare **Project EVM Reports** addressing the status of all activities with regard to schedule deviations and corrective actions planned.

## C.2.3 Task 1-3: Quality Assurance Program

The Census Bureau intends to deploy the CAPI laptop kits and accessories to FRs with minimal additional confirmation that all components are compliant with configuration and security requirements and are fully functional. Because of the administrative complexity of replacing failed laptops and potential for FR downtime during survey assignments, the quality of contractor-delivered products is of high interest to the Census Bureau. Accordingly:

- a. The contractor shall maintain a comprehensive quality assurance program and ensure that appropriate quality control steps are embedded in laptop integration/delivery and maintenance support processes.
- b. The quality assurance organization and roles and responsibilities of the Quality Assurance Manager shall be identified in the **Project Management Plan** prepared in accordance with SOW Section C.2.1.
- c. The facilities employed by the contractor to integrate and deliver CAPI products shall be certified as compliant with International Organization for Standardization (ISO) 9001:2000 standards.
- d. The facility employed by the contractor to provide CAPI maintenance support services shall be certified as compliant with ISO 9001:2000 standards.
- e. The contractor shall subject 100% of laptop kits and accessories to inspection and functional testing prior to delivery.
- f. The contractor shall document the results of inspections and functional tests applied to CAPI laptops and accessories in accordance with approved procedures and shall provide such documentation to the Census Bureau upon request.
- g. The contractor shall subject all laptops to, at minimum, a 24-hour burn-in period, which shall include a minimum of two full power-on/power-off/cool-down cycles.
- h. The contractor shall subject batteries to manufacturer-recommended conditioning immediately before delivery.

- i. The contractor shall identify and perform additional quality assurance steps with the objective of achieving a 99% probability that laptop kits will be fully operable and properly configured upon delivery.

#### **C.2.4 Task 1-4: Configuration Management Program**

CAPI laptop kits will be used by more than 6,000 FRs with a wide range of computing skills. The effectiveness of FRs, therefore, depends on Census Bureau–provided training and consistent conformance of delivered laptops kits with training materials. A single controlled configuration of laptop hardware and software greatly facilitates remote management of deployed laptop kits. Accordingly:

- a. The contractor shall establish and maintain processes to manage the baseline configuration of laptop kits.
- b. The contractor shall establish the baseline configuration for each deliverable product.
- c. The baseline configuration shall be defined at the lowest replaceable assembly level (e.g., memory assembly, hard drive, 3G wireless assembly, battery) and shall specify manufacturer, part number, and applicable revisions.
- d. The contractor shall not modify the baseline configuration of any product without written approval of the Census Bureau COR.

#### **C.2.5 Task 1-5: Security Management Program**

CAPI laptops are used by FRs to collect Title 13 and Title 15 data. Because of the sensitivity of this data and the use of CAPI laptops in the field, the IT security risk level is designated as Moderate, in accordance with NIST FIPS PUB 199. Although the Census Bureau retains the responsibility for the certification and accreditation (C&A) of the CAPI infrastructure, the introduction of new laptops into the configuration is a security-relevant event. Transition to new maintenance support services also requires review to ensure compliance with applicable NIST SP 800-53 guidance.

The C&A of the CAPI infrastructure by the Census Bureau will require supporting evidence that appropriate security controls are being applied by the contractor during the acquisition and integration of laptops and delivery of maintenance support services. Accordingly:

- a. The contractor shall prepare a **System Security Plan** in accordance with NIST SP 800-18 guidance that details contractor plans and compliance with required security controls.
- b. The contractor shall prepare a **Contingency Plan** in accordance with NIST SP 800-34.
- c. The contractor shall comply with the following security controls set forth in NIST SP 800-53:
  - (1) PE-1 through PE-17 for Physical and Environmental Protection
  - (2) PS-1 through PS-8 for Personnel Security
  - (3) CM-1 through CM-7 for Configuration Management, as applied to the configuration of the laptop kits and accessories, Basic Input/Output System (BIOS) settings, and Trusted Platform Module (TPM) parameters
  - (4) CP-1 through CP-10 for Contingency Planning

- (5) IR-1 through IR-7 for Incident Response
  - (6) MA-1 through MA-6 for Maintenance
  - (7) MP-1 through MP-7 for Media Protection
  - (8) AT-1 through AT-4 for Awareness and Training
- d. The Project Manager and Lead Project Engineer shall be subject to the personnel security requirements set forth in Section H.3.
  - e. All personnel involved in the delivery of maintenance support services shall be subject to the personnel security requirements set forth in Section H.3.

### **C.2.6 Task 1-6: Project Support Website Operations**

The CAPI Project Support Website will be used by the Census Bureau COR to support contract management and administration and by Census Bureau Regional Offices (RO) to coordinate the use of maintenance support services. The website is expected to contribute to the effectiveness of both contractor operations and Census Bureau survey operations. Accordingly:

- a. The contractor shall operate and maintain the website as delivered under Task Area 2.
- b. The contractor shall ensure that all information available via the website remains current and that all actions (e.g., shipping, repair) completed in a given day are recorded on the website by close of business that day.
- c. The contractor shall, at minimum, permit authorized Census Bureau staff to access the website via the Internet from 6 a.m. to 9 p.m. (Eastern time), Monday through Friday, throughout the contract period.
- d. The contractor shall identify a standard period for website maintenance outside the required operational period.
- e. The contractor shall implement controls to ensure that the website is available only to contractor personnel authorized by the contractor Project Manager and to Census Bureau personnel authorized by the Census Bureau COR or designee. Accounts of contractor personnel who no longer support the contract or who leave the contractor's organization shall be closed within 1 business day.
- f. The contractor shall provide a point of contact so that website users can obtain website assistance and report website problems via email.
- g. The contractor shall analyze Census Bureau-identified problems and take corrective actions to ensure continued compliance with requirements.
- h. The contractor shall periodically review website operations and suggest improvements for consideration by the Census Bureau COR. This effort shall also address minor design and functionality changes identified by the COR. The results of this review shall be included in the periodic **Project Status Report**.
  - (1) Upon approval of the Census Bureau COR, the contractor shall implement proposed improvements without impacting website availability.
  - (2) The contractor shall update the **Project Support Website User Guide** upon implementing any user-visible changes.

### **C.2.7 Task 1-7: Accessory Selection**

The contractor shall collaborate with the Census Bureau to identify and clarify requirements for accessories that CAPI FR use. The contractor shall select and submit these accessories for review and evaluation by the Census Bureau and, upon approval of the COR, provide unit- and volume-based pricing in accordance with the requirements of the NASA SEWP IV contract and this order. These items include the following:

- a. FR carrying case as described in Section J.2.2.3
- b. USB memory key as described in Section J.2.2.2.d
- c. External GPS receiver as described in Section J.2.2.2.j
- d. Other accessories directly related to the use of the laptops provided under this contract

Accessories specified and priced in this manner will be added to this contract via modification as approved by the Census Bureau CO.

### **C.2.8 Task 1-8: Laptop Location and Retrieval Services**

The contractor shall provide continuing laptop location and retrieval services as specified in Section J.2.2.5.

## **C.3 Project Support Website Design/Implementation (Task Area 2)**

The Census Bureau wants to leverage the functionality and ready access of a contractor-provided Project Support Website to facilitate project administration and maintenance support services. The contractor shall design and implement the Project Support Website as follows.

### **C.3.1 Task 2-1 Project Support Website – Design**

The website shall be designed in close coordination with the Census Bureau COR. In particular:

- a. The contractor shall design the CAPI Project Support Website in compliance with the functional and design requirements specified in Section J.1, Requirements for CAPI Project Support Website.
- b. The contractor shall conduct a design review at Census Bureau headquarters in Suitland, Maryland, to enable Census Bureau personnel to review the contractor's website design and implementation plan. The Census Bureau will provide input regarding compliance with requirements, design preferences, and implementation.
- c. To support the design review, the contractor shall prepare and deliver a draft **Project Support Website User Guide**.

### **C.3.2 Task 2-2 Project Support Website – Implementation**

The website shall be implemented in close coordination with the Census Bureau COR. In particular:

- a. The contractor shall implement the website in accordance with the requirements set forth in Section J.1, Requirements for CAPI Project Support Website, and guidance received at the design review.
- b. The contractor shall prepare the final **Project Support Website User Guide**.
- c. The contractor shall submit the Project Support Website to the Census Bureau for verification that the website is ready to support pilot and full-scale deployment.
- d. The contractor shall address any deficiencies identified by the Census Bureau during the readiness verification within 30 days or as otherwise agreed by the Census Bureau COR.
- e. The contractor shall submit the website for acceptance once all deficiencies are corrected.

## C.4 Integrate and Deliver CAPI Products (Task Area 3)

### C.4.1 Task 3-1: Define and Maintain CAPI Product Set

The Census Bureau requires a comprehensive set of products to support survey activities, including laptops with specific features and accessories. Accordingly:

- a. The contractor shall select a complete set of commercially available products that satisfy the requirements specified in Section J.2, Requirements for Laptop Kits and Accessories.
- b. The contractor shall prepare and periodically update (as needed) a **CAPI Product Catalog** that (1) identifies the products, (2) describes product characteristics, (3) indicates approved sources (manufacturers, part numbers, and versions), and (4) clearly indicates any factors affecting the availability of the products or pending configuration changes.
- c. The contractor shall review the CAPI product set during April and October of each year to ensure that (1) approved products/versions remain commercially available, (2) alternative products are identified in instances where marginal performance and/or reliability has been noted, (3) new products of value to the CAPI FR Laptop Refresh Project are identified, (4) products approaching end-of-life status are identified, or (5) any pending changes in manufacturer product support are identified.
- d. The results of this review and contractor recommendations shall be documented in the periodic **Project Status Report**, prepared in accordance with SOW Sections C.2.1 and C.6. The report shall describe any recommended product changes and indicate any applicable price changes resulting from evolution of the manufacturer's product line.
- e. The contractor shall not modify the CAPI product set unless authorized to do so by the Census Bureau CO. Upon approval of product set changes, the contractor shall submit base pricing proposals in accordance with technology refresh provisions of the NASA SEWP IV contract.
- f. The baseline configuration shall be defined at the lowest replaceable assembly level (e.g., memory assembly, hard drive, 3G wireless assembly, battery) and shall specify manufacturer, part number, and applicable revisions.
- g. To support Census Bureau approval of product set baseline changes to the product set, the contractor shall submit product samples for evaluation unless otherwise directed by the Census Bureau COR.

## C.4.2 Task 3-2: Define and Maintain Product Integration and Delivery Processes

Close coordination between the Census Bureau and the contractor is required to ensure that high-quantity orders for laptop kits are assembled correctly and in a timely manner. The contractor shall (1) assemble specified commercial products, (2) set laptop BIOS and TPM parameters in accordance with Census Bureau guidance, (3) install a standard Census Bureau–provided software image (designated the “integrator image”) that includes both Census Bureau–provided and contractor-provided software, and (4) conduct mandatory quality assurance steps.

Accordingly:

- a. In close collaboration with the Census Bureau, the contractor shall prepare a detailed **Integration Process Description** that (1) describes each laptop kit integration and delivery task, (2) states appropriate organizational responsibility (Census Bureau, contractor, subcontractor, vendor) and sequence for each task, (3) documents specific hardware/software configurations and settings (including laptop BIOS and TPM settings), (4) describes quality and configuration control verifications to be conducted on each item, (5) describes any quality assurance steps to be conducted on a sample basis, (6) describes facilities to be employed for the process, and (7) describes any process variations that depend on the type of laptop kit being delivered. The contractor shall deliver the Integration Process Description to the Census Bureau for approval of integration processes.
- b. The contractor shall apply the approved processes for integration and delivery of the baseline, development, pilot, deployment, and post-deployment laptop kit configurations. During the integration process, the contractor shall:
  - (1) Attach Census Bureau–provided barcode tags.
  - (2) Apply Census Bureau–specified markings to the laptop base units. The contractor shall not apply any additional (non-manufacturer) markings, except as explicitly approved by the Census Bureau COR.
  - (3) Set laptop BIOS parameters in accordance with Census Bureau direction.
  - (4) Set laptop TPM parameters in accordance with Census Bureau direction.
- c. The integration and delivery process shall include provisions for the Census Bureau to conduct compliance and quality verification of the initial production lot for each laptop kit order. The sample size shall be at least 10% of the order quantity or 50 laptop kits, whichever is smaller. This verification process, which follows, will be conducted by Census Bureau personnel at the contractor integration facility.
  - (1) The contractor shall provide the appropriate space and environment for the Census Bureau to conduct the verification.
  - (2) If more than one defect is found, a second lot of the same size shall be examined. If no defects are found in the second lot, the defective item shall be replaced and production may proceed. Otherwise, both sample lots shall be rejected and the contractor shall take positive actions to improve the integration and delivery processes. The rejected lots shall be subjected to additional quality assurance tests and re-offered for Census Bureau inspection.
  - (3) A laptop kit shall be considered defective if (1) the kit does not fully comply with the baseline configuration, (2) any component is missing, (3) any component is not

- fully functional, or (4) any component does not conform with contractor quality assurance standards.
- (4) The Census Bureau may, at its option, repeat sample lot testing in the same manner until quality levels are assured as indicated by the count of defects.
  - (5) The contractor shall not change the integration and delivery processes without the approval of the Census Bureau COR.
  - (6) The Census Bureau may, at its option, conduct additional sample lot testing.
- d. The contractor shall define similar quality control measures for separately ordered laptops, accessories, and expendables, such as carrying cases and GPS receiver.
  - e. The contractor shall implement procedures and positive controls to ensure that deliveries are made strictly in accordance with Section D.

### **C.4.3 Task 3-3: Integrate and Deliver CAPI Products**

The Census Bureau will specify and authorize orders for CAPI products on a schedule and at quantities dictated by CAPI program objectives for (1) development and test of survey applications, (2) deployment of a pilot to validate the operational readiness of CAPI laptop kits and contractor maintenance support services, (3) deployment of new laptops to all FRs, and (4) deployment of new laptops in response to new survey requirements.

The Census Bureau may order laptop kits and laptop accessories for use as spares or to replenish the stock of expendables (e.g., packing materials) or non-repairable items. These orders will be placed periodically based on need.

The Census Bureau will place orders for delivery of laptop kits subject to the constraints and minimum volume commitments set forth in Section B.7.3.2, Minimum Order Quantities and Section B.7.8 Laptop Kits – CCM Configuration. These orders will include the following actions:

- a. Upon direction by the CO, the contractor shall deliver the specified quantity of baseline configuration laptop kits.
- b. Upon direction by the CO, the contractor shall deliver the specified quantity of development configuration laptop kits.
- c. Upon direction by the CO, the contractor shall deliver the specified quantity of pilot configuration laptop kits.
- d. Upon direction by the CO, the contractor shall deliver the specified quantity of deployment configuration laptop kits.
- e. Upon direction by the CO, the contractor shall deliver the specified quantity of CCM configuration laptop kits.
- f. Upon direction by the CO, the contractor shall deliver the specified quantity of post-deployment configuration laptop kits.
- g. Upon direction by the CO, the contractor shall deliver the specified quantity of accessories and expendables for FR use.



- h. The contractor shall identify the lead time for Census Bureau actions (e.g., for placing orders, providing BIOS and TPM settings, and providing the integrator image) in the Project Master Schedule, which will be prepared in accordance with SOW Sections C.2.2 and C.6.
- i. All laptop kits shall be integrated in accordance with the approved Integration Process Description and the current Product Catalog.

#### **C.4.4 Task 3-4: Provide Product Documentation and Software Media**

The Census Bureau requires sufficient copies of manufacturer documentation for contractor-provided hardware and software and sufficient copies of distribution media for all contractor-provided software to support engineering, support, and configuration management activities. Accordingly, the contractor shall provide these items as follows:

- a. Distribution media for all contractor-provided software (10 copies)
- b. Manufacturer documentation for all contractor-provided hardware and software (10 copies)
- c. Evidence of purchase, registration, and transfer of software licenses

The contractor shall provide updated materials within 30 days of an approved configuration change or receipt of revised manufacturer documentation.

### **C.5 Maintenance Support Services (Task Area 4)**

The Census Bureau requires continuing maintenance support services to support CAPI operations. These services must be reliable, easily accessed, and easily administered. Required services include the following:

- a. Repair and refurbishment of laptop kits and accessories and placement of repaired units into contractor-held Census Bureau–owned inventory
- b. On-request preparation and delivery of laptop kits, accessories, and expendables from contractor-held Census Bureau–owned inventory
- c. Storage of laptop kits, accessories, and expendables to support rapid response to changing survey needs
- d. Receipt, retention, and disposal of surplus laptop kits and accessories in accordance with Census Bureau property management requirements.

#### **C.5.1 Task 4-1: Service Planning**

Close coordination between the Census Bureau and the contractor is required to ensure that contractor-provided maintenance support services complement Census Bureau operations support activities. Accordingly:

- a. The contractor shall establish and maintain maintenance support services that comply with the minimum process and capacity requirements specified in Section J.3, Requirements for Maintenance Support Services.

- b. The contractor shall document its plan for implementing required maintenance support services in the **Project Management Plan**. The contractor shall identify in the plan the organizations, subcontractors, management personnel, facilities, and corporate capabilities it will employ to deliver the required services.
- c. The contractor shall prepare and maintain a **Service Level Agreement** that details the maintenance support services to be delivered, procedures for use of the services by the Census Bureau, all terms associated with the services, and the contractor's commitment regarding quality, timeliness, and capacity associated with each service.
- d. The contractor shall provide all facilities required to deliver maintenance support services at the capacities specified in Section J.3, Requirements for Maintenance Support Services.
- e. The contractor-provided facilities shall comply with applicable security requirements for the storage of Census Bureau-owned equipment.
- f. The contractor shall ensure that the facilities and procedures used to deliver maintenance support services remain certified as ISO 9001:2000 compliant.

### C.5.2 Task 4-2: Service Implementation

Because laptop kits and accessories will be ordered and delivered incrementally, maintenance support services also may be implemented incrementally. Unless otherwise stated, all services shall be in place at full capacity prior to the start of full-scale deployment and remain available throughout the contract period. Accordingly:

- a. The contractor shall implement the **Warranty Repair/Refurbishment Service** in accordance with Section J.3, Requirements for Maintenance Support Services, and the approved **Service Level Agreement**.
- b. The contractor shall implement the **On-Request Preparation and Delivery Service** in accordance with Section J.3, Requirements for Maintenance Support Services, and the approved **Service Level Agreement**.
- c. The contractor shall implement the **Property Storage Service** in accordance with Section J.3, Requirements for Maintenance Support Services, and the approved **Service Level Agreement**.
- d. The contractor shall implement the **Tracking and Recovery Service** in accordance with Section J.3, Requirements for Maintenance Support Services, and the approved **Service Level Agreement. (Optional Service)**
- e. The contractor shall implement the **Laptop Kit and Accessory Disposal Service** in accordance with Section J.3, Requirements for Maintenance Support Services, and the approved **Service Level Agreement**.
- f. The contractor shall notify the Census Bureau COR when maintenance support services are fully in place. The Census Bureau will review the status of maintenance support services and notify the contractor if deficiencies are found.
- g. The contractor shall correct any identified deficiencies within 30 days or as otherwise agreed to by the Census Bureau COR.

### C.5.3 Task 4-3: Service Delivery

Continued quality of contractor-provided maintenance support services is essential to effective Census Bureau survey operations. Accordingly:

- a. The contractor shall provide maintenance support services in accordance with the approved **Service Level Agreement**. This agreement shall serve as the definitive description of the contractor's maintenance support services and shall be updated only with approval of the Census Bureau COR. Changes to this agreement shall in no way degrade the quality, timeliness, or capacity of contractor maintenance support services.
- b. The contractor shall prepare periodic **Service Level Agreement Performance Reports** that detail its level of performance against metrics established by the **Service Level Agreement**.
- c. The contractor shall, if its performance does not meet or exceed minimum performance levels established by the Service Level Agreement, implement corrective actions within 30 days of identifying any performance deficiency.

## C.6 Project Documentation

This SOW specifies preparation of project documentation to ensure proper coordination of Census Bureau and contractor activities and appropriate administration of the contract.

Accordingly:

- a. The contractor shall prepare and deliver project documentation in accordance with Table C.6-1 and the referenced SOW paragraph.
- b. Unless otherwise specified, the contractor may employ contractor-developed document format and content, subject to the format and content requirements referenced in Table C.6-1.
- c. Documents shall be prepared using Microsoft Word, Excel, Project, or PowerPoint.
- d. The contractor shall deliver all documents to the Census Bureau CO and COR.
- e. The contractor shall include all delivered documentation in a project library that is accessible via the Project Support Website.
- f. All contractor-provided documentation shall be signed by the contractor Project Manager certifying that the document meets contractor and Census Bureau-specified format and content requirements.
- g. If the document is subject to Census Bureau approval, the contractor shall deliver a draft document, respond to Census Bureau COR comments and guidance within the specified review time, and deliver the final document. Unless otherwise specified, the contractor shall allow 30 days for the Census Bureau COR to review and comment on documents submitted for approval.

Table C.6-1. Project Documentation

Project Documentation			
Item Identifier	Title	Reference	Deliveries
001	Project Management Plan	C.2.1	FREQUENCY: Once with

<b>Project Documentation</b>			
<b>Description</b> The Project Management Plan shall document the contractor's approach to completion of all contract tasks, identify contractor/subcontractor organizations responsible for the tasks, and identify project management personnel and points of contact. The Project Management Plan also shall describe the contractor approach to issue and risk management, quality assurance, configuration management, and security management.			updates DRAFT: With proposal FINAL: 30 days after contract award UPDATES: Annually  Deliverable is subject to the approval of the Census Bureau COR.
<b>Item Identifier</b>	<b>Title</b>	<b>Reference</b>	<b>Deliveries</b>
002	Project Status Report	C.2.1	FREQUENCY: <ul style="list-style-type: none"> <li>• PHASES I and II: Monthly</li> <li>• PHASE III: Quarterly</li> </ul> INITIAL: 15th of second month after contract award SUBSEQUENT: 15th of month
<b>Description</b> The periodic Project Status Report shall describe contractor progress on contract tasks during the previous period and activities planned for the next period. The report also shall identify any risks to achieving contract technical or schedule objectives, issues that require Census Bureau consideration, and pending Census Bureau actions. Special reports shall be attached, as may be required by SOW tasks.			
<b>Item Identifier</b>	<b>Title</b>	<b>Reference</b>	<b>Deliveries</b>
003	Project Master Schedule	C.2.2	FREQUENCY: Quarterly  INITIAL: 30 days after contract award
<b>Description</b> The Project Master Schedule shall identify all contractor activities required to achieve key project milestones identified by the Census Bureau. The schedule also shall identify Census Bureau actions or decisions that are required to support timely completion of contractor activities.			
<b>Item Identifier</b>	<b>Title</b>	<b>Reference</b>	<b>Deliveries</b>
004	Project EVM Report	C.2.2	FREQUENCY: <ul style="list-style-type: none"> <li>• PHASE I/II/IV: Quarterly</li> <li>• PHASE III: Not Required</li> </ul> INITIAL: 30 days after contract award
<b>Description</b> The Project EVM Report shall report contractor progress on contractor activities, identify deviations from the schedule for completion of project milestones, analyze the root causes of such deviations, and indicate corrective actions.			
<b>Item Identifier</b>	<b>Title</b>	<b>Reference</b>	<b>Deliveries</b>
005	System Security Plan	C.2.5	FREQUENCY: Once with updates DRAFT: 90 days after contract award FINAL: 15 days after receipt of COR comments

<b>Project Documentation</b>			
<b>Description</b> The format and content of the System Security Plan shall adhere to guidance in NIST SP 800-18.			UPDATES: Annually Deliverable is subject to the approval of the Census Bureau COR.
<b>Item Identifier</b> 006	<b>Title</b> Contingency Plan	<b>Reference</b> C.2.5	<b>Deliveries</b> FREQUENCY: Once with updates DRAFT: 90 days after contract award FINAL: 15 days after receipt of COR comments UPDATES: Annually Deliverable is subject to the approval of the Census Bureau COR.
<b>Description</b> The format and content of the Contingency Plan shall adhere to guidance in NIST SP 800-34.			
<b>Item Identifier</b> 007	<b>Title</b> Project Support Website User Guide	<b>Reference</b> C.3	<b>Deliveries</b> FREQUENCY: Once with updates PARTIAL DRAFT: 15 days prior to website design review DRAFT: 15 days prior to submittal of website for acceptance FINAL: 15 days after receipt of COR comments UPDATE: Annually Deliverable is subject to the approval of the Census Bureau COR.
<b>Description</b> The Project Support Website User Guide shall provide guidance for use of website functions and shall include screen shots to illustrate entry options and sample reports to illustrate expected content. This document shall include a quick reference guide to facilitate user access to commonly used functions.			
<b>Item Identifier</b> 008	<b>Title</b> Product Catalog	<b>Reference</b> C.4.1	<b>Deliveries</b> FREQUENCY: Once with updates DRAFT: With proposal FINAL: 30 days after contract award UPDATES: As required Deliverable is subject to the approval of the Census Bureau COR.
<b>Description</b> The Product Catalog shall identify and describe the laptops, accessories, and expendables that are available under this contract and the content of each laptop kit. The descriptions of each item shall fully describe the baseline configuration for that item.			
<b>Item Identifier</b> 009	<b>Title</b> Integration Process Description	<b>Reference</b> C.4.2	<b>Deliveries</b> FREQUENCY: Once

<b>Project Documentation</b>			
<b>Description</b> The Integration Process Description shall identify each step to be used in the integration and delivery of laptop kits, including all assembly and burn-in actions, software installation, BIOS/TPM set up, configuration verifications, and quality inspections.			DRAFT: 90 days after contract award FINAL: 30 days after receipt of COR comments UPDATES: Annual Deliverable is subject to the approval of the Census Bureau COR.
<b>Item Identifier</b> 010	<b>Title</b> Service Level Agreement	<b>Reference</b> C.5.1	<b>Deliveries</b> FREQUENCY: Once DRAFT: With proposal FINAL: 30 days after contract award UPDATES: As required Deliverable is subject to the approval of the Census Bureau COR.
<b>Description</b> The Service Level Agreement shall fully describe maintenance support services to be provided by the contractor, all terms associated with the services, and the contractor's commitment regarding quality, timeliness, and capacity for all services.			
<b>Item Identifier</b> 011	<b>Title</b> Service Level Agreement Performance Report	<b>Reference</b> C.5.3	<b>Deliveries</b> FREQUENCY: Quarterly FINAL: 15 days after completion of fiscal quarter Deliverable is subject to the approval of the Census Bureau COR.
<b>Description</b> The Service Level Agreement Performance Report shall provide a record of all maintenance support services completed by the contractor during the reporting period and provide a contractor assessment of its performance against target performance levels established by the Service Level Agreement.  The report shall identify corrective actions being implemented to correct performance deficiencies.			
<b>Item Identifier</b> 012	<b>Title</b> Product Documentation and Software Media	<b>Reference</b> C.4.4	<b>Deliveries</b> FREQUENCY: Once with update UPDATES: Whenever product changes are implemented or documentation is revised by the manufacturer
<b>Description</b> Deliverables shall include all manufacturer documentation for all contractor-provided hardware and software products, distribution media for all contractor-provided software, and evidence of purchase, registration, and transfer of software licenses. The deliverable shall include the quantities as specified in Section C.4.4.			

## Section D. Delivery

### D.1 Delivery Locations and Addresses

#### D.1.1 Delivery Points for CAPI FR Laptop Project

The contractor shall deliver products to the Census Bureau sites identified in Table D.1-1 as required on individual orders. Deliveries also may be directed to contractor storage in accordance with Section C, Statement of Work.

Table D.1-1. Delivery Locations for CAPI FR Laptop Refresh Products

<b>Delivery Locations for CAPI FR Laptop Refresh Products</b>	
<b>Census Bureau Location</b>	<b>Address</b>
Boston	U.S. Census Bureau 4 Copley Place, Suite 301 Boston, MA 02117-9108
New York	U.S. Census Bureau Jacob K. Javits Federal Building 26 Federal Plaza, Room 37-130 New York, NY 10278
Philadelphia	U.S. Census Bureau 1601 Market Street, 21st Floor Philadelphia, PA 19103-2395
Detroit	U.S. Census Bureau 1395 Brewery Park Blvd. Detroit, MI 48207
Chicago	U.S. Census Bureau 2255 Enterprise Drive, Suite 5501 Westchester, IL 60154
Kansas City	U.S. Census Bureau 1211 North 8th Street Kansas City, KS 66101
Seattle	U.S. Census Bureau 700 5th Avenue, Suite 5100, Key Tower Seattle, WA 98104-5018
Charlotte	U.S. Census Bureau 901 Center Park Drive, Suite 106 Charlotte, NC 28217
Atlanta	U.S. Census Bureau 101 Marietta Street, Suite 3200 Atlanta, GA 30303

<b>Delivery Locations for CAPI FR Laptop Refresh Products</b>	
<b>Census Bureau Location</b>	<b>Address</b>
Dallas	U.S. Census Bureau 8585 N. Stemmons Freeway, Suite 800 S Dallas, TX 75247
Denver	U.S. Census Bureau 6900 West Jefferson Avenue Denver, CO 80235
Los Angeles	U.S. Census Bureau 15350 Sherman Way, Suite 400 Van Nuys, CA 91406-4224
Suitland	U.S. Census Bureau 4600 Silver Hill Road Suitland, MD 20746
Contractor-Held Storage	(Contractor Facility)

To accommodate the relocation of ROs and deliveries to other Census Bureau locations, these delivery points may be modified by the Census Bureau COR or his or her designee.

### **D.1.2 Delivery Points for Decennial CCM Project**

Laptop kits for the Decennial CCM Project shall be delivered to Local Census Offices (LCOs) at approximately 500 separate addresses in the United States and Puerto Rico. Delivery addresses will be specified at order placement.

## **D.2 Delivery Lots for Large-Quantity Orders**

Census Bureau ROs have limited space for receipt, storage, and preparation of laptop kits for distribution to FRs. Accordingly:

- a. The contractor shall deliver baseline configuration laptop kits and development configuration laptop kits to Census Bureau headquarters, in Suitland, Maryland.
- b. The contractor shall deliver pilot configuration laptop kits in a single shipment to the RO specified on the order.
- c. The contractor shall deliver deployment configuration laptop kits in shipments of 50 to 100 with a nominal delivery rate of 700 units per week to multiple delivery points. (The delivery of the minimum committed quantity of 7,500 units may require as many as 100 individual shipments.)
- d. The contractor shall deliver CCM configuration laptop kits in shipments of 20 to 50 with a nominal delivery rate of 1000 units per week to multiple delivery points.
- e. The contractor shall deliver post-deployment configuration laptop kits in shipments of 40 to 60 with a nominal delivery rate of 500 units per week to multiple delivery points.



## **D.3 Delivery Requirements**

### **D.3.1 Delivery Coordination for CAPI FR Laptop Project**

Census Bureau ROs are subject to various constraints on the delivery of large orders. These constraints, which are site-dependent, include day-specific and time-of-day constraints on delivery, required use of designated elevators, and required use of union labor for inside deliveries. Accordingly:

- a. The contractor shall provide for inside delivery and shall be responsible for the transport of delivered laptop kits from the building delivery point to a (single) specified Census Bureau location in the building.
- b. The contractor shall be responsible for coordinating all aspects of delivery and shall not rely on the shipper or inside delivery contractor to accomplish this essential coordination.
- c. The contractor shall coordinate deliveries to ROs directly with receiving points of contact identified by the Census Bureau COR.
- d. If requested by the RO point of contact, the contractor shall arrange deliveries to meet site-specific requirements and ensure that the site is prepared to receive the shipment.
- e. Upon any shipment of laptop kits, the contractor shall provide to the Census Bureau COR a complete inventory of products shipped. This notification shall be provided via email in the form of a Microsoft Excel spreadsheet that identifies all delivered products by manufacturer serial number (if present) and government property identifiers (which are applied during the integration process).
- f. The contractor shall deliver laptop kits pursuant to Free on Board (FOB) Destination.
- g. The contractor shall resolve any shipping difficulties with the Census Bureau COR.

### **D.3.2 Coordination Requirements for Decennial CCM Project**

The delivery of CCM laptop kits will be coordinated by designated staff at the 12 to 15 RCCs, each having responsibility for a subordinate set of the approximate 500 LCOs. As both RCCs and LCOs are established solely for the conduct of the Decennial Census, addresses cannot be identified at this time. The contractor shall anticipate delivery constraints similar to those at ROs (above). Accordingly:

- a. The contractor shall provide for inside delivery and shall be responsible for the transport of delivered laptop kits from the building delivery point to a (single) specified Census Bureau location in the building.
- b. The contractor shall be responsible for coordinating all aspects of delivery and shall not rely on the shipper or inside delivery contractor to accomplish this essential coordination.
- c. The contractor shall coordinate deliveries to LCOs directly with designated RCC staff, noting that each delivery will have another LCO point of contact authorized to receive the delivery.
- d. If requested by the RCC point of contact, the contractor shall arrange deliveries to meet site-specific requirements.

- e. Upon any shipment of laptop kits, the contractor shall provide to the Census Bureau COR and RCC coordinator a complete inventory of products shipped. This notification shall be provided via email in the form of a Microsoft Excel spreadsheet that identifies all delivered products by manufacturer serial number (if present) and government property identifiers (which are applied during the integration process).
- f. The contractor shall deliver laptop kits pursuant to Free on Board (FOB) Destination.
- g. The contractor shall resolve any shipping difficulties with the RCC coordinator and, as necessary, the Census Bureau COR.

## Section E. Inspection and Acceptance

### E.1 Inspection and Acceptance of Items and Services

- a. Inspection and acceptance of all items shall be conducted in accordance with Federal Acquisition Regulation (FAR) 52.246-2, Inspection of Supplies—Fixed-Price (August 1996).
- b. Inspection and acceptance of all services shall be conducted in accordance with FAR 52.246-4, Inspection of Services—Fixed-Price (August 1996).

### E.2 Acceptance of CLIN 001 – Project Support Services

Project Support Services shall be submitted to the COR on a monthly basis, and acceptance of these services will be based on contractor compliance with the approved **Project Management Plan** and on-time delivery of acceptable project documentation due within the monthly service period.

### E.3 Acceptance of CLIN 002 – Project Support Website Design and Implementation

The Project Support Website shall be submitted to the COR, and acceptance of the website will be based on contractor compliance with the approved **Project Management Plan** and Section J.1, Requirements for CAPI Project Support Website.

### E.4 Acceptance of CLIN 003 – Laptop Kits and CLIN 004 – Accessories and Expendables

#### E.4.1 Items Delivered to Census Bureau Locations

- a. Upon receipt, the Census Bureau will inspect each item and indicate to the contractor acceptance or rejection via the Project Support Website.
- b. Rejected items will be returned to the contractor. Upon notice of a rejected item, the contractor shall immediately ship a replacement item.
- c. Acceptance of laptop kits will be based on the completeness of each kit and full functionality of all components.
- d. Laptop kits will be accepted or rejected in their entirety.
- e. The Census Bureau will complete inspection and acceptance within 5 business days. If inspection and acceptance is not completed within 5 business days, the contractor may consider the item accepted by the Census Bureau.

#### E.4.2 Items Delivered to Contractor-Held Inventory

- a. The contractor shall deliver items to contractor storage when directed by the delivery order instructions.

- b. The contractor shall notify the Census Bureau COR via email when deliveries to contractor storage are completed and shall post the deliveries on the **Project Support Website**. Such notice will constitute contingent acceptance of items for purposes of invoicing and payment.
- c. The Census Bureau may inspect items delivered to contractor-held inventory at any time.
- d. The contractor shall be responsible for the correct configuration and full functionality of items delivered to contractor storage until delivered for final acceptance use by the Census Bureau.

## E.5 Acceptance of CLIN 005 – Maintenance Support Services

Maintenance Support Services will be accepted by the COR on the following basis:

- a. **Warranty Repair/Refurbishment Service.** Monthly, with acceptance based on contractor compliance with the approved **Service Level Agreement** and number of completed service actions as invoiced and posted on the Project Support Website
- b. **On-Request Preparation and Delivery Service.** Monthly, with acceptance based on contractor compliance with the approved **Service Level Agreement** and number of completed service actions as invoiced and posted on the Project Support Website
- c. **Property Storage Service.** Monthly, with acceptance based on contractor compliance with the approved **Service Level Agreement**
- d. **Tracking and Recovery Service.** Monthly, with acceptance based on contractor compliance with the approved **Service Level Agreement** and number of laptops actively supported by this service.
- e. **Laptop Kit and Accessory Disposal Service.** Monthly, with acceptance based on contractor compliance with the approved **Service Level Agreement** and number of completed service actions as invoiced and posted on the Project Support Website

## E.6 Acceptance of CLIN 006 – CCM Laptop Kits

CCM Laptop Kits will be accepted as follows:

- a. Upon receipt, the Census Bureau will inspect each item and indicate to the contractor acceptance or rejection via the Project Support Website.
- b. Rejected items will be returned to the contractor. Upon notice of a rejected item, the contractor shall immediately ship a replacement item.
- c. Acceptance of laptop kits will be based on the completeness of each kit and full functionality of all components.
- d. Laptop kits will be accepted or rejected in their entirety.
- e. The Census Bureau will complete inspection and acceptance within 5 business days. If inspection and acceptance is not completed within 5 business days, the contractor may consider the item accepted by the Census Bureau.

## Section F. Performance

### F.1 General

The contractor shall deliver quality products and maintain a high level of performance. The Census Bureau will monitor, measure, and document contract performance throughout the contract. Performance information may be used by the Census Bureau when the contractor is considered for any future government contracts.

### F.2 Project Support

The Census Bureau will evaluate contractor project support performance as follows:

- a. Responsiveness of the Project Manager and Lead Project Engineer in monitoring the status of all project activities and resolving problems and issues before they affect Census Bureau objectives
- b. The quality, completeness, and timeliness of project documentation
- c. Management of the project in accordance with the approved **Project Management Plan**
- d. Quality, timeliness, and accuracy of information provided via the Project Support Website
- e. Timeliness and accuracy of invoices

### F.3 Design and Implementation of the Project Support Website

The Census Bureau will evaluate contractor performance in the design and implementation of the Project Support Website as follows:

- a. Satisfaction of functional and design requirements
- b. Ease of use of website functions
- c. Quality and completeness of the website design review
- d. Timeliness of website readiness to support pilot and full-scale deployment activities
- e. Quality of the **Project Support Website User Guide**

### F.4 Integration and Delivery of Laptop Kits and Accessories

The Census Bureau will evaluate contractor performance in the integration and delivery of laptop kits and accessories as follows:

- a. Percentage of laptop kits delivered in accordance with schedules agreed on with the COR and the RO point of contact
- b. Percentage of laptop kits delivered that are fully functional and in complete compliance with configuration requirements
- c. Contractor compliance with the approved **Integration Process Description**

## F.5 Maintenance Support Services

The Census Bureau will evaluate contractor performance in providing maintenance support services as follows:

- a. Failure rates of laptop kits and accessories
- b. Percentage of repair/refurbishment actions completed within the required time
- c. Percentage of acceptable laptop kits and accessories shipped within the required time
- d. The number of discrepancies in contractor-held Census Bureau–owned inventory, as determined by periodic Census Bureau audit
- e. Contractor compliance with the approved **Service Level Agreement**

## F.6 CCM Configuration Laptops

The Census Bureau will evaluate contractor performance in the integration and delivery of CCM configuration laptop kits and accessories as follows:

- a. Percentage of laptop kits delivered in accordance with schedules agreed on with the COR and the delivery point of contact
- b. Percentage of laptop kits delivered that are fully functional and in complete compliance with configuration requirements
- c. Contractor compliance with the approved **Integration Process Description**

## Section G. Contract Administration Data

### G.1 Census Bureau Contracting Officer

**Albert Kennedy** is hereby designated as the CO for this contract. The CO may be changed at any time by the government by a unilateral modification without prior notice to the contractor. Contact information for the Census Bureau CO and Contract Specialist (CS) follows:

**Census Bureau Contracting Officer (CO)****Albert Kennedy**

U.S. Census Bureau  
Acquisitions Division  
4600 Silver Hill Road  
Suitland, MD 20746  
301.763.4420

[Albert.Ernest.Kennedy@census.gov](mailto:Albert.Ernest.Kennedy@census.gov)

**Census Bureau Contract Specialist (CS)****Pamela Miller**

U.S. Census Bureau  
Acquisitions Division  
4600 Silver Hill Road  
Suitland, MD 20746  
301.763.3547

[Pamela.A.Miller@census.gov](mailto:Pamela.A.Miller@census.gov)

### G.2 Census Bureau Contracting Officer's Representative

**Geoffrey Pejsa** is hereby designated as the COR for this contract. The COR may be changed at any time by the government by a unilateral modification without prior notice to the contractor. Contact information for the Census Bureau COR and Alternate COR (ACOR) follows:

**Contracting Officer's Representative (COR)****Geoffrey Pejsa**

U.S. Census Bureau  
Technologies Management Office  
4600 Silver Hill Road  
Suitland, MD 20746  
301.763.7726

**Alternate Contracting Officer's Representative (ACOR)****Chad Nelson**

U.S. Census Bureau  
Technologies Management Office  
4600 Silver Hill Road  
Suitland, MD 20746  
301.763.8419

### G.3 Invoices

#### G.3.1 Submittal of Invoices

Invoices shall be submitted within 30 days after government acceptance of delivered items to the following address:

U.S. Census Bureau  
Finance Office  
4600 Silver Hill Road  
Suitland, MD 20746

### **G.3.2 Invoice Content**

The contractor shall submit an original invoice and three copies to the address designated above. All invoices must include the following information:

- a. Name and address of the contractor
- b. Invoice date and number
- c. NASA SEWP IV Contract number, CLIN, and, if applicable, the order number
- d. Description, quantity, unit of measure, unit price, and extended price of the items delivered
- e. Shipping number and date of shipment, including the bill of lading number
- f. Terms of any discount for prompt payment offered
- g. Name and address of official to whom payment is to be sent
- h. Name, title, and telephone number of person to notify in event of defective invoice
- i. Taxpayer Identification Number (TIN)
- j. Census Bureau Order number and CLIN
- k. Applicable period for monthly services

### **G.4 Payment Terms**

#### **G.4.1 Items Accepted**

Payment will be made for items that have been delivered to and accepted by the Census Bureau as set forth in Section E.

#### **G.4.2 Prompt Payment**

The Census Bureau will make payment in accordance with the Prompt Payment Act (31 USC 3903) and prompt payment regulations at 5 Code of Federal Regulations (CFR) Part 1315.

#### **G.4.3 Discount**

In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

#### **G.4.4 Overpayments**

If the contractor becomes aware of a duplicate contract financing or invoice payment or that the Census Bureau has otherwise overpaid on a contract financing or invoice payment, the contractor shall immediately notify the CO and request instructions for disposition of the overpayment.

### **G.5 Accounting and Appropriation Data**

Accounting and appropriation data will be incorporated into the contract at contract award.



## **G.6 Government-Furnished Property**

The government will provide the following government-furnished property to the contractor for the performance of this contract.

- a. The software image (designated “integrator image”) for contractor installation on laptops during integration and delivery of laptop kits and accessories
- b. U.S. Department of Commerce barcodes for contractor application to Census Bureau–owned property during integration and delivery of laptop kits and accessories
- c. Census Bureau labels for contractor application to Census Bureau–owned property during integration and delivery of laptop kits and accessories
- d. FR training materials, including a picture of the laptop kit contents and instruction sheet, for inclusion in laptop kits

## **Section H. Special Contract Requirements**

### **H.1 Key Personnel**

Before replacing any individuals designated as key personnel by the Census Bureau, the contractor shall notify the Census Bureau CO and COR at least 30 calendar days in advance, submit written justification for the replacement in sufficient detail to permit evaluation of the impact on the CAPI FR Laptop Refresh Project, and provide the names and qualifications of proposed replacements. All proposed replacements shall possess qualifications equal to or superior to those of key personnel being replaced. The contractor shall not replace key personnel without written consent from the CO.

Key personnel are considered essential to the work performed under this contract. If a change in key personnel is necessitated by an individual's illness, death, or termination of employment, the contractor shall promptly notify the CO and provide the information required above.

### **H.2 Project Manager Qualifications**

The Project Manager shall be a full-time employee of the contractor at contract award and shall be responsible for the overall management and coordination of this contract. The Project Manager shall serve as the primary point of contact for the CO and COR.

Minimum qualifications for the Project Manager position include at least 7 years of project leadership experience in managing large-scale integration, deployment, and maintenance support of at least 1,000 computing devices. The individual must have extensive knowledge of computing components, relevant industry standards, and project management.

### **H.3 Applicable Security Controls**

All contractor personnel who have access or may be inadvertently exposed to Title 13 data by virtue of their project role must apply for Special Sworn Status. The Special Sworn Status process requires completing administrative forms, providing fingerprints to support a background check, taking the Title 13 Oath of Nondisclosure, and completing Title 13 training.

This process usually requires 2 weeks, and individuals must complete this process prior to starting work on project activities.

### **H.4 Deviation from NASA SEWP IV Order Limitation (Clause A.1.21)**

Notwithstanding the limitations stated in SEWP IV Order Limitation (Clause A.1.21) (October 1995), the contractor shall be obligated to honor all task and delivery orders placed under this contract.

## **H.5 Deviation from NASA SEWP IV Request from Quotes (Clause A.1.22)**

Clause A.1.22 of the NASA SEWP IV contract terms and conditions permits the offeror to state price validity dates. Discounts and prices offered and validated at award shall remain valid for the duration of the ordering agreement unless adjusted by contract modification.

## **H.6 Small Business Subcontracting Plan and Reports (Clause A.1.36)**

The contractor shall comply with all provisions of Clause A.1.36 of the NASA SEWP IV contract terms and conditions. The contractor shall also respond to the Census Bureau small business participation goal of 13% for this contract.

## **H.7 Requirement to Submit Sample Products for Proposed Baseline Configuration Changes**

To support the Census Bureau's evaluation of proposed product baseline changes, the contractor shall, unless otherwise directed by the COR, submit sample products to the Census Bureau to verify their functionality, technical characteristics, and performance. The contractor shall deliver these products at no additional cost to the Census Bureau. All products delivered for verification purposes will be returned to the contractor.

## **H.8 Economic Price Adjustment**

### **H.8.1 Periodic Price Adjustment**

Section C.4.1 requires the contractor to review and report the status of products offered under this contract in April and October of each year. In conjunction with this review, the contractor shall propose economic price adjustments in accordance with the following provisions:

- a. The contractor shall adjust base prices of items in accordance with provisions of the NASA SEWP IV contract. The contractor shall warrant that the base price of each item in the CAPI Product Catalog does not exceed the contractor's applicable established commercial catalog price for similar quantities of the same item.
- b. The contractor shall decrease the base prices of items in the then-current CAPI Product Catalog if warranted by decreases in commercial catalog prices.
- c. The contractor shall not increase the net prices of items in the then-current CAPI Product Catalog, regardless of increases in commercial catalog prices.
- d. The contractor shall not decrease competitive and volume-based discounts offered to the Census Bureau.
- e. The contractor may increase or decrease the base prices of items that represent the evolution of a manufacturer's product line relative to the items in the then-current CAPI Product Catalog, subject to approval of the Census Bureau CO and NASA SEWP IV provisions for technology refresh.

- f. Price adjustments shall be applied to all items delivered after the effective date of the adjustment.

## **H.8.2 Applicability**

Economic Price Adjustment shall apply to the following CLINs:

- a. Laptop Kits (CLIN 003)
- b. Accessories and Expendables (CLIN 004)
- c. CCM Laptop Kits (CLIN 006)

Economic Price Adjustment shall not apply to the following CLINs:

- d. Contractor pricing for Project Support Services (CLIN 001)
- e. Project Support Website Design and Implementation (CLIN 002)
- f. Maintenance Support Services (CLIN 005)

## **H.9 Warranty**

Section C.1.5 of the NASA SEWP IV contract describes the terms for standard warranty coverage. This contract has specific requirements for the repair and refurbishment of laptop kits and accessories that significantly exceed this coverage. Accordingly, the warranty provisions outlined in Section C.1.5 of the NASA SEWP IV contract are superseded by the maintenance support services requirements set forth in Section C, Statement of Work, and Section J.3, Requirements for Maintenance Support Services.

## **H.10 Option to Extend the Term of the Contract**

The Government may extend the term of this contract by written notice to the Contractor within 60 days provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

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

The total duration of this contract, including the exercise of any options under this clause, shall not exceed 84 months.

## Section I. Contract Clauses

### I.1 Federal Acquisition Regulation Clauses Incorporated by Reference

- a. FAR 52.217-8, Option to Extend Services (November 1999)—The government may exercise this option by written notice to the contractor anytime before contract expiration.
- b. FAR 52-216-22, Indefinite Quantity (October 1995).

### I.2 References to Commerce Acquisition Regulation

At various points throughout this contract, references are made to clauses from the CAR. These clauses supplement the requirements set forth in FARs. The CAR, including the CAR clauses referenced herein, appear at <http://oamweb.osec.doc.gov/docs/car13.htm>. Questions regarding the clauses should be directed to the CO.

### I.3 Commerce Acquisition Regulation Clauses Incorporated by Reference

- a. CAR 1352.209-71, Organizational Conflict of Interest (March 2000)
- b. CAR 1352.231-70, Duplication of Effort (March 2000)
- c. CAR 1352.233-70, Harmless from Liability (March 2000)
- d. CAR 1352.246-70, Inspection and Acceptance (March 2000)
- e. CAR 1352.247-70, Packing for Domestic Shipment (March 2000)
- f. CAR 1352.252-70, Regulatory Notice (March 2000)

### I.4 Additional Clauses

#### I.4.1 Data Rights

All data posted on the Project Support Website shall be considered Census Bureau property. The contractor shall not use any Project Support Website data for any purpose not directly related to the CAPI FR Laptop Refresh Project.

If requested by the Census Bureau, files containing this data shall be provided in both native format and in delimited ASCII format, as determined by the Census Bureau.

## **Section J. List of Documents, Exhibits, and Other Attachments**

### **J.1 Requirements for CAPI Project Support Website**

#### **J.1.1 Introduction**

##### **J.1.1.1 Purpose and Scope**

This section establishes the functional and design requirements for the CAPI Project Support Website. The Census Bureau expects this website to facilitate coordination of project activities and delivery/acceptance of contractor products during Phases I and II of the contract. As the project transitions into Phase III after deployment of new laptop kits the website will become a focal point for obtaining and coordinating contractor-provided maintenance support services. The website will also be used to coordinated the delivery, use, and return of the CCM configuration laptops for the Decennial CCM Project.

##### **J.1.1.2 Background**

The current FR support contractor provides a website that provides the following functions, which have demonstrated the value of electronically enabled coordination of maintenance support services:

- Submittal of maintenance support service requests for laptop kit repair or replacement
- Verification of receipt and acceptance of laptop kits shipped by the contractor
- Monitoring of status and location of all laptop kits, whether deployed, in transit, in repair, or in storage
- Access to reports indicating laptop repair/replacement actions completed or under way
- Access to reports indicating reported failures and causes of failures of all laptop kits returned for repair/replacement
- Ordering of packing materials to ensure safe return of failed laptop kits
- Access to administrative features, including password management and online help

##### **J.1.1.3 Objective**

The Census Bureau has set an objective to extend and improve the overall functionality of the Project Support Website by providing the following on the website:

- Project management and coordination information, including a repository for all project documentation
- Information and tools to track contract costs and validate invoices
- Information and tools to monitor contractor performance

Information and tools to facilitate the management of Census Bureau–approved product baselines

Tracking reports for contractor-held inventory of Census Bureau–owned laptop kits, accessories, and expendables

Information and tools that provide access to and coordination of contractor-provided maintenance support services, including acknowledgment of shipment receipt and acceptance of laptop kits and accessories

Reports on the status and history of laptop kit repair/refurbishment actions and analysis of rates and root causes of laptop kit failures, including instances in which multiple failures were present

Reports to facilitate identification and analysis of discrepancies between the contractor’s inventory status and the Census Bureau asset management system

#### **J.1.1.4 Operational Concept**

The CAPI Project Support Website will be used by (1) the Census Bureau COR and COR-designated personnel, (2) authorized Census Bureau RO/RCC personnel, and (3) other authorized Census Bureau headquarters personnel.

The Census Bureau COR and COR-designated personnel will use the website to accomplish the following:

- a. Establish user accounts and set privileges for authorized Census Bureau personnel
- b. View draft project documentation submitted for review and approval
- c. Post comments on submitted documentation
- d. View and download all delivered project documentation
- e. View the configuration baseline for all products and contractor-generated baseline change requests and change notices
- f. View laptop kit order, shipping, delivery, and acceptance status
- g. Approve RO requests for preparation and shipment of additional laptop kits and accessories from contractor-held Census Bureau–owned inventory
- h. Using the online Product Catalog, prepare an order to replenish Census Bureau–owned inventory of accessories and expendables (order to be printed and forwarded to the CO for execution)
- i. View contractor-submitted invoices

Authorized Census Bureau RO/RCC personnel will use the website to accomplish the following:

- j. Notify the contractor of receipt of laptop kit shipments (Phase II, III, IV)
- k. Indicate acceptance of laptop kits (Phase II, III, IV)
- l. Notify the contractor that a laptop kit is being returned for repair or refurbishment
- m. Notify the contractor that a laptop kit is being transferred from one RO or RCC to another (contractor responsible for database update only)
- n. Request immediate delivery of replacement laptop kits
- o. Request immediate preparation and shipment of additional laptop kits, accessories, and expendables from contractor-held Census Bureau–owned inventory, subject to Census Bureau COR approval

- p. View the status of all maintenance support services performed for the RO (RO personnel shall have access only to information related to inventory and services for his/her RO)

Other authorized headquarters Census Bureau personnel will use the website to accomplish the following:

- q. Perform all functions performed by authorized Census Bureau RO/RCC personnel (unlike RO personnel, however, these personnel will have access to information on all ROs)
- r. View the contractor-held Census Bureau-owned inventory
- s. View the records of all maintenance support services by RO and time period
- t. View the records of contractor repair/refurbishment actions and root causes of laptop kit failures

## **J.1.2 Functional Requirements**

### **J.1.2.1 Project Administration**

The CAPI Project Support Website will be used to facilitate project administration. Accordingly:

- a. The website shall provide a read-only repository for all project documentation.
- b. The website shall provide a separate repository for project documentation submitted for Census Bureau COR review and approval.
- c. The website shall permit the Census Bureau COR to upload project documentation that contains comments for contractor response.
- d. The website shall provide a read-only repository for contractor invoices and supporting information.

### **J.1.2.2 Laptop Kit Delivery Management**

The CAPI Project Support Website will be used to manage and monitor laptop kit deliveries. Accordingly:

- a. The website shall provide a record for each delivered laptop kit indexed by manufacturer serial numbers and Department of Commerce/Census Bureau property identifiers, including an indication of location, responsible custodial organization, and repair status.
- b. The website shall permit authorized Census Bureau personnel to indicate the following:
  - (1) Receipt of laptop kits, including receipt dates
  - (2) Acceptance of laptop kits, including acceptance dates and the names of Census Bureau personnel who inspected and accepted the laptop kits
  - (3) Rejection and return of failed laptop kits, including return dates and shipping information

### **J.1.2.3 Laptop Kit Repair and Refurbishment**

The CAPI Project Support Website will be used to coordinate the transfer of laptop kits to the contractor for repair/refurbishment and Census Bureau RO/RCC requests for replacement laptop kits. Accordingly:



- a. The website shall permit authorized RO/RCC and other authorized Census Bureau personnel to notify the contractor that a laptop kit is being shipped for repair/refurbishment and to provide laptop kit identifying information.
- b. The website shall permit authorized RO/RCC personnel to request immediate shipment of a replacement laptop kit from contractor-held Census Bureau–owned inventory.
- c. The website shall permit authorized contractor personnel to indicate the following:
  - (1) Receipt of laptop kits returned for repair/refurbishment, including receipt dates
  - (2) Shipment of replacement laptop kits, including shipping information and expected times of delivery
  - (3) Repair status of returned laptop kits, including the dates of their placement in contractor-held Census Bureau–owned inventory upon completion of repairs
- d. The website shall permit authorized RO/RCC personnel to indicate the following:
  - (1) Receipt of replacement laptop kits, including receipt dates
  - (2) Acceptance of replacement laptop kits, including acceptance dates and the names of Census Bureau personnel who inspected and accepted the laptop kits
  - (3) Rejection and return of failed replacement laptop kits, including return dates and shipping information

#### **J.1.2.4 Inventory Management**

The CAPI Project Support Website will be used to manage the Census Bureau–owned inventory of laptop kits, accessories, and expendables. Accordingly:

- a. The website shall provide all users with access to the CAPI Product Catalog.
- b. The website shall provide an inventory of all Census Bureau–owned laptop kits indexed by manufacturer serial numbers, Department of Commerce/Census Bureau property identifiers that indicates current custodial responsibility (by site-code for contractor, Census Bureau headquarters, Census Bureau ROs, Census Bureau RCCs, Census Bureau LCOs), and repair status.
- c. The website shall permit the laptop kit to be designated as being allocated to either the CAPI FR Laptop Refresh Project or the Decennial CCM Project. The initial assignment will be specified on the order by for each delivery destination. The website shall permit the COR or COR-designated personnel to change this assignment.
- d. The inventory listing shall permit sorting by any available column.
- e. The website shall provide an inventory of all contractor-held Census Bureau–owned accessories and expendables, including product identifiers and quantities.
- f. The website shall provide for the following:
  - (1) Preparation of requests by authorized Census Bureau RO personnel for shipment of additional laptop kits, accessories, and expendables from contractor-held Census Bureau–owned inventory
  - (2) Email notice to the Census Bureau COR of pending requests
  - (3) Approval by the Census Bureau COR for the contractor to ship additional laptop kits, accessories, and expendables to the requesting RO

- g. The website shall permit RO/RCC personnel to record the shipment of laptop kits from one RO/RCC to another, including shipping and receipt dates. The website shall indicate when laptop kits are in transit.
- h. The contractor shall record inventory-affecting events within 1 business day.
- i. The website shall permit the Census Bureau to do the following:
  - (1) Prepare orders to replenish contractor-held Census Bureau–owned inventory of laptop kits, accessories, and expendables and view associated costs
  - (2) Print orders for forwarding to the Census Bureau CO
  - (3) View the status of orders

#### **J.1.2.5 Repair/Refurbishment History**

The CAPI Project Support Website will be used to monitor contractor maintenance support services, track laptop kit repair/refurbishment histories, and analyze trends in laptop kit failure rates and root causes of failures. Accordingly:

- a. The website shall provide access to the maintenance history of each laptop kit.
- b. The website shall provide detailed and summary reports on contractor maintenance support services by month and RO.
- c. The website shall provide reports on root causes of laptop kit failures by month and RO.
- d. Reports on root causes of laptop kit failures shall address all common failures, including instances where multiple failures were present.

#### **J.1.2.6 Contractor Performance**

The CAPI Project Support Website will be used to monitor contractor performance against metrics in the approved Service Level Agreement. Accordingly:

- a. The website shall provide detailed and summary reports on each metric by month. Subject to the provisions of the approved Service Level Agreement, such metrics shall include the following:
  - (1) Time to repair failed laptop kits, measured from receipt of a failed laptop kit to placement of the repaired kit in contractor-held Census Bureau–owned inventory
  - (2) Time to prepare and ship replacement laptop kits from contractor-held Census Bureau–owned inventory
  - (3) Percentage of laptop kits prepared for and delivered to the Census Bureau and percentage accepted by the Census Bureau as fully functional and compliant with configuration requirements
- b. The website shall provide detailed and summary reports on the use of maintenance support services by month. Subject to the provisions of the approved Service Level Agreement, such metrics shall include the following:
  - (1) Number of laptop kit repair actions versus agreed-on monthly targets
  - (2) Number of laptop kit refurbishment actions versus agreed-on monthly targets
  - (3) Number of shipments of accessories and expendables versus agreed-on monthly targets

### J.1.3 Design Requirements

The website will be used to support Census Bureau and contractor activities as summarized in Section J.1.1.4. Specific design requirements include the following:

- a. The website shall be designed to permit access to functions and data based on whether the user is the Census Bureau COR and COR-designated personnel, an authorized Census Bureau RO employee, or another authorized Census Bureau employee. In particular:
  - (1) The Census Bureau COR or COR-designated personnel shall be able to access all functions and data.
  - (2) Authorized RO/RCC users shall be able to access all functions except those reserved for the Census Bureau COR and view repair/refurbishment and inventory data for his or her region only.
  - (3) Other authorized Census Bureau users shall be able to access all functions except those reserved for the Census Bureau COR and view repair/refurbishment and inventory data for all regions.
- b. The website shall be designed so that the Census Bureau COR or his or her designee can establish user accounts for authorized RO/RCC and other Census Bureau headquarters personnel.
- c. The website shall be designed to restrict access to data related to a specific RO/RCC to approved personnel from that RO/RCC and permit other authorized Census Bureau headquarters personnel to access data from all ROs and RCCs.
- d. The website shall provide a help function, including online access to the user guide, a log of frequently asked questions and responses, and a mechanism to submit questions regarding use of website tools.
- e. Access to the website shall be controlled by password. The Census Bureau COR or his or her designee shall be able to reset passwords for all authorized Census Bureau users.
- f. Users shall be able to download failure history and inventory reports as Microsoft Excel files.
- g. The website shall be designed to facilitate periodic backup of data files by the contractor.
- h. When acknowledgment of, or action by, a specific user is required, an email alert shall be generated automatically.
- i. The website shall be designed to immediately update the website database upon successful input of data by contractor or approved Census Bureau users.
- j. The website shall be designed to permit up to 600 individual Census Bureau users.
- k. The website shall be designed to permit simultaneous access by 20 individual Census Bureau users.

## **J.2 Requirements for Laptop Kits and Accessories**

### **J.2.1 Introduction**

#### **J.2.1.1 Purpose and Scope**

This section specifies the functional, performance, and design requirements for the laptops and accessories in CAPI FR laptop kits. Requirements are presented at two levels.

Section J.2.2 addresses the requirements for laptops and accessories.

Section J.2.3 addresses the requirements for integrated laptop kits.

#### **J.2.1.2 Concepts**

The Census Bureau will acquire laptop kits configured to satisfy particular project needs. The Census Bureau may require the contractor to include government-furnished property in laptop kits, based on intended use. Five laptop kit configurations are defined:

1. Baseline Configuration
- Development Configuration
- Pilot Configuration
- Deployment Configuration
- CCM Configuration
- Post-Deployment Configuration

Because these configurations will be ordered at different times during the contract period, the laptop kits and accessories are subject to technology refresh to best leverage evolving products and generally declining pricing. However, because of the Census Bureau's investment in FR training and the need to keep laptop kit configuration changes to a minimum, any technology-driven changes generally will be constrained within manufacturer/product lines.

The Census Bureau also will acquire individual products from the approved CAPI product set to satisfy specific project needs, including the following:

- Laptops and accessories to replenish stock maintained at the ROs
- Expendable items (e.g., packing materials) to replenish stock maintained at the ROs
- Small quantities of accessories to support special applications or partial deployment

#### **J.2.1.3 Background**

The following use scenario illustrates how CAPI laptop kits are used by FRs to conduct surveys. As usage for the Decennial CCM surveys will be very similar, there are no additional design considerations for the CCM configuration laptops.

Each FR is provided with a laptop kit, which includes accessories such as power adapters, supplemental batteries, a battery charger, and a CD/DVD drive. A carrying case also is provided to facilitate transport of the laptop, accessories, and survey materials.

The FR carries the laptop and selected accessories in the car or on foot to the site of the personal interview, which may occur while the FR stands in the respondent's doorway. Normal practice requires the FR to establish a nightly telecommunication session with servers located at the Census Bureau to receive survey assignments and transmit survey results. Home use of the laptop, therefore, is very limited.

The following factors shall be considered in the selection of laptops and accessories:

- a. FRs usually conduct surveys up to 8 hours a day, often 5 days per week. This level of use results in rough use of the laptop and continuing potential for units to be subject to vibration and shock.
- b. FRs frequently conduct surveys while standing and holding their laptops in one arm; therefore, weight, position of laptop controls, and other factors affecting the usability of the laptop are extremely important.
- c. Surveys may be conducted in lighting conditions ranging from dim to full sunlight, thus making backlit screens and easily accessed intensity controls important.
- d. The Census Bureau expects to use the laptop kits through CY13, thus making the quality of construction and durability of laptops, accessories, and carrying cases important.
- e. Normal Census Bureau practice is to maintain laptops and accessories in their kit configurations. For instance, if a laptop fails, the FR returns the entire kit, not just the laptop, for repair. The reusable shipping box, therefore, must accommodate the laptop, all accessories (not the carrying bag), and supporting documentation.
- f. Because the FR workday is up to 8 hours, FRs who travel on foot in urban areas may not have an opportunity to recharge laptop batteries until returning home at night. Supplemental batteries, therefore, must be provided to ensure that the laptop can be used throughout the 8-hour workday.
- g. FRs who travel via car often use automobile power adapters to recharge laptop batteries between interviews; therefore, frequent battery recharges and incomplete discharging must not degrade battery performance.
- h. Because of the logistics associated with the repair of failed laptops and the potential for FR downtime while waiting for replacement equipment, the reliability of the laptop is extremely important.
- i. Because of the investment in FR training, all laptops must be selected from the same manufacturer product line, keeping in mind the expected longevity of the product line. Because enhancements in processor clock rate, bus speeds, and memory density are expected and must be accommodated throughout the CY08 to CY10 ordering period, changes in keyboard layout and other factors affecting the look and feel of the laptops, which directly affect user training, must be avoided.
- j. The Census Bureau simplifies administration of FR laptops by maintaining a single software image. Any changes affecting the compatibility of laptops with the single software image must be avoided.

## J.2.2 Requirements for Laptops and Accessories

### J.2.2.1 Requirements for FR Base Laptop Unit

#### J.2.2.1.1 Base Laptop Unit: Required Features

- a. The base laptop unit shall, at minimum, provide the following:
  - (1) A dual core processor
  - (2) 2 gigabytes (GB) of memory
  - (3) A TPM (most current revision)
  - (4) Capability to run either Windows XP Professional or Windows Vista Business operating systems
- b. The base laptop unit shall provide for wireless connectivity, including these features:
  - (1) Wireless Fidelity (WiFi)
  - (2) Third-generation cellular wireless<sup>2</sup>
- c. The base laptop data storage device shall have the following features:
  - (1) Be removable by the user
  - (2) Provide a minimum of 30 GB storage capacity
  - (3) Provide a maximum of 80 GB storage capacity
- d. The laptop screen shall have the following characteristics:
  - (1) A diagonal dimension equal to or greater than 11.5 inches
  - (2) An adjustable display backlight/intensity control to support viewing in both dim and sunlit conditions
- e. The laptop keyboard shall have the following features:
  - (1) Full-size touch-type QWERTY keyboard with a minimum of 87/88 keys
  - (2) 101/102 key emulation
  - (3) Embedded numeric keypad
  - (4) 12 function keys
- f. The laptop shall have integral pointing devices, including one or both of the following:
  - (1) A standard centrally located touch pad
  - (2) A pointing stick pointing device
- g. The laptop shall have integral features, including the following:
  - (1) ISO 7816-compliant smart card reader and software (compatible with both Microsoft Windows XP Professional and Windows Vista Business)
  - (2) Fingerprint reader and software (compatible with both Microsoft Windows XP Professional and Windows Vista Business)

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<sup>2</sup> Selection of the carrier for the 3G wireless (Verizon, AT&T, or Sprint) will not be determined until orders for the development configuration laptop kits are placed. The selected laptop must accommodate this delayed selection of a carrier—costs for the feature shall be included in the base price.

- (3) v.92/v.90 modem
- h. The laptop shall have the following audio features:
  - (1) Built-in speaker with volume control
  - (2) Microphone input port
  - (3) Headphone output port
- i. The laptop shall have, at minimum, the following data ports:
  - (1) Two USB 2.0 ports
  - (2) One Ethernet (802.11a/b/g) port
  - (3) One Type II Peripheral Component Microchannel Interconnect Architecture (PCMCIA) card slot

#### *J.2.2.1.2 Base Laptop Unit: Required Upgrade Options*

The contractor shall provide the following upgrade options for the base laptop unit:

- a. A solid-state hard drive with nominal 32 GB storage capacity instead of a standard hard drive. The solid-state hard drive shall have read/write characteristics similar to those of the SANDISK SATA 5000 or Samsung SATA-11 solid-state hard drives.
- b. A solid-state hard drive with nominal 64 GB storage capacity instead of a standard hard drive. The solid-state hard drive shall have read/write characteristics similar to those of the SANDISK SATA 5000 or Samsung SATA-11 solid-state hard drives.
- c. Windows XP Professional instead of Windows Vista Business.

#### *J.2.2.1.3 Base Laptop Unit: Design Characteristics*

- a. The maximum laptop weight, including either installed battery (primary or supplemental) and standard hard drive, shall be 4.0 pounds.
- b. The laptop dimensions shall be as follows: width between 10.5 and 13.0 inches, depth between 8.0 and 11.0 inches, and height less than 2.5 inches.
- c. The contractor shall apply adhesive labels and tags as directed by the Census Bureau, including the following:
  - (1) Property barcode
  - (2) Other markings indicating Census Bureau ownership and guidance for return if a lost or stolen unit is found
- d. The contractor shall apply no other (non-manufacturer) markings without approval of the Census Bureau COR.
- e. The laptop shall have, at minimum, the following power features:
  - (1) Removable, rechargeable batteries
  - (2) Batteries that can be easily removed and installed without using a screwdriver or other tool
  - (3) Low battery indicators
- f. The primary and supplemental batteries provided with the laptop shall have the following characteristics:
  - (1) Lithium-ion technology or equivalent technology that minimizes hysteresis from incomplete charge/discharge cycles

- (2) Sufficient capacity to enable the FR to continuously operate the laptop for a minimum of 8 hours using no more than the primary battery and two supplemental batteries.
- (3) The ability to provide the required power capacity when the display backlight is turned on at the maximum setting.

### J.2.2.2 Requirements for FR Laptop Kit Accessories

The contractor shall provide the following standard accessories to support FR use of laptops:

- a. **CD/ DVD Reader.** The CD/DVD reader may be integral to the laptop, modular, or external.
- b. **Supplemental Battery.** The characteristics of the supplemental battery shall be substantially identical to those of the primary battery. The primary and two (2) supplemental batteries, in combination, shall provide at least 8 hours of service.
- c. **Portable External Battery Charger.** The portable external battery charger shall be capable of fully recharging one or two of the primary/supplemental batteries in no more than 4 hours.
- d. **USB Memory Key.**<sup>3</sup> The USB memory key shall have the following characteristics:
  - (1) 1 GB capacity
  - (2) Equipped with an integral fingerprint reader
  - (3) Compliant with Federal Information Processing Standard (FIPS) 140-2
  - (4) Compatible with both Microsoft Windows XP Professional and Windows Vista Business
- e. **Automobile Power Adapter.** The automobile power adapter shall be designed to plug into a standard 12-volt accessory outlet.
- f. **Alternating Current (AC) Power Adapter.** The AC power adapter shall be designed for standard 110/120-volt home use.
- g. **RJ-11 Cable.** A 6-foot RJ-11 cable shall support data transport via modem.
- h. **RJ-11 Splitter.** A two-way RJ-11 splitter shall permit simultaneous use of the FR's telephone line.
- i. **Surge Protector.** A surge protector with one or two protected 110/120-volt power outlets with integral RJ-11/45 modem/data line protection (Belkin F9H220-TVL, Tripp Lite TRAVELER100BT, or equivalent).
- j. **External GPS Receiver.**<sup>4</sup> An external GPS receiver with the following characteristics:
  - (1) The following GPS protocols shall be National Marine Electronics Association (NMEA) 0183 (Version 2.20) GGA, GSA, GSV, RMC, VTG, GLL, or ZDA. If necessary, a proprietary file format may be used.
  - (2) The receiver must provide L1, L2, or L5 (CA) code continuous tracking and Wide Area Augmentation System (WAAS) enabled. Signal priority as follows:

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<sup>3</sup> The USB Memory Key will be selected collaboratively after award as required in C.2.7

<sup>4</sup> The GPS will be selected collaboratively after award as required in C.2.7



Differential GPS (DGPS), WAAS, pure GPS (3D). The unit shall take advantage of any Global Network Navigator Service (GNNS) signals, including CA, available at the time of procurement or upgraded before deployment.

- (3) Firmware allowing remote upgrades.
- (4) Receiver accuracy shall be 3 meters or less, uncorrected. Data shall be differentially corrected.
- (5) Receivers shall use the latitude/longitude coordinate system.
- (6) The datum used shall be World Geodetic System 1984 (WGS-84).
- (7) The external antenna shall be retractable or detachable with a dedicated port and shall work inside a vehicle. If an auxiliary antenna is needed, a wired or wireless auxiliary antenna shall be proposed to improve sky visibility. If a wired antenna is proposed, the plug to attach the antenna shall be rugged enough to withstand numerous connections and disconnections to and from the unit.
- (8) When the unit is removed from the vehicle, any auxiliary antennas used shall remain in the vehicle.

k. **Reusable Shipping Box.**<sup>5</sup> The reusable shipping box shall have the following characteristics:

- (1) Sized and designed to contain the laptop and all kit accessories (excluding the carrying case), including Census Bureau–provided documentation (nominal 100 8.5" x 11" pages and three CDs)
- (2) Partitioned to facilitate protection and rapid visual inventory of items
- (3) Reusable for at least four shipments
- (4) Designed to meet International Safe Transit Association (ISTA) 3D, General Simulation Performance Test Procedure Shock and Vibration test standards (see [www.ista.org](http://www.ista.org))

### J.2.2.3 Requirements for FR Carrying Case

FRs use a sturdy, lightweight carrying case to protect and hold laptops and accessories. The contractor shall provide a carrying case that satisfies the following requirements:<sup>6</sup>

a. Design

- (1) The carrying case shall have sufficient capacity to carry the laptop, accessories, and at least two 1-inch binders.
- (2) The carrying case shall have multiple storage pockets to separate and protect accessories.
- (3) The carrying case shall be black.

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<sup>5</sup> The shipping box in current use is 18.75" L x 15.5" W x 9" H and utilizes a foam insert to separate and protect the laptop and accessories.

<sup>6</sup> The carrying case will be selected collaboratively after contract award as required in C.2.7. More than one configuration may be selected.

- (4) The carrying case shall have an identification card holder with a hook-and-loop (e.g., Velcro) fastener on the same side as the logo.
- b. Construction
- (1) The carrying case construction, padding, fabric, handle, shoulder strap, and pockets shall be of high quality and durable enough to withstand the rigors of severe field use.
  - (2) The carrying case shall include both a carrying handle and removable shoulder strap with a no-skid pad.
- c. Contractor-Applied Special Markings
- (1) The carrying case shall have the Census Bureau logo silk-screened on the front pocket (Census Bureau to provide image).
  - (2) The carrying case shall have additional contractor-applied markings to be specified by the Census Bureau.<sup>7</sup>
  - (3) The contractor shall not apply any additional markings without approval of the Census Bureau COR.
- d. The Census Bureau evaluated various carrying cases and found that the following features are acceptable. These features are provided as guidance only; the contractor may substitute features:
- (1) A 10.5" x 16.5" closed-cell foam-padded pocket to hold the laptop
  - (2) A 9.5" x 16.5" inside pocket
  - (3) On the computer side, three pockets (a 4.5" x 5" center pocket and two 5" x 6" pockets) with hook-and-loop fasteners
  - (4) On the non-computer side, a 4.5" x 7.5" center pocket and two 6" x 7.5" pockets
  - (5) An 11" x 16" zippered outside pocket (#7 self-healing [i.e., fixable if split] zipper)
  - (6) A leather handle grip with a hook-and-loop fastener

#### **J.2.2.4 Contractor-Provided FR Laptop Software**

The contractor shall provide the following software:

- a. Microsoft Windows Vista Business
- b. Driver and application for the embedded fingerprint reader
- c. Driver and application for the embedded smart card reader
- d. Client software for Tracking and Recovery Service (see J.2.2.5)

The operating system shall be installed with the option to de-install a service pack. All device drivers shall be Microsoft certified. All certification and documentation for software licensing shall be provided.

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<sup>7</sup> Requirements for additional carrying case markings will be established in accordance with C.2.7. These markings may include Government property warnings and guidance regarding return if found.

### J.2.2.5 Client Software for Contractor-Provided Laptop Tracking and Recovery Service

The contractor shall install and activate a tamper-resistant software agent on each laptop to enable the tracking and recovery service required by Section J.3.5. This software shall provide functionality equal or better than that provided by the Absolute Software Computrace Agent.

### J.2.2.6 Census Bureau–Provided FR Laptop Software

The Census Bureau will provide the following software on the integrator image:

- a. Sybase Afaria Client
- b. Oracle Lite Client
- c. VPN Client
- d. SafeBoot hard-disk encryption
- e. Antivirus
- f. Firewall
- g. WinZip
- h. Adobe Acrobat Reader

### J.2.3 Requirements for Integrated Laptop Kits

The Census Bureau will place orders for laptop kits in response to project needs, subject to minimum quantities specified in Section B.7.3.2:

- a. The Census Bureau will order the **baseline configuration** laptop kits immediately after contract award to establish the baseline for the product set, support continued Census Bureau testing, and permit early development of training materials.
- b. The Census Bureau will order **development configuration** laptop kits for delivery in CY08 to support development and verification of survey instruments on the new laptops and C&A of the CAPI infrastructure with the new laptops. Because these laptops will be used in an office environment, accessories will be limited.
- c. The Census Bureau will order **pilot configuration** laptop kits for delivery in CY08 to support partial deployment in one RO to validate the readiness of contractor integration and delivery processes and Census Bureau readiness for full-scale deployment.
- d. The Census Bureau will order **deployment configuration** laptop kits for delivery in CY09 for full-scale rollout to all 12 ROs.
- e. The Census Bureau will order **CCM configuration** laptop kits for delivery in CY10 for full-scale rollout to approximately 500 LCOs.
- f. The Census Bureau will order **post-deployment configuration** laptop kits if and when additional survey requirements exceed available laptop kits.
- g. The Census Bureau will order carrying cases, GPS receivers, and other accessories separately from the laptop kits.

The contractor shall assemble and deliver laptop kits configured as indicated in Table J.2.3-1.

Table J.2.3-1. Laptop Kit Configuration Requirements

Source	Component	Quantity per Laptop Kit Configuration					
		Baseline	Development	Pilot	Deployment	CCM	Post-Deployment
Contractor Provided	Laptop (with specified upgrades)	1	1	1	1	1	1
	CD/DVD Reader	1	1	1	1	1	1
	Battery—Supplemental	2		2	2	2	2
	Battery Charger	1		1	1	1	1
	USB Memory Key						
	Automobile Power Adapter	1		1	1	1	1
	AC Power Adapter	2	1	2	2	2	2
	RJ-11 Cable	2		2	2	2	2
	RJ-11 Splitter	1		1	1	1	1
	Surge Protector	1		1	1	1	1
	GPS Receiver						
	Reusable Shipping Box			1	1	1	1
	Carrying Case						
	FR Laptop Software, including MS VISTA Business	1	1	1	1	1	1
Laptop Location and Retrieval Service			1	1	1	1	
Census Provided	Laptop Software			1	1	1	1
	Training Information (up to 100 pages)			1	1	1	1
	CD/DVD (up to 3)			1	1	1	1

## J.3 Requirements for Maintenance Support Services

### J.3.1 Introduction

#### J.3.1.1 Purpose and Scope

This section establishes the minimum service, process, performance and capacity, and pricing requirements for contractor-provided maintenance support services. These requirements shall provide the basis for a contractor-developed **Service Level Agreement**, which, upon approval by the Census Bureau, shall govern the day-to-day delivery of these services.

These requirements are intentionally independent of specific laptop kit configurations. Regardless, the services shall be extended as necessary to encompass all laptop kits and accessories unless specifically excluded.

#### J.3.1.2 Maintenance Support Concept

The 12 Census Bureau ROs have primary responsibility for supporting the FRs and maintain an inventory of laptop kits, accessories, and expendables to support field operations. The contractor will deliver all maintenance support services in coordination with authorized RO personnel and will not be required to interact with FRs. The general sequence of events is as follows:

Census Bureau ROs provide FRs with laptop kits, carrying cases, and user training materials at initial deployment of kits and subsequently provide kits to newly hired FRs.

During initial deployment, previous-generation laptop kits are collected by the ROs for (optional) disposal by the contractor.

FRs use the laptop kits to complete survey assignments. Because these assignments are completed in the field, the laptop and accessories are subject to heavy use and rough handling. FRs report any difficulties associated with laptop kits to the RO Computer Specialist (ROCS), who provides troubleshooting assistance.

If failure of the laptop or accessories is suspected, the ROCS instructs the FR to return the laptop kit or accessory to the RO and then ships a replacement laptop kit drawn from RO inventory to the FR.

Upon receipt of the laptop kit at the RO, the ROCS inspects the kit and corrects any user-correctable fault. Fully functional items are returned to RO-held inventory.

The ROCS ships any laptop kit or accessory found to be defective to the contractor for repair and simultaneously requests the contractor to provide a replacement kit to replenish RO-held inventory.

The ROCS also inspects laptop kits returned from field use (e.g., from employees leaving the Census Bureau) and may return these kits to the contractor for refurbishment and return to contractor-held Census Bureau-owned inventory. Replacement laptop kits may be requested at the same time.

A small inventory of accessories and expendables is maintained at each RO to facilitate FR support. From time to time, the ROCS may request that the contractor replenish this inventory by preparing an order for the contractor to draw such items from contractor-held

Census Bureau–owned inventory. The request is subject to approval by the Census Bureau COR or his/her designee.

The Census Bureau recognizes loss or theft of laptops as a serious risk for protection of survey data. If a laptop is reported lost, stolen, or is otherwise unaccounted for, the contractor-provided tracking and recovery service will be employed to attempt location and recovery of the laptop, and, as necessary to protect data, remotely erase the content of the laptop data store.

### J.3.1.3 Contractor Responsibility

The contractor shall assume and retain full responsibility for all maintenance support services. Accordingly, the contractor shall appropriately leverage warranties and services provided by original equipment manufacturers to the benefit of the government and shall supplement such warranties and services to fully satisfy Census Bureau requirements.

### J.3.1.4 Service Identification

The contractor shall provide maintenance support services in support of Census Bureau objectives (see Table J.3.1.4-1).

Table J.3.1.4-1. Maintenance Support Services

<b>Maintenance Support Services</b>	
<b>Contractor-Provided Maintenance Support Service</b>	<b>Census Bureau Objective</b>
Warranty Repair/Refurbishment Service	Provide a cost-effective no-fault warranty repair/refurbishment service for FR laptops and accessories
On-Request Preparation and Delivery Service	Provide laptop kits, accessories, and expendables to replace failed units and support increased pace of operations by drawing on contractor-held Census Bureau–owned inventory
Property Storage Service	Provide secure, centralized storage of non-assigned laptop kits, accessories, and expendables
Tracking and Recovery Service (Optional Service)	Provide the means to track, locate and recover lost or stolen laptops and remotely erase the content of laptop data storage devices.
Laptop Kit and Accessory Disposal Service	Enable the Census Bureau to dispose of failed and surplus equipment in accordance with applicable government security and property management requirements

### J.3.2 Warranty Repair/Refurbishment Service

The contractor's Warranty Repair/Refurbishment Service will be used by the Census Bureau to repair failed laptop kits and refurbish kits upon return from field use.

### J.3.2.1 Service Requirements

The contractor shall, at minimum, meet the following Warranty Repair/Refurbishment Service requirements:

- a. Provide all repair/replacement benefits provided by manufacturer warranties.
- b. Provide these benefits whether the laptop or accessory failed as a result of manufacturer defect, normal use, or accidental damage.
- c. If found to be non-repairable, replace the item with an equivalent product from the CAPI product set .
- d. Replace hard drives removed and retained by the Census Bureau if efforts to triple-erase magnetic storage media for protection of Title 13 or Title 15 information fail. The contractor shall replace these hard drives during the repair/refurbishment process at no additional cost to the Census Bureau.

### J.3.2.2 Process Requirements

The contractor-defined processes for the Warranty Repair/Refurbishment Service shall, at minimum, include the following steps:

- a. Receive and acknowledge RO notice of pending shipments of laptop kits or accessories being returned for repair or refurbishment.
- b. Update inventory status of affected units.
- c. Notify the Census Bureau COR of overdue shipments.
- d. Acknowledge receipt of returned laptop kits and update inventory status. (At this point, hard drives should have been triple-erased by ROs. If hard drives have not been triple-erased, the contractor shall immediately notify the Census Bureau COR of a security incident and take action in accordance with the approved contractor **System Security Plan** to protect the laptops.)
- e. Inspect returned laptop kits and repair/replace any failed components.
- f. Inspect returned laptop kits and repair/replace accessories for which normal use has significantly increased the probability of failure at next use.
- g. Clean laptop kits to prepare them for reuse.
- h. Return repaired laptop kits to contractor-held Census Bureau–owned inventory.
- i. Return failed magnetic storage media to the Census Bureau for destruction.

### J.3.2.3 Performance and Capacity Requirements

The contractor shall, at minimum, meet the following Warranty Repair/Refurbishment Service performance and capacity requirements:

- a. Repair defective laptop kits and return them to contractor-held Census Bureau–owned inventory within 30 calendar days.
- b. Refurbish non-defective laptop kits and return them to contractor-held Census Bureau–owned inventory within 10 business days.
- c. Complete as many as 150 repair/refurbishment actions per month within the aforementioned timelines.

### **J.3.2.4 Pricing Requirements**

The contractor shall price the Warranty Repair/Refurbishment Service as follows:

- a. An FFP shall be charged for each completed service.
- b. The charges shall be billed monthly.
- c. The Census Bureau will pay for shipping laptop kits and accessories to the facility designated by the contractor for repair/refurbishment service.

### **J.3.3 On-Request Preparation and Delivery Service**

The contractor's On-Request Preparation and Delivery Service will be used by the Census Bureau to quickly replace laptop kits returned to the contractor for repair/refurbishment and to obtain additional kits when needed to support increased survey operations.

#### **J.3.3.1 Service Requirements**

The contractor shall, at minimum, meet the following On-Request Preparation and Delivery Service requirements:

- a. Prepare and deliver laptop kits from contractor-held Census Bureau-owned inventory at Census Bureau request.
- b. Prepare and deliver accessories and expendables from contractor-held Census Bureau-owned inventory at Census Bureau request.
- c. Continually track all inventory items and shipments.
- d. Immediately notify the Census Bureau COR of any shipping discrepancies.

#### **J.3.3.2 Process Requirements**

The contractor shall, at minimum, meet the following On-Request Preparation and Delivery Service process requirements:

- a. Receive and acknowledge RO/RCC requests for preparation and delivery of a laptop kit or accessory.
- b. Retrieve requested items from contractor-held Census Bureau-owned inventory.
- c. Update the inventory of affected items.
- d. Ensure that laptop kits, accessories, and expendables are drawn from either the CAPI FR Laptop Project and the Decennial CCM Project inventory as directed on the preparation and delivery request.
- e. Inspect all laptop kit components to confirm appropriate configuration and full functionality, including confirmation of standard BIOS and TPM settings (Note that the settings and required software image may differ between the CAPI FR Laptop Project and the Decennial CCM Projects).
- f. Expedite and insure shipment of requested items.
- g. Send a shipping notice to the RO/RCC.
- h. Record RO/RCC acknowledgment of receipt of shipment.
- i. Follow up if the RO/RCC has not acknowledged receipt of shipment within 5 business days.



- j. Immediately notify the Census Bureau COR if the RO/RCC has not acknowledged receipt of shipment within 10 business days or immediately upon any indication of loss of a shipment.

### **J.3.3.3 Performance and Capacity Requirements**

The contractor shall, at minimum, meet the following On-Request Preparation and Delivery Service performance and capacity requirements:

- a. Complete as many as 150 laptop kit shipping requests per month, each within 2 business days of request
- b. Upon 15 calendar days prior notice from the Census Bureau COR of pending requests for large quantities of laptop kits in response to survey requirements, prepare and ship as many as 300 additional laptop kits within 30 calendar days.

### **J.3.3.1 Pricing Requirements**

The contractor shall price the On-Request Preparation and Delivery Service as follows:

- a. An FFP shall be charged for preparation and delivery of each laptop kit.
- b. An FFP shall be charged for preparation and delivery of each lot of up to 50 assorted accessories to a single shipping address.
- c. The charge shall be inclusive of all preparation, handling, packing and packaging materials, insurance, and shipping, and inside delivery services.
- d. The charges shall be billed monthly for completed actions.

### **J.3.4 Property Storage Service**

The contractor shall receive and store Census Bureau–owned laptop kits, accessories, and expendable items in a secure storage area dedicated to Census Bureau inventory. These items may be received by the contractor from initial Census Bureau purchases of laptop kits and accessories under this delivery contract, subsequent orders for replenishment of accessories or expendables, and as a result of maintenance support services (warranty repair/refurbishment, laptop disposal).

### **J.3.4.1 Service Requirements**

The contractor shall, at minimum, meet the following Property Storage Service requirements:

- a. Ensure 100% control of all inventory items at all times.
- b. Census Bureau–owned inventory shall be physically secured and separated from other government-owned and contractor-owned inventory.
- c. Provide physical protection of inventory in accordance with applicable government security and property management requirements.
- d. Limit access to inventory to contractor personnel authorized by the contractor Project Manager.
- e. Immediately notify the Census Bureau COR of any inventory discrepancies.
- f. Provide an inventory reports that documents the current location and status of all Census Bureau–owned equipment under contractor control on request by the COR.

- g. Permit and support semi-annual and ad hoc inventory audits by Department of Commerce or Census Bureau personnel upon notice from the Census Bureau.
- h. Research and correct inventory discrepancies as directed by the COR.
- i. Laptop kits, accessories, and expendables for the CAPI FR Laptop Project and the Decennial CCM Project shall be stored and inventoried separately.

#### **J.3.4.2 Process Requirements**

The contractor shall, at minimum, meet the following Property Storage Service process requirements:

- a. Store new and repaired/refurbished Census Bureau laptop kits, accessories, and expendables in contractor-held Census Bureau-owned inventory.
- b. Retrieve laptop kits, accessories, and expendables to complete shipment requests.
- c. Ensure that laptop kits, accessories, and expendables are drawn from either the CAPI FR Laptop Project and the Decennial CCM Project inventory as directed on the preparation and delivery request.
- d. Update inventory status upon completion of any inventory action.
- e. Support semi-annual audits of inventory conducted by Census Bureau personnel.

#### **J.3.4.3 Performance and Capacity Requirements**

The contractor shall, at minimum, meet the following Property Storage Service performance and capacity requirements:

- a. Enable the Census Bureau to store as many as 1,500 laptop kits in contractor-held inventory.
- b. Enable the Census Bureau to store as many as 500 of each accessory item in contractor-held inventory.
- c. Enable the Census Bureau to store as many as 1,000 reusable shipping boxes (including foam inserts) in contractor-held inventory.
- d. Satisfy these capacity requirements simultaneously.
- e. Ensure that inventory actions do not limit the ability to satisfy timeline requirements for other services.
- f. Update inventory status within 1 business day of completion of any inventory action.

#### **J.3.4.4 Pricing Requirements**

The contractor shall price the Property Storage Service as follows:

- a. An FFP shall be charged for all inventory-related services.
- b. The charge shall be billed monthly, in arrears.

#### **J.3.5 Tracking and Recovery Service (Optional Service)**

The contractor's Tracking and Recovery Service will be used by the Census Bureau to track access of FR laptops to the public Internet and, in event of loss or theft of the unit, to attempt location and recovery. When needed to reduce the risk of disclosure of Title 13 or 15 information, the service will be used to remotely erase information from the laptops data store.

### **J.3.5.1 Service Requirements**

The contractor shall, at minimum, meet the following Tracking and Recovery Service requirements:

- a. Provide the capability to monitor and provide an on-line report of laptop access to the public Internet.
- b. Provide, on request of the COR or authorized designee, all available information concerning the location of any laptop in event that the unit is determined to be lost or stolen.
- c. Provide the capability, on direction of the COR or authorized designee, to remotely delete all data on the identified laptop data store.

### **J.3.5.2 Process Requirements**

The contractor-defined processes for the Tracking and Recovery Service shall, at minimum, include the following steps:

- a. Activate the tracking and recovery service for each laptop, subject to COR direction
- b. Provide and maintain access to the tracking/status website for authorized Census Bureau personnel.
- c. If requested by the COR, initiate recovery processes for laptops designated by the COR as lost or stolen, and provide reports regarding status and progress of recovery efforts in the monthly progress report.
- d. If requested by the COR, initiate processes to erase all data from the laptop designated by the COR as lost or stolen, and provide reports regarding status and progress of data protection efforts in the monthly progress report.
- e. Specific controls shall be implemented to ensure that any requests for activation of recovery tracking and/or data erasure processes originate from authorized Census Bureau personnel.

### **J.3.5.3 Performance and Capacity Requirements**

The contractor shall, at minimum, meet the following Tracking and Recovery Service Repair/Refurbishment Service performance and capacity requirements:

- a. The service shall be available for all laptops delivered under this contract

### **J.3.5.4 Pricing Requirements**

The contractor shall price the Tracking and Recovery Service as follows:

- a. An monthly FFP shall be charged for each laptop covered by this service.
- b. The charge shall be billed monthly, in arrears, based on the count of active accounts on the 15<sup>th</sup> of each calendar month.

### **J.3.6 Laptop Kit and Accessory Disposal Service**

The Census Bureau is using more than 7,000 laptops for survey operations and has additional units in storage. As laptop kits are acquired and deployed under the CAPI FR Laptop Refresh Project, the current generation of equipment must be retrieved from the field and disposed of in

accordance with applicable government security and property management requirements. The contractor shall provide a Laptop Kit and Accessory Disposal Service to help the Census Bureau dispose of equipment returned from field use.

### **J.3.6.1 Service Requirements**

The contractor shall, at minimum, meet the following Laptop Kit and Accessory Disposal Service requirements:

- a. Accept delivery of currently deployed laptop kits for temporary retention (at contractor option and cost) and subsequent disposal in accordance with the approved Service Level Agreement and applicable government security and property management requirements.
- b. Accept non-repairable laptop kits and accessories delivered under this contract for temporary retention (at contractor option and cost) and subsequent disposal in accordance with the approved Service Level Agreement and applicable government security and property management requirements.
- c. Remove any markings and labels that indicate Census Bureau ownership of the laptop and accessories.
- d. Remove all magnetic storage media from laptops and return these media to Census Bureau headquarters, in Suitland, Maryland, for destruction.
- e. Maintain positive control of all magnetic storage media removed from laptops for Census Bureau destruction and provide a 100% inventory listing that indicates the serial numbers of the laptop kits from which the media were removed.
- f. Provide a reasonable effort to permit reuse of the equipment by schools and charitable organizations as permitted by applicable government security and property management requirements.
- g. Dispose of all laptop kits in accordance with federal, state, and local laws and regulations regarding the disposal of hazardous materials.

### **J.3.6.2 Process Requirements**

The contractor shall define processes for the Laptop Kit and Accessory Disposal Service and include the following steps:

- a. Receive and acknowledge notice from Census Bureau ROs that laptop kits and accessories have been shipped to the contractor-specified facility for disposal.
- b. Maintain and update an inventory of all laptop kits sent to the contractor for disposal, including their status and disposition.
- c. Remove, temporarily retain, account for, and ship magnetic storage media to the Census Bureau for destruction.
- d. Notify the Census Bureau COR of completion of the disposal process, clearly identifying the laptop by manufacturer serial number and Department of Commerce/Census Bureau property identifier and certifying that the media (identified by manufacturer serial number) have been returned to the Census Bureau for destruction.
- e. Ensure that any personnel having access to or handling the magnetic storage media have applied for, received, and maintain Special Sworn Status in accordance with Section H.3.

### **J.3.6.3 Performance and Capacity Requirements**

The contractor shall, at minimum, meet the following Laptop Kit and Accessory Disposal Service performance and capacity requirements:

- a. Enable the Census Bureau to ship as many as 3,000 laptop kits per month for disposal during the period from shipment of deployment configuration laptop kits to 6 months following completion of these shipments.
- b. Enable the Census Bureau to ship as many as 10 laptop kits per month for disposal during other periods.
- c. Dispose of laptop kits received for disposal within 2 months of receipt. Disposal is not considered complete until removed magnetic storage media have been returned to the Census Bureau and appropriate notice of disposal completion has been provided to the COR.

### **J.3.6.4 Pricing Requirements**

The contractor shall price the Laptop Kit and Accessory Disposal Service as follows:

- a. An FFP shall be charged for disposal of each laptop kit.
- b. The charge shall be all-inclusive and billable only upon disposal of the laptop kit.
- c. The charge shall be billed monthly.
- d. The Census Bureau will bear the cost of shipping units to the designated contractor facility. The contractor shall bear the cost of any subsequent storage or shipping services.

## J.4 Maintenance History of CAPI FR Laptop Kits

Table J.4-1 provides maintenance statistics for the current CAPI FR laptops and accessories that are currently in use. The offeror shall consider this information during the evaluation and selection of products to offer under this solicitation and design of required maintenance support services. The current laptop kits include a Dell Latitude D400 (Intel 855GM chipset, 1.4GHz), 512 MB memory, 20 or 30 GB removable hard drive, and three six-cell lithium-ion batteries.

Table J.4-1 Laptop Kit Maintenance History

Repair Statistics						Component Failures										
Month	Units in Service	Trouble Tickets	Failure Rate	Completed Repairs	Unrepairable Laptops	Chassis	keyboard	Hard Drive	Motherboard	LCD Screen	Modem	Touch Pad & Track Stick	USB Port	12-Volt Adapter	CD/DVD	Battery
<Jan-05	5986	131	2.2%	62	0	16	6	12	14	17	3	11	5	0	0	0
Feb-05	6502	74	1.1%	76	0	16	19	14	18	12	2	1	7	15	3	2
Mar-05	6419	97	1.5%	126	0	7	35	25	23	20	15	6	4	80	4	5
Apr-05	6811	76	1.1%	67	0	2	22	17	4	17	9	1	10	40	1	0
May-05	6794	75	1.1%	82	0	3	23	12	19	19	2	5	9	56	1	3
Jun-05	6798	73	1.1%	50	0	1	9	9	15	12	8	3	0	28	0	1
Jul-05	6811	69	1.0%	123	2	6	33	14	30	38	10	4	1	21	3	2
Aug-05	6664	119	1.8%	92	2	9	40	22	16	24	8	2	2	13	8	5
Sep-05	6653	90	1.4%	71	2	4	26	12	18	22	5	1	0	23	6	5
Oct-05	6656	54	0.8%	68	0	1	29	21	13	13	4	4	3	43	4	7
Nov-05	6817	120	1.8%	76	1	7	33	22	17	18	2	2	0	30	7	1
Dec-05	6828	81	1.2%	107	1	7	42	29	19	32	8	1	9	36	9	5
Jan-06	6776	99	1.5%	68	1	8	30	22	10	10	8	1	0	29	6	0
Feb-06	6853	109	1.6%	103	0	2	36	33	18	23	8	2	0	35	0	5
Mar-06	6829	118	1.7%	128	0	2	55	28	26	29	8	1	10	33	20	4
Apr-06	6778	108	1.6%	111	0	8	46	22	20	26	6	5	11	20	18	3
May-06	6816	142	2.1%	127	0	4	60	32	20	41	6	3	1	33	6	2
Jun-06	6562	98	1.5%	95	0	6	36	21	18	21	8	0	8	23	17	1
Jul-06	6675	87	1.3%	76	0	4	28	23	10	19	3	1	6	26	4	2
Aug-06	6547	113	1.7%	135	2	7	61	30	20	25	4	2	7	32	6	2
Sep-06	6420	61	1.0%	51	0	5	20	18	3	9	4	2	10	17	5	5
Oct-06	5652	120	2.1%	105	1	11	46	21	14	18	6	2	3	20	4	4
Nov-06	6061	119	2.0%													
Dec-06	5949	126	2.1%							No data						
Jan-07																
Feb-07																
Mar-07	6136	183	3.0%	110			15	12	10	27				9	3	2
Apr-07	6225	172	2.8%	168			24	32	27	23	7			23	6	3
May-07	6097	36	0.6%	82			11	21	15	7	1			12	4	1
Jun-07	6024	0	0.0%	44			2	16	3	3			1	10	1	4
Jul-07	5907	245	4.1%	71			5	11	7	8	1		1	13	4	4
Aug-07	5827	150	2.6%	204			15	17	14	8	3			58	3	4
Sep-07	5760	42	0.7%	165			10	16	13	3				26	1	1

## J.5 Abbreviations and Acronyms

The following abbreviations and acronyms may be used within this RFS.

AC	Alternating Current
ANSI/EIA	American National Standards Institute/Electronic Industries Alliance
BIOS	Basic Input/Output System
C&A	Certification and Accreditation
CAPI	Computer Assisted Personal Interviewing
CAR	Commerce Acquisition Regulation
CCM	Census Coverage Measurement
CLI	Contract Line Item
CLIN	Contract Line Item Number
CO	Contracting Officer
COR	Contracting Officer's Representative
CS	Contract Specialist
CY	Calendar Year
DACA	Days After Contract Award
DGPS	Differential Global Positioning System
EVM	Earned Value Management
FAR	Federal Acquisition Regulation
FIPS	Federal Information Processing Standard
FIPS PUB	Federal Information Processing Standards Publication
FOB	Free on Board
FR	Field Representative
GB	Gigabyte
GNNS	Global Network Navigator Service
GPS	Global Positioning System
IBR	Integrated Baseline Review
ISO	International Organization for Standardization

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ISTA	International Safe Transit Association
IT	Information Technology
LCO	Local Census Office
NASA SEWP IV	National Aeronautics and Space Administration Solutions for Enterprise-Wide Procurement IV
NIST	National Institute of Standards and Technology
NMEA	National Marine Electronics Association
PCMCIA	Peripheral Component Microchannel Interconnect Architecture
RCC	Regional Census Center
RFS	Request for Solution
RO	Regional Office
ROCS	Regional Office Computer Specialist
SEB	Source Evaluation Board
SOW	Statement of Work
SP	Special Publication
TBD	To Be Determined
TBR	To Be Resolved
TMO	Technologies Management Office
TPM	Trusted Platform Module
USB	Universal Serial Bus
USC	United States Code
WAAS	Wide Area Augmentation System
WBS	Work Breakdown Structure
WGS-84	World Geodetic System 1984
WiFi	Wireless Fidelity



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## **Section K. Representations, Certifications, and Other Statements of Offerors**

### **K.1 Certification of Small Business Status**

The offeror shall submit evidence of its current small business status.

### **K.2 Evidence of ISO 9001:2000 Certification: Integration Facility**

The offeror shall submit evidence of ISO 9001:2000 certification of the facility that will be used to integrate and deliver laptop kits in accordance with Section C, Statement of Work.

### **K.3 Evidence of ISO 9001:2000 Certification: Maintenance Support Facility**

The offeror shall submit evidence of ISO 9001:2000 certification of the facility that will be used to provide maintenance support services in accordance with Section C, Statement of Work, and Section J.3, Requirements for Maintenance Support Services.

## **Section L. Instructions, Conditions, and Notices to Offerors**

### **L.1 Notices to Offerors**

#### **L.1.1 Contacts**

All communications regarding this solicitation shall be directed to the Census Bureau CO, Albert Kennedy, at [Albert.Ernest.Kennedy@census.gov](mailto:Albert.Ernest.Kennedy@census.gov). The Census Bureau will post all materials pertinent to this Request for Solution (RFS), including a milestone plan for acquisition events, at <http://www.census.gov/procur/www/laptop-refresh>.

#### **L.1.2 NASA SEWP IV**

This solicitation provides for multiple task and delivery orders to be competitively awarded via the NASA SEWP IV contract. The selected contractor will receive all contract task and delivery orders in accordance with Section B.

#### **L.1.3 Validity**

Offers shall be valid for at least 140 calendar days from date of submittal.

#### **L.1.4 Completeness**

Offerors are hereby advised that requirements for the written proposal and submittal of sample products are mandatory. Incomplete proposals may, at Census Bureau option, be rejected and not evaluated.

#### **L.1.5 Evaluation Support**

Offerors are hereby advised that the Census Bureau may use non-voting consultants to assist in the evaluation of proposals. These outside consultants will have access to any and all information contained in the offeror's proposal and will be subject to appropriate conflict-of-interest standards and confidentiality restrictions.

### **L.2 General Proposal Instructions**

#### **L.2.1 Submittal of Offeror Questions**

##### **L.2.1.1 Initial Questions**

Offerors are requested to review this solicitation and submit comments and questions to [acq.census.laptops@census.gov](mailto:acq.census.laptops@census.gov) within 5 business days after release of the solicitation. Comments and questions shall be submitted in the form of a Microsoft Excel spreadsheet using

the following column headers: Section Reference, Page Reference, Comment/Question, and Offeror Perspective.

The Census Bureau will acknowledge receipt of the questions. The offeror is requested to contact the CO if no acknowledgment is received within 24 hours.

The Census Bureau will review all responses received and may consolidate similar questions. The Census Bureau will not identify the submitting offeror nor release any information included in the Offeror Perspective column.

The Census Bureau has set a goal of providing its response within 5 business days. Census Bureau responses will be posted on the Census Bureau acquisition website (<http://www.census.gov/procur/www/laptop-refresh>).

If the questions and responses result in changes to the RFS, the Census Bureau will so indicate and provide appropriate modifications to the RFS as soon as possible thereafter.

### **L.2.1.2 Additional Questions**

The Census Bureau will accept offeror questions and comments after the aforementioned deadline; however, the Census Bureau may choose not to respond.

### **L.2.1.3 Request for Video**

Upon request, the Census Bureau will provide the offeror a copy of the training video “Getting It Done—The Job of a Field Representative.” The request shall be submitted to [acq.census.laptops@census.gov](mailto:acq.census.laptops@census.gov) and shall identify the address for delivery of the CD/DVD.

## **L.2.2 Submittal of Written Proposal**

### **L.2.2.1 Delivery**

The offeror shall deliver the written proposal by 5:00 p.m. Eastern time on January 31, 2008, to the following address:

U.S. Census Bureau  
Acquisitions Division  
4600 Silver Hill Road  
Suitland, MD 20746  
Attn: Albert Kennedy  
301.763.4420

Proposals submitted after the aforementioned deadline will not be accepted or considered for evaluation. The offeror shall bear full responsibility for ensuring that the proposal is received at the location by the deadline.

All proposals must be closed and sealed, and the offeror’s name, address, telephone number, and solicitation number must appear on the sealed envelope or package.

### **L.2.2.2 Requirement for Multiple Copies**

The offeror shall submit one original and three copies of the written proposal. The Census Bureau will make additional copies as needed for evaluation purposes. The offeror shall submit two sets of soft-copy files on CD.

### **L.2.2.3 Late Deliveries**

There are no provisions for acceptance of late delivery of proposals sent by overnight courier, regardless of the date of mailing.

The offeror is hereby notified that the building located at the aforementioned address is a secure building and only uniformed couriers (e.g., FedEx, DHL) are permitted into the building.

All other couriers are required to call the acquisitions office at 301-763-4420, 301-763-3547, or 301-763-3548 from the security checkpoint to make arrangements to deliver proposal to the acquisitions office. In such instances, the offeror bears full responsibility for timely delivery.

### **L.2.2.4 Amendments to Proposal**

The offeror may submit amendments to its proposal after initial submission following the instructions in this section, but must do so no later than the required delivery date and time for the original proposal unless otherwise extended in writing by the CO.

Changes shall be described in summary format, and the changed/replacement pages shall be clearly identifiable. Changes to the original page shall be indicated in the left margin by vertical lines adjacent to the change. Offerors shall include the date of the amendment at the bottom of the change pages. Multiple copies of change pages shall be provided as specified in Section L.2.2.2.

## **L.2.3 Submittal of Sample Product Sets**

### **L.2.3.1 Requirement**

The offeror shall submit sample products with the written proposal to permit the Census Bureau to evaluate the selected products for performance and usability.

### **L.2.3.2 Two Laptop Kit Configurations Permitted**

The offeror is permitted to propose one or two laptop kit configurations. If two configurations are proposed, the offeror shall adhere to the following supplemental guidance:

- a. The offeror shall submit a single combined written proposal subject to the same format and page count restrictions; no additional pages are permitted, except where sections are replicated (as below), to provide information related to the second laptop kit configuration.

- b. The offeror shall submit a complete sample product set for each laptop kit configuration. The product sets shall be packaged separately and designated Product Set A and Product Set B.
- c. The offeror shall submit a separate draft Product Catalog (Volume 1, Part II, Section 2) for each laptop kit configuration.
- d. The offeror shall submit a separate set of Product Descriptions and Base Pricing (Volume 2, Section 1) and Discount Tables and Pricing Terms (Volume 2, Section 2) pricing sheets for each laptop kit configuration.

### **L.2.3.3 Contents of Sample Product Set**

For each laptop kit configuration proposed, the offeror shall submit a complete baseline configuration laptop kit as specified in Section J.2 Requirements for Laptop Kits and Accessories (see Table J.2-1). All offeror-provided software (see J.2.2.4) shall be properly installed. No promotional or unnecessary software shall be included. A single copy of all software distribution media shall be included for each proposed configuration. One copy of user documentation provided by the manufacturer shall be included to support the operation of sample products.

The offeror is not required to submit samples of the carrying case, GPS receiver, USB memory key, or shipping box.

The offeror shall submit a laptop with the standard hard drive installed and provide the solid-state hard drive proposed for the 32 GB upgrade, uninstalled.

Offerors shall ensure that all sample products are configured properly to demonstrate compliance with requirements.

**If the offeror submits two laptop kit configurations for evaluation, two complete sets of sample products shall be submitted and clearly labeled as Product Set A and Product Set B.**

### **L.2.3.4 Inventory**

The offeror shall include a complete inventory listing of all products submitted for evaluation and any supporting manufacturer documentation provided. Where appropriate, manufacturer serial numbers shall be listed.

Sample products shall be identical to those described in the draft Product Catalog submitted with the written proposal. The offeror is hereby advised that deviation from the product described in the Product Catalog may result in rejection of the proposal as unresponsive.

### **L.2.3.5 Markings**

Products submitted for evaluation shall bear no non-manufacturer markings that identify the offeror.

### **L.2.3.6 Initial Inspection**

Upon receipt, the Census Bureau will inventory the product samples submitted, verify that all required products are present, and confirm that all products are in working order.

If any product fails during the initial review, the Census Bureau will notify the offeror and request a replacement. The offeror shall deliver a replacement within 24 hours.

### **L.2.3.7 Ownership**

All products submitted for evaluation shall remain the property of the offeror.

### **L.2.3.8 Liability for Condition of Returned Products**

The Census Bureau will exercise reasonable care in the evaluation of sample products. However, because the durability and reliability of products will be evaluated, the Census Bureau does not guarantee that products returned to the offeror will be fully functional. The offeror, therefore, shall assume responsibility for any required repairs at no cost to the Census Bureau.

### **L.2.3.9 Removal and Retention of Magnetic Storage Media**

The evaluation process may involve placing sensitive data on the laptop hard drive. The Census Bureau will remove and retain all magnetic storage media for destruction. The offeror, therefore, shall assume responsibility for replacement of hard drives and other magnetic storage media at no cost to the Census Bureau.

### **L.2.3.10 Return of Sample Products**

The Census Bureau will return sample products within 45 days after contract award. The offeror shall provide instructions for return shipping or pickup of the sample products.

## **L.2.4 Census Bureau Inspection of Offeror Facilities**

The Census Bureau, at its option, may visit the facilities the offeror proposes for (1) integration and delivery of laptop kits and accessories and (2) delivery of maintenance support services.

- a. The offeror shall brief Census Bureau personnel conducting the inspection and permit these personnel to observe facility operations.
- b. Any briefings provided by the offeror shall be limited to the facilities and facility characteristics to enable the Census Bureau personnel to verify the facility descriptions and capabilities provided in the written proposal.
- c. The offeror shall provide Census Bureau personnel with access to facilities to enable them to verify that the facilities are adequate for their proposed functions.

The Census Bureau will provide at least 5 business days' notice of its intent to visit offeror facilities.

## L.2.5 Verification of Past Performance Citations

The Census Bureau, at its option, may verify performance on projects cited by the offeror as indicative of its capabilities and past performance. The offeror is hereby advised to ensure that contact information is correct. If the Census Bureau cannot verify past performance information after reasonable efforts to do so, the validity of the information may be discounted.

## L.2.6 Oral Presentation

Following the evaluation of the written proposals and sample products, the Census Bureau will determine the competitive range and invite offerors whose proposals are in the competitive range to provide oral presentations at Census Bureau headquarters in Suitland, Maryland. The CO will determine the order in which the offerors will provide their oral presentations and notify each offeror of the scheduled date and time for their presentation. The Census Bureau also will provide the agenda the offeror must use for their oral presentation, request clarifications to specific aspects of the offeror's proposal, and provide guidance regarding access to Census Bureau headquarters. The presentation shall address, at minimum, the following:

- a. The qualifications of the offeror's project team
- b. The offeror's understanding of requirements
- c. The key strengths of the offeror's solution
- d. Proposal clarifications as requested by the Census Bureau

The oral presentation and responses to clarification requests are intended to supplement the information provided in the offeror's written proposals and will be evaluated using the same evaluation factors that will be used to evaluate the written proposals, which are specified in Section M. In the event there is a discrepancy between the written proposals and the oral presentations, the written proposals take precedence.

Prior submittal of the presentation materials and a written response to the clarification requests will be required. Guidance regarding the preparation and submittal of electronic and hard-copy presentation materials will be provided with the notification.

The oral presentation will be conducted in the following manner:

- a. Offeror may have a maximum of four representatives present at their oral presentations, including the proposed Project Manager, the proposed Lead Project Engineer, and a company official who is authorized to negotiate on behalf of the offeror.
- b. The Project Manager and Lead Project Engineer shall present all materials.
- c. All offeror personnel shall remain present for the oral presentation, question and answer session, and discussions.
- d. A maximum of 1 hour will be allowed for the oral presentation. Accordingly, the presentation materials shall be limited to 30 slides.
- e. Following a short recess to permit Census Bureau representatives to discuss the presentation and prepare questions for the presenters, the Census Bureau CO will conduct a question and answer session.
- f. Following a short recess after completion of the question and answer session, the Census Bureau CO may initiate discussions in accordance with FAR 15.306.

- g. Offeror may use their choice of presentation equipment during the oral presentation (e.g., overhead projector, slide projector, computer-driven projection display).
- h. With the exception of the projection screen, the offeror shall be responsible for providing the presentation equipment, preparing it (setting it up) prior to the start of the presentations, and operating it during the presentations.
- i. The oral presentation shall be sufficiently detailed, specific, and complete to enable the Census Bureau to thoroughly evaluate the presentation.

## **L.2.7 Discussions**

The Census Bureau CO will conduct the first round of any necessary discussions immediately following the conclusion of the offeror's oral presentation. These discussions will enable the Census Bureau to further clarify and discuss information provided in the offeror's written proposal and oral presentation, identify any weaknesses and deficiencies, obtain additional information, and discuss any other issues concerning the offeror's proposal. Although the offeror may have additional personnel in attendance during the discussions, the proposed Project Manager, the proposed Lead Project Engineer, and a company official who is authorized to negotiate on behalf of the offeror shall attend these discussions.

In addition to the question and answer session and the discussions after the offeror's oral presentation, the Census Bureau reserves the right to call for discussions, proposal clarifications, and/or proposal revisions at any time when determined to be in the Census Bureau's best interest and in accordance with the FAR.

## **L.2.8 Final Solution Revision**

After completion of the offeror's oral presentation, question and answer session, and discussions, the CO will call for the offeror to submit its final solution revision (FSR) for evaluation. The offeror will have the opportunity to modify its solutions based on its current understanding of solicitation requirements.

The offeror shall prepare its FSR in the form of change pages that follow the content, format, and page limits established for the original written proposal. Pricing tables, if resubmitted, shall be resubmitted in their entirety.

The offeror shall submit its FSR within 10 calendar days of completion of discussions or as otherwise directed by the Census Bureau CO.

## **L.2.9 Award of Contract**

### **L.2.9.1 Award Without Discussions**

The Census Bureau may award the contract without discussions and the submission and evaluation of final solution revisions. This determination will be made after the evaluation of the initial written solutions and oral presentations.



### **L.2.9.2 Notification of Contract Award**

After the Census Bureau has selected the best value proposal, all selected and non-selected offerors will be notified of the decision in writing.

### **L.2.9.3 Contractor Debriefing**

In accordance with FAR 15.506, an offeror, upon its written request being received by the agency within three (3) days after the date on which a contractor has received notification the an award has been made, will be debriefed and furnished the basis for the selection decision and contract award. To the maximum extent practicable, the debriefing will occur within five (5) days after the receipt of the written request by the Census Bureau's CO.

## **L.3 Preparation Requirements for Written Proposals**

### **L.3.1 Structure**

The written proposal shall be structured in two volumes, as follows:

- Volume 1: Management and Technical Proposal
  - Part I: Management and Technical Approach
  - Part II: Draft Project Documentation
- Volume 2: Price Proposal

Proposal material shall be assembled and submitted in two three-ring binders. Because the materials will be separated for evaluation, each volume shall have its own cover sheet and table of contents.

### **L.3.2 Page Format**

Offerors shall confine their submissions to the page limits presented in Section L.7. Cover letters, cover/title pages, tables of contents, lists of figures and tables, acronym lists, and compliance matrices are excluded from page limitations.

A cover page that clearly identifies the copy number (e.g., Copy 2 of 6), solicitation number, date of submission, and the offeror's name shall be affixed to the outer cover of each volume. This information also shall appear on the spine of the binder.

The cover sheet shall also specify the offeror's proposal acceptance period (if different from that specified in this solicitation); a statement specifying the extent of agreement with all terms, conditions, and provisions of this solicitation; and the signature of the agent, owner, or designee with signatory authority.

The offeror's written proposal shall be printed on standard 8.5-inch x 11-inch paper. The proposal pages shall be numbered, printed on one side only, and bound along the left margin. Each page shall have 1-inch margins at the top and bottom and on each side. Page numbers, notations of proprietary material, and other identifying information may be included in the

margin. Text and table text shall be in 11 point Times New Roman font; however, text in figures and graphics shall be in Arial or Arial Narrow and no smaller than 9 point typefont.

If the offeror requires foldout pages for figures or graphics, the size of foldout pages shall not exceed 11 x 17 inches. Foldouts will be counted as two pages, regardless of size, and subsequent page numbering shall be adjusted appropriately.

NOTE: The minimum font size for spreadsheet text in the price proposal (Volume 2) shall be 10 point. Spreadsheets are exempt from the 8.5-inch x 11-inch page size requirement.

The proposal shall be prepared using Microsoft Word and Microsoft Excel (the Census Bureau uses Word 2000 and Excel 2000).

## **L.4 Content for Volume 1, Part I: Management and Technical Approach**

### **L.4.1 Section 1: Offeror Capabilities**

The offeror shall provide the following in this section:

- a. Overview of offeror's capabilities and qualifications for completing task and delivery orders under this solicitation
- b. Overview of capabilities of proposed key subcontractors
- c. Description of the relationship between the offeror and major vendors and the advantages of such relationships for meeting solicitation requirements

### **L.4.2 Section 2: Past Performance**

The offeror shall describe three previous contracts or task and delivery orders of similar scope and size to demonstrate the capabilities and qualifications of the offeror and its proposed subcontractors for completing task and delivery orders under this solicitation.

The offeror shall reference contracts or task and delivery orders completed by the offeror or its proposed subcontractors within the past 5 years that most closely mirror all solicitation requirements in magnitude and complexity. The offeror shall detail the type of equipment and processes used and total number of units involved. The offeror also shall present the number of units integrated per week and the length of time this level was sustained.

The offeror shall present at least one reference that demonstrates that the offeror is capable of integrating and delivering approximately 700 units per week over a 14-week period. The offeror shall present at least one reference that demonstrates that the offeror is capable of performing the required maintenance support services.

The offeror shall provide the following information for each reference:

- a. **Identification.** Contract title, project name, and contract number
- b. **Customer.** Customer agency or company

- c. **Performing Organization.** Name of company/division and major subcontractors/vendors performing the work
- d. **CO.** CO's name, address, telephone number, fax number, and email address
- e. **COR.** COR's name, address, telephone number, fax number, and email address
- f. **Period of Performance.** Month and year of contract start and completion
- g. **Contract Type and Total Value.** Type and total value of the contract
- h. **Project Description.** Description of scope of work accomplished, volume of products delivered, and the milestones of key accomplishments in the acquisition and deployment phases of the task
- i. **Approach.** Technical and management approaches employed in aligning the products and services with the customer's needs
- j. **Relevancy.** Similarity of the project to the requirements of this solicitation
- k. **Performance.** Levels of performance achieved on the referenced effort, including product delivery rates, percentage of on-time deliveries, percentage of fully compliant units delivered, failure rates, and other metrics relevant to this solicitation

The offeror is hereby advised that the Census Bureau may contact the CO and COR to verify the information provided in these references and that sources for evaluating past performance will not be limited to sources provided by the offeror.

The offeror is hereby advised that the Census Bureau considers it essential that the offeror demonstrate through successfully completed projects its capability to integrate, deliver, and support CAPI FR laptops. If the past performance citations do not adequately support the offeror's claims regarding such capabilities, significant technical risk will be attributed to the offeror's proposal.

### L.4.3 Section 3: Project Management Approach

In this section, the offeror shall describe the overall approach to managing the contract and ensuring timely completion of all activities while maintaining requisite quality. At minimum, the offeror shall accomplish the following in this section:

- a. Identify and describe the roles of the offeror's organization, key subcontractors, and major product vendors that will support the task or delivery order.
- b. Describe the skills and experience of the Project Manager and Lead Project Engineer and include summary resumes.
- c. Summarize project activities and approaches for completing all SOW tasks. Details shall be provided in the draft **Project Management Plan**.
- d. Describe the level of effort committed to perform SOW Task Area 1 activities throughout the contract base and option periods.
- e. Describe quality, configuration management, and security management practices that will be applied to meet solicitation requirements.
- f. Describe how key subcontractors and major product vendors will be managed to ensure high-quality, timely performance and rapid resolution of issues.
- g. Describe how small business goals will be achieved.
- h. Describe how the Project Support Website will be designed, implemented, and used to facilitate project administration and coordinate delivery of laptop kits and accessories.
- i. Identify advantages of the offeror's management approach.

#### **L.4.4 Section 4: Technical Approach**

In this section, the offeror shall describe the products (i.e., laptop kits and accessories) proposed in response to this solicitation and describe how the products will be integrated and delivered. At minimum, the offeror shall accomplish the following in this section:

- a. Describe the proposed products. Details shall be provided in the draft **CAPI Product Catalog**.
- b. Identify advantages of the proposed products regarding performance, reliability and durability, and usability.
- c. Present methods and evidence used by the offeror to evaluate and select the proposed products, including a discussion of why particular laptop kit configurations are being proposed.
- d. Demonstrate the offeror's understanding of Census Bureau requirements for and approach to integration and delivery of laptop kits and describe facilities to be employed and the ability of the facilities to meet requirements.
- e. Describe how technology refresh may enhance the value of the proposed products.
- f. Identify advantages of the offeror's technical approach.

#### **L.4.5 Section 5: Maintenance Support Services Approach**

In this section, the offeror shall describe the maintenance support services that will be offered to meet the requirements in Section C, Statement of Work, and Section J.3, Requirements for Maintenance Support Services. At minimum, the offeror shall accomplish the following in this section:

- a. Demonstrate the offeror's understanding of Census Bureau requirements.
- b. Demonstrate the offeror's understanding of its responsibility for the delivery of maintenance support services.
- c. Describe the facilities to be employed to deliver maintenance support services.
- d. Summarize the services to be provided. Details shall be provided in the draft **Service Level Agreement**.
- e. Describe how manufacturer warranties will be leveraged to the best advantage of the Census Bureau.
- f. Summarize committed performance levels.
- g. Identify key advantages of the service delivery approach.
- h. Describe how the Project Support Website will be designed to facilitate delivery and coordination of maintenance support services.

#### **L.5 Content for Volume 1, Part II: Draft Project Documentation**

The offeror shall submit draft project documentation in accordance with the SOW, which will be evaluated to determine the offeror's ability to perform the required work. The documentation the offeror shall provide is identified in the following sections.

### **L.5.1 Section 1: Project Management Plan**

The offeror shall submit a draft **Project Management Plan** in accordance with the SOW. The **Project Management Plan** shall describe the offeror's plan for completion of all task and delivery orders. The offeror shall present advantages it wishes to highlight regarding its management approach in Part I, Section 3, of the written proposal rather than in the Project Management Plan. Upon approval, the Project Management Plan will constitute the offeror's commitment to the task and delivery orders to be completed under this RFS.

### **L.5.2 Section 2: Product Catalog**

The offeror shall submit a draft **Product Catalog** in accordance with the SOW. The **Product Catalog** shall describe the products the offeror proposes for completion of all task and delivery orders. The offeror shall present advantages it wishes to highlight regarding the proposed products in Part I, Section 4, of the written proposal rather than in the Product Catalog. Upon approval, the Product Catalog will constitute the baseline configuration for all products to be delivered by the offeror under this RFS.

**If the offeror submits two laptop kit configurations for evaluation, this section shall be fully replicated and submitted as Section 2A and Section 2B with clear references to the applicable product sets.**

### **L.5.3 Section 3: Service Level Agreement**

The offeror shall submit a draft **Service Level Agreement** in accordance with the SOW. The **Service Level Agreement** shall describe the offeror's plan for delivery of maintenance support services and meeting associated performance levels. The offeror shall present advantages it wishes to highlight regarding maintenance support services in Part I, Section 5, of the written proposal rather than in the **Service Level Agreement**. The **Service Level Agreement** will establish the offeror's obligation to deliver maintenance support services under this RFS.

## **L.6 Content for Volume 2: Price Proposal**

### **L.6.1 Section 1: Product Descriptions and Base Pricing**

As a NASA SEWP IV contractor, the offeror is obligated to submit product pricing information to the NASA SEWP IV Program Office for approval. Accordingly, the offeror shall include a copy of all materials submitted to the NASA SEWP Program Office for the purpose of establishing base pricing for this RFS.

**If the offeror submits two laptop kit configurations for evaluation, this section shall be fully replicated and submitted as Section 2A and Section 2B with clear references to the applicable product sets.**

The offeror is not required to submit base pricing for items that will be selected collaboratively post-award as required in Section C.2.7 (carrying case, GPS receiver, USB memory key). The

Census Bureau has established a nominal base price (unit quantity) for each of these items to provide a basis for offeror proposals regarding volume-based discounts to be applied to these items.

### L.6.2 Section 2: Discount Tables and Pricing Terms

The offeror shall complete and submit the pricing table provided in Section B. The offeror shall use the Microsoft Excel spreadsheet embedded below for that purpose. Offeror should note that the complete spreadsheet is embedded even though not fully displayed.

**EMBEDDED SPREADSHEET – DOUBLE CLICK TO OPEN AND EXTRACT**

Pricing for CAPI FR Laptop Refresh Project				Offeror	<name>	Product Set	<A or B>		
CLIN	SubCLIN	Pricing Reference	Identification	SEWP Product ID	Unit	SEWP Unit Price	Quantity Range or Calendar Year	Discount (%)	Net Price (\$)
001	01	A	Project Support Service CY08 Base Period		Per Month		CY08		
	02	A	Project Support Service CY09 Base Period		Per Month		CY09		
	03	A	Project Support Service CY10 base Period		Per Month		CY10		
	04	A	Project Support Service CY11 Option Period #1		Per Month		CY11		
	05	A	Project Support Service CY12 Option Period #2		Per Month		CY12		
	06	A	Project Support Service CY13 Option Period #3		Per Month		CY13		
	07	A	Project Support Service CY14 Option Period #4		Per Month		Q1 CY14		
	08	A	Project Support Service CY14 Option Period #5		Per Month		Q2 CY14		
	09	A	Project Support Service CY14 Option Period #6		Per Month		Q3 CY14		
	10	A	Project Support Service CY14 Option Period #7		Per Month		Q4 CY14		

**EMBEDDED SPREADSHEET – DOUBLE CLICK TO OPEN AND EXTRACT**

For items that will be selected collaboratively as required in Section C.2.7, the offeror shall propose discounts to be applied to the Census Bureau-provided nominal base prices. For purposes of calculating total contract cost, the Census Bureau will assume the following base prices:

- a. Carrying Case — \$80
- b. GPS Receiver — \$200
- c. USB Memory Key — \$100

The offeror shall identify any terms associated with the offered pricing with a clear indication of applicability by CLIN and SubCLIN. The offeror is hereby advised that any non-compliance with the pricing requirements may result in (1) an assessment that the offeror’s price proposal has significant price risk or (2) rejection of the proposal as non-compliant.

**If the offeror submits two laptop kit configurations for evaluation, this section shall be fully replicated and submitted as Section 2A and Section 2B with clear references to the applicable product sets.**

### **L.6.3 Section 3: Representations and Certifications**

The offeror shall identify representations and certifications as specified in Section K, Representations, Certifications, and Other Statements of Offerors.

### **L.6.4 Section 4: Exceptions and Deviations**

The offeror shall indicate exceptions to and deviations from the terms and conditions of this RFS. The offeror is hereby advised that exceptions or deviations may result in (1) an assessment that the offeror's price proposal has significant price risk or (2) rejection of the proposal as non-compliant.

If no exceptions or deviations are proposed, the offeror shall so state.

### **L.6.5 Section 5: Basis for Pricing for CLIN 001 and CLIN 002**

In this section, the offeror shall provide a basis for the pricing offered for CLIN 001 – Project Support Services and CLIN 002 – Project Support Website Design and Implementation, as follows:

#### **L.6.5.1 Project Support Services**

Contractor efforts required to perform Task Area 1 activities are expected to vary from year to year. For each base year and option period, the offeror shall identify the estimated level of effort (in hours by job position) and other cost factors that apply to each task within Task Area 1. Specific cost information is not required.

This information will be evaluated by the Census Bureau to assess the realism, reasonableness, and risks associated with the pricing for CLIN 001.

#### **L.6.5.2 Project Support Website Design and Implementation**

The offeror shall identify the estimated level of effort (in hours by job position/activity) and other direct charges that are required to complete each task within Task Area 2. Specific cost information is not required.

This information will be evaluated by the Census Bureau to assess the realism, reasonableness, and risks associated with the pricing for CLIN 002.

### **L.6.6 Section 6: Subcontracting and Small Business Plan**

The offeror shall submit a Subcontracting and Small Business Plan in accordance with FAR Part 19, with specific attention paid to FAR Clause 19.704 and Clause 52.219-9 in FAR Part 52. The offeror shall not include subcontracting costs in the plan. The offeror shall present each subcontractor's business size as well as the estimated percentage and types of work to be subcontracted.

All proposed subcontractors contacted by the offeror in any manner shall be expressly advised in writing that such contact shall not be construed in any manner to be an obligation on the offeror's part to enter into a subcontract with a subcontractor. Nor shall any contact result in any claim whatsoever against the U.S. government for reimbursement of costs for any efforts expended by a subcontractor, regardless of whether the offeror is awarded a contract.

An offeror that is an "other than small business" concern must subcontract a minimum of 13% of the total expected cost of completing the task and delivery orders under this contract to small business concerns. The offeror shall submit a subcontractor participation plan as part of the **Subcontracting and Small Business Plan**. The subcontractor participation plan shall identify the functions/performance areas the offeror intends to subcontract and the subcontract's scope, estimated value, labor categories, and hours to be expended. The offeror shall include any plans to mentor emerging and other small businesses.

## L.7 Page Limits

The written proposal is subject to the page limits specified in Table L.7-1. Limits are exclusive of cover letters, cover/title pages, tables of contents, lists of figures and tables, acronym lists, and compliance matrices.

Table L.7-1. Page Limits

Volume	Section	Title	Page Limit
Volume 1 Part I	1	Offeror Capabilities	4
	2	Past Performance	6
	3	Project Management Approach	10
	4	Technical Approach	10
	5	Maintenance Support Service Delivery Approach	10
Volume 1 Part II	1	Project Management Plan (Draft)	15
	2	Product Catalog (Draft)	15
	3	Service Level Agreement (Draft)	25
Volume 2	1	Product Descriptions and Base Pricing	No limit
	2	Discount Tables and Pricing Terms	No limit
	3	Representations and Certifications	No limit
	4	Exceptions and Deviations	No limit
	5	Basis of Pricing for CLIN 001 and CLIN 002	No limit
	6	Subcontracting and Small Business Plan	No limit



## **Section M. Evaluation Factors for Award**

### **M.1 General**

In accordance with FAR Subpart 15.3, Source Selection, a Source Evaluation Board (SEB) has been established to evaluate proposals submitted for this solicitation. Any exceptions to or deviations from the terms and conditions of this solicitation could make the proposal unacceptable for award. If an offeror proposes exceptions to or deviations from these terms and conditions, the Census Bureau may make an award, without discussion, to another offeror that did not propose exceptions or deviations.

The SEB will follow the procedures set forth under FAR Subpart 15.3. Proposals will be evaluated by the SEB in accordance with the criteria identified in this section. Award of a contract resulting from this RFS will be made to the responsible offeror whose proposal, conforming to this RFS, is determined to offer the best value to the Census Bureau.

A proposal may be eliminated from consideration before initial evaluation if the proposal is so deficient that it is unacceptable on its face. For example, a proposal will be deemed unacceptable if it does not represent a reasonable initial effort to address the requirements of the RFS or if it clearly demonstrates that the offeror does not understand the requirements of the RFS. If a proposal is rejected before initial evaluation, a notice will be sent to the offeror stating the reason(s) the proposal will not be evaluated under this RFS.

In conducting its evaluation of proposals, the Census Bureau may seek information from any source it deems appropriate to obtain or validate information regarding an offeror's capabilities, capacity, experience, past performance, or ability to satisfy the requirements of this solicitation.

### **M.2 Evaluation Process**

The evaluation process will be multi-faceted. Written proposals and draft project documentation will be evaluated along with results from supporting tests and assessments of sample product sets.

#### **M.2.1 Evaluation of Written Proposals**

It is extremely important that the offeror furnish the Census Bureau with adequate, specific information. Cursory responses or responses that merely reiterate or reformulate the SOW will not be considered responsive to the requirements of this solicitation. Assurances of experience, capabilities, or qualifications without providing information that demonstrates that the offeror can deliver on these assurances will adversely influence the evaluation of the offeror's proposal.

In evaluating the price proposal, the Census Bureau will reconcile the offeror's pricing with its management and technical approaches and draft project documentation. Unrealistically low pricing may be grounds for eliminating an offeror's proposal on the basis that the offeror does

not understand the RFS requirements. Prices that do not provide appropriate volume-based discounts may be judged as non-advantageous to the Census Bureau.

Offerors should submit their best proposals initially because the Census Bureau reserves the right to make an award without discussion.

### **M.2.2 Evaluation of Draft Project Documentation**

The Census Bureau will evaluate draft project documentation as an integral part of the offeror's proposal. In particular:

- a. The **Project Management Plan** shall demonstrate that the offeror understands the requirements for project support and the offeror's commitment to provide this support.
- b. The **Product Catalog** shall support the evaluation of proposed products.
- c. The **Service Level Agreement** shall demonstrate that the offeror understands the solicitation requirements for maintenance support services and the offeror's commitment to deliver these services at the required performance levels.

### **M.2.3 Supporting Tests and Assessments**

The following supporting tests and assessments will be conducted:

- a. **Performance Testing of Sample Products.** Testing will be performed on sample laptop kits and accessories submitted by the offeror to evaluate laptop performance, battery life, software compatibility, and other characteristics. If the offeror submits 2 product sets for evaluation, the performance testing will be repeated independently for each product set.
- b. **Usability Assessments of Sample Products.** The usability of sample laptop kits and accessories submitted by the offeror will be assessed through inspection and testing. The assessments will examine product reliability and durability, ergonomics, and other characteristics that could impact the productivity of Census Bureau FRs. If the offeror submits two product sets for evaluation, the usability assessment will be repeated independently for each product set.
- c. **Past Performance Verification.** Census Bureau personnel will contact references to verify the offeror's past performance and capabilities to perform the requested work.
- d. **Offeror Facility Survey.** Census Bureau personnel will visit the offeror's integration and maintenance support facilities to verify their capabilities and assess the efficacy of the offeror's integration and maintenance support processes.

### **M.2.4 Price Evaluation**

The Census Bureau will evaluate the offeror's price proposal for price completeness and accuracy, price realism, price reasonableness, price risk, and total cost to the Census Bureau.

### **M.2.5 Competitive Range Determination**

The results of the management/technical and price evaluations will be reviewed and the competitive range determined.

## M.2.6 Oral Presentation and Discussions

Offerors whose proposals are found to be in the competitive range will be invited to the Census Bureau to provide an oral presentation with a question and answer session and enter into discussions in accordance with Sections L.2.6 and L.2.7. Materials provided by the offeror for the oral presentation will be considered supplemental to the offeror's written proposal and will be evaluated in the same manner as the written proposal.

## M.2.7 Evaluation of Final Solution Revision

After the completion of the oral presentation and discussions, the CO will call for the offeror to submit its FSR in accordance with Section L.2.8. The offeror's FSR will be evaluated in the same manner as the original written proposal.

## M.3 Evaluation Factors

Evaluation of the offeror's proposal will consider the factors identified in this section.

### M.3.1 Evaluation Factors for Management and Technical Proposal

The Offeror's management and technical proposal will be evaluated using the following management and technical factors:

- a. **Technical Approach/Product Usability.** Characteristics of proposed laptops and accessories that affect suitability for field use, including but not limited to; weight, ease of use while standing, ease of battery swap process, screen clarity under various lighting conditions, layout of keys and indicators, intensity and location of heat dissipation, and quality of construction. This factor will be applied independently to each product set offered.
- b. **Technical Approach/Product Characteristics.** Characteristics of laptops and accessories as identified in the **Product Catalog**; including but not limited to; performance, reliability, battery life, and security features. This factor will be applied independently to each product set offered.
- c. **Technical Approach/Integration and Delivery.** Approach to laptop kit integration and delivery, including assembly, quality assurance, and configuration management processes and delivery lead times and capacity.
- d. **Maintenance Support Services.** Approach to providing maintenance support services and committed service levels as described in the **Service Level Agreement**, including the approach to design, implementation, and operation of the **Project Support Website**.
- e. **Project Management Approach.** The offeror's project management approach, including personnel qualifications; adequacy of quality assurance, configuration management, and security management programs; adequacy of committed project support; adequacy of the approach for achieving small business goals; and adequacy and completeness of the **Project Management Plan**.
- f. **Offeror Capabilities.** Capabilities of the offeror, major subcontractors, and major vendors relevant to the requirements of Section C, including the adequacy of integration and maintenance support facilities.

- g. **Past Performance.** Offeror's past performance in delivery of services similar in scope and complexity with the requirements of Section C.

Evaluation factors a and b are of equal importance ( $a = b$ ). Evaluation factors c, d, e, f, and g are of equal importance ( $c = d = e = f = g$ ). Evaluation factors (a) and (b), taken in aggregate, are considered slightly more important than the remaining factors, also taken in aggregate ( $a + b > c + d + e + f + g$ ).

The evaluation of management and technical proposals will be achieved through a determination and analysis of the strengths, weaknesses, and risks of each proposal. Risks will be included in the final evaluation of each factor and will not be evaluated as a separate factor. In the assessment of management/technical risk, the evaluation will consider all available information.

If the offeror has submitted two laptop configurations for consideration, the offers will be considered separately for evaluation purposes. Each laptop kit configuration proposed will be evaluated independently against factors (a) and (b). The assessments developed against all other factors will be applied to both laptop configurations.

### **M.3.2 Evaluation of Price**

The evaluation of the price proposal will entail a detailed analysis of the offeror's pricing structure compared with the pricing requirements in Sections B and L. This analysis will be performed in accordance with FAR Part 15.

The evaluation of the offeror's price proposal will be based on the total estimated cost to the Census Bureau, which will be calculated by applying the offeror's prices to the Census Bureau-developed model that represents the most probable order quantities and use of maintenance support services. The evaluation will include assessments of price completeness and accuracy, price realism, price reasonableness, and price risk.

All pricing elements and associated terms of the offeror's price proposal will be evaluated, including;

- a. Net prices for project support services
- b. Net price for design and implementation of the Project Support Website
- c. Net prices for laptop kits
- d. Net prices for accessories and expendables
- e. Net prices for maintenance support services
- f. Net prices for CCM laptops (purchase and short-term lease alternatives)

If the offeror has indicated any exceptions or deviations, these will be evaluated as to potential impact to the total estimated cost to the Census Bureau.

If the offeror has submitted two laptop configurations for consideration, the offers will be considered separately for price evaluation purposes.

### **M.3.2.1 Price Completeness and Accuracy**

The offeror's price schedules will be reviewed for completeness and accuracy. A determination will be made as to whether the offeror has properly understood the price proposal instructions and properly completed the pricing schedules. The accuracy of the pricing tables will be reviewed and consistency with NASA SEWP IV base pricing confirmed. A determination will be made as to whether the proposal pricing is unbalanced or contains irregular or unusual pricing patterns. Unbalanced pricing is defined as pricing some items unrealistically under cost while overpricing other items.

### **M.3.2.2 Price Realism**

Offerors are hereby placed on notice that any proposals that are unrealistic in terms of technical commitment or unrealistically low in price will be deemed reflective of an inherent lack of technical competence or indicative of failure to comprehend the complexity and risk of requirements, and may be grounds for rejection of the proposal.

### **M.3.2.3 Price Reasonableness**

Offerors are expected to establish a reasonable price relationship among all priced elements identified in Section B. The offeror's price proposal will be evaluated to determine if the prices are reasonable for the work to be performed, reflect a clear understanding of the requirements, and are consistent with the management and technical approaches. Reasonableness determinations will be made by comparing bid prices with established commercial or GSA price schedules, and/or by comparing bid prices with Census Bureau cost estimates.

### **M.3.2.4 Price Risk**

Price risk is defined as any aspect of the offeror's proposal that could have significant negative cost consequences for the Census Bureau. Offeror proposals will be assessed to identify potential price risk. Where price risk is assessed, it may be described in quantitative terms or used as a best-value discriminator.

## **M.3.3 Best Value Determination**

The contract will be awarded to the offeror whose proposal is determined to be the best value in terms of meeting solicitation requirements. For the purpose of this solicitation, a "best value offer" is defined as the most advantageous offer to the Census Bureau. The Census Bureau will evaluate proposals for best value through an integrated assessment of strengths, weaknesses, and risks, and trade-off analysis of evaluation factors and evaluated cost.

As relative technical strengths, weaknesses, and risks become less distinct, differences in evaluated cost between proposals will increase in importance in determining which proposal offers the best value to the Census Bureau. Conversely, as differences in price become less distinct, differences in relative technical strengths, weaknesses, and risks between proposals will increase in importance.