SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER

PAGE 1 OF 132

2. CONTRACT NO.	3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE
SP4701-15-D-7000	12/23/2014		SP4701-14-R-0050	08/07/2014

7. FOR SOLICITATION INFORMATION CALL:	a. NAME	b. TELEPHONE NUMBER *(No collect calls)*	8. OFFER DUE DATE/ LOCAL TIME
	Melissa Spishak, Melissa.Spishak@dla.mil	215-737-4685	

9. ISSUED BY CODE SP4701

DLA DCSO-P
700 Robbins Avenue
Philadelphia, PA 19111

10. THIS ACQUISITION IS [X] UNRESTRICTED OR [ ] SET ASIDE: % FOR:

[ ] SMALL BUSINESS
[ ] HUBZONE SMALL BUSINESS
[ ] SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
[ ] WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
[ ] EDWOSB
[ ] 8 (A)

NAICS:

SIZE STANDARD:

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
[ ] SEE SCHEDULE

12. DISCOUNT TERMS
net 30 days

[ ] 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING

14. METHOD OF SOLICITATION
[ ] RFQ [ ] IFB [X] RFP

15. DELIVER TO CODE

HDIFC
Attn: Ronald Scott Nowicki 1-4-A23
74 N. Washington, Avenue, Battle Creek, MI 49037

16. ADMINISTERED BY CODE

See Block #9

17a. CONTRACTOR/ OFFEROR CODE 8W884 FACILITY CODE

IBM US Federal
6710 Rockledge Drive
Bethesda, MD 20817

TELEPHONE NO.

[ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY CODE SL4701

DEFENSE ACCOUNTING SERVICE
DFAS-CO-CVDAAD
PO BOX 369016 COLUMBUS, OH 43226-9016

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED [ ] SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	(Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA

26. TOTAL AWARD AMOUNT *(For Govt. Use Only)*

[ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

[ ] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

[X] 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED

[X] 29. AWARD OF CONTRACT: REF. IBM OFFER DATED 11/12/2014. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR
(b)(4)

31a. UNITED STATES OF AMERICA *(SIGNATURE OF CONTRACTING OFFICER)*

30b. NAME AND TITLE OF SIGNER *(Type or print)*
(b)(4)

30c. DATE SIGNED

31b. NAME OF CONTRACTING OFFICER *(Type or print)*
Melissa S. Spishak

31c. DATE SIGNED

This Indefinite Delivery Indefinite Quantity (IDIQ) Contract is awarded to International Business Machines (IBM) to provide Next Generation e-Commerce Solution (Fedmall) Services in accordance with the provisions of the Request for Proposal (RFP) SP4701-14-R-0050. The terms and conditions of the RFP and its six Amendments are incorporated byreference into this IDIQ. This IDIQ also incorporates the proposal of IBM and its Teaming Partner(s) dated 9/24/14 and Final Proposal Revisions dated 11/12/14. To the extent that any terms or conditions in IBM's proposal conflict with the terms and conditions of the IDIQ, the terms and conditions of the IDIQ govern.

PERIOD OF PERFORMANCE:

The period of performance for the base period is December 23, 2014 through December 22, 2015. (Includes a period of Go-Live development but not to exceed 12 months, Hardware/Software delivery, as well as Project Management and Operations, Sustainment and Maintenance after Development

The period of performance for Option Period 1 is December 23, 2015 through December 22, 2016.

The period of performance for Option Period 2 is December 23, 2016 through December 22, 2017.

The period of performance for Option Period 3 is December 23, 2017 through March 22, 2018.

The period of performance for Option Period 4 is March 23, 2018 through June 22, 2018. (Transition and Sustainment)

CONTRACTING TEAM:

- IBM is the Team Lead for the Fedmall Services effort and is teamed with [redacted]
- [redacted] will be issued a separate IDIQ Contract for the work they will perform for the Fedmall Firm Fixed Price (FFP) Services.

TRAVEL:

All travel for the proposed effort shall be in accordance with the applicable Regulations. Allowable travel and per diem charges are governed by FAR Part 31.205-46. The ceiling price for travel requirements will be included in any resultant Task Orders. All travel requests must be submitted to the COR in writing in advance and authorized by the COR in writing prior to initiation of travel.

CONTRACTING OFFICER'S REPRESENTATIVE:

The Fedmall Contracting Officer's Representatives (COR) for this IDIQ Contract is as follows:

- [redacted]@dla.mil
- The Mailing address for the COR is as follows:

[redacted]

Organization:	DLA J62
Address:	74 N. Washington Suite 7 Battle Creek, MI 49037-3084
Phone Number:	(269) 961-[redacted]
Fax Number:	(269) 961-[redacted]
E-Mail Address:	[redacted]@dla.mil
DODAAC:	SB4200

GOVERNMENT RIGHTS IN DATA:

Both Parties concur that all software and hardware developed as a result of work performed under this contract become the property of the Government upon contract completion.

Schedule of Supplies/Services

Section B

Supplies or Service and Prices/Costs

B.1. Pricing for the Next Generation e-Commerce Solution (NGe-Com) includes Cost Plus Incentive Fee pricing for Development, Firm Fixed Price for Project Management and Operation, Sustainment, and Maintenance (Sustainment), Firm Fixed Price for Hardware/Software, Firm Fixed Price for Transition Phase Out and Cost Reimbursement for Travel.

Base Period (12 Months):

CLIN	DESCRIPTION	CLIN Type	Est qty	Unit of Issue	Unit Cost	Summation
0001	Development for Next Generation e-Commerce Solution Target/Estimated	CPIF				(b)(4)
0002	Incentive Fee TBD% of Total estimated Cost of CLIN 0001	IF				
000201	**Incentive Fee Minimum (*3%* of Target Cost)**	IF				
000202	**Incentive Fee Target (*offeror to propose %* of Target Cost)**	IF				
000203	**Incentive Fee Maximum (*12%* of Target Cost)**	IF				
0003	Project Management for CLIN 0004	FFP	6	Mo	(b)(4)	
0004	Operation, Sustainment and Maintenance	FFP	6	Mo		
0005	Hardware/Software	FFP	1	Lot		
0006	Travel - Not to Exceed (NTE))	CR	1	Lot	**$12,000.00**	**$12,000 NTE**
					Summation Base Period:	(b)(4)

Option Period 1 (12 Months):

CLIN	DESCRIPTION	CLIN Type	Est Qty	Unit of Issue	Unit Cost	Summation
1001	Next Generation e-Commerce Solution further development/system change requests - Target / Estimated	CPIF				(b)(4)
1002	Incentive Fee TBD% of Total estimated Cost of CLIN 1001	IF				
100201	**Incentive Fee Minimum (*3%* of Target Cost)**	IF				
100202	**Incentive Fee Target (*offeror to propose %* of Target Cost)**	IF				
100203	**Incentive Fee Maximum (*12%* of Target Cost)**	IF				
1003	Project Management for CLIN 1004	FFP	12	Mo	(b)(4)	
1004	Operation, Sustainment and Maintenance	FFP	12	Mo		
1006	Travel (NTE)	CR	1	Lot	**$12,000.00**	**$12,000 NTE**
				Summation Option Period 1:		(b)(4)

Option Period 2 (12 Months):

CLIN	DESCRIPTION	CLIN Type	Est Qty	Unit of Issue	Unit Cost	Summation
2001	Next Generation e-Commerce Solution further development/system change requests - Target / Estimated	CR				(b)(4)
2002	Incentive Fee TBD% of Total estimated Cost of CLIN 2001	IF				
200201	**Incentive Fee Minimum (*3%* of Target Cost)**	IF				
200202	**Incentive Fee Target (*offeror to propose %* of**	IF				
200203	**Incentive Fee Maximum (*12%* of Target Cost)**	IF				
2003	Project Management for CLIN 2004	FFP	12	Mo	(b)(4)	
2004	Operation, Sustainment and Maintenance	FFP	12	Mo		
2006	Travel (NTE)	CR	1	Lot	**$12,000.00**	**$12,000 NTE**
					Summation Option Period 2:	(b)(4)

Option Period 3 (3 Months):

CLIN	DESCRIPTION	CLIN Type	Est Qty	Unit of Issue	Unit Cost	Summation
3001	Next Generation e-Commerce Solution further development/system change requests - Target / Estimated	CPIF				(b)(4)
3002	Incentive Fee TBD% of Total estimated Cost of	IF				
300201	**Incentive Fee Minimum (*3%* of Target Cost)**	IF				
300202	**Incentive Fee Target (*offeror to propose* % of**	IF				
300203	**Incentive Fee Maximum (*12%* of Target Cost)**	IF				
3003	Project Management for CLIN 3004	FFP	3	Mo	(b)(4)	
3004	Operation, Sustainment and Maintenance	FFP	3	Mo		
3006	Travel (NTE)	CR	1	Lot	$6,000.00	$6,000 NTE
					Summation Option Period 3:	(b)(4)

Option Period 4 (3 Months):

CLIN	DESCRIPTION	CLIN Type	Est Qt	Unit of Issue	Unit Cost	Summation
4001	Transition Phase Out	FFP	3	Mo	(b)(4)	
4002	Project Management for CLINs 4001 and 4003	FFP	3	Mo		
4003	Operation, Sustainment and Maintenance	FFP	3	Mo		
4004	Travel (NTE)	CR	1	Lot	$8,000.00	$ 8,000 NTE
	Summation Option Period 4:					(b)(4)

ESTIMATED TOTAL VALUE INCLUDING ALL OPTIONS:	**$16,502,939**

The "Total Value" or the total proposed acquisition price includes the base period and all option periods added up to provide the Estimated Total Value. The Incentive Fee Maximum is used above to calculate the total values.

Note on Task Order Pricing: The prices or labor rates that are in effect on the date any task order is issued by the Government shall apply for the full period of performance of the task order. If the task order also includes option periods, the rates that are in effect on the date the option period is exercisable shall apply for the full period of performance of the task order option period.

The CLINs above do not represent actual payment amounts to the Contractor. Payment amounts will be set forth in any future Task Orders issued against the IDIQ. The CLINs above are required for the Electronic Business System (EBS). The amounts in the Summation column were taken from IBM's evaluated price proposal for the IDIQ for each period of performance, and they are estimates only. The Government is not obligating itself to the estimated total prices. Please see Section B.3. for the extent of the Government's obligation. The summation totals provided shall not be exceeded on subsequent Task Orders

Option Period 4 (3 Months):

CLIN	DESCRIPTION	CLIN Type	Est Qt	Unit of Issue	Unit Cost	Summation
4001	Transition Phase Out	FFP	3	Mo	[redacted]	[redacted]
4002	Project Management for CLINs 4001 and 4003	FFP	3	Mo	[redacted]	[redacted]
4003	Operation, Sustainment and Maintenance	FFP	3	Mo	[redacted]	[redacted]
4004	Travel (NTE)	CR.	1	Lot	$8,000.00	$ 8,000 NTE
	Summation Option Period 4:					[redacted]

ESTIMATED TOTAL VALUE INCLUDING ALL OPTIONS:	**$16,502,939**

The "Total Value" or the total proposed acquisition price includes the base period and all option periods added up to provide the Estimated Total Value. The Incentive Fee Maximum is used above to calculate the total values.

Note on Task Order Pricing: The prices or labor rates that are in effect on the date any task order is issued by the Government shall apply for the full period of performance of the task order. If the task order also includes option periods, the rates that are in effect on the date the option period is exercisable shall apply for the full period of performance of the task order option period.

The CLINs above do not represent actual payment amounts to the Contractor. Payment amounts will be set forth in any future Task Orders issued against the IDIQ. The CLINs above are required for the Electronic Business System (EBS). The amounts in the Summation column were taken from IBM's evaluated price proposal for the IDIQ for each period of performance, and they are estimates only. The Government is not obligating itself to the estimated total prices. Please see Section B.3. for the extent of the Government's obligation. The summation totals provided shall not be exceeded on subsequent Task Orders

B.2 General Information:

The NGe-Com effort seeks to establish an Indefinite Delivery Indefinite Quantity (IDIQ) Contract or contracts. This resultant IDIQ will provide for both Cost Plus Incentive Fee (CPIF) Firm Fixed Price (FFP), and Cost Reimbursement Task Order(s) (TOs) for a Base period of 12 months, two 12 month Option periods and two 3 month option periods for a potential period of performance totaling 3.5 years.

Task orders issued in support of development requirements are awarded as Cost Plus Incentive Fee (CPIF) task orders. Project Management, Operations, Sustainment, and Maintenance requirements are awarded as fixed price task orders. Hardware and software will be purchased by the resultant awardee as FFP Delivery Orders (contractor acquired property) in the Base Period. The contractor will purchase hardware and software necessary to build the system as part of the initial task order. However, maintenance for hardware and software will be procured by the Government separately (i.e. via a separate contract vehicle). Travel Contract Line Item Numbers (CLINs) are also awarded on a Cost Reimbursable basis with established not to exceed (NTE) values set forth at the time orders are issued in accordance with the travel provisions provided below.

The resulting NGe-Com Development Task Orders will be awarded utilizing CPIF TOs. The award of the Development task is made solely to the contractor who will also act as Team Lead (see Section B.4). All FFP task orders for Sustainment, Project Management and Transition Phase Out will be issued as Contractor Team (CT) TOs to Team Partners. A minimum of 40% of the total dollars for all Program Management and Sustainment tasks will be awarded to Small Business Partners. Hardware and Software as required under CLIN 0005, as found in the base year, may be provided by either the team lead or another member of the CT depending upon the proposed solution. It will be acquired only once and on a FFP basis. The Team Lead will be required to propose a CT approach where 40 percent of the total evaluated labor price proposed is set-aside for Small Business (SB) firms. Individual FFP TOs will be issued to the Team Lead and to the Team Partner proposed to perform on the required task. CT TO(s) will be FFP. The only anticipated exception will be for the Travel Contract Line Item Number's (CLINs). Travel CLINs will always be issued as a CR type CLINs as detailed in section B.4, below.

Travel

All contractor travel will be concurred to by the PM and Approved **in writing** by the COR **prior** to travel. Following approval, the contractor shall prepare a travel estimate in accordance with FAR 31.205-46 and submit the estimate via email to the COR for final approval. The contractor shall make necessary travel arrangements for employees. On occasion, short duration (1-5 days) site visits may be required as authorized by the Government. Some tasks may require travel to designated Government facilities, such as DLA offices in the National Capital Region (NCR) and Battle Creek, MI, and the incumbent's nearest CAC-issuing facility. All travel related expenses (per diem, airfare, transportation etc.) will be reimbursed to the Contractor in accordance with FAR 31.205-46,

"Travel Costs," will be established as reimbursable line items under resultant task orders. These line items will have a not to exceed (NTE) value established at the time the task order is issued.

Contractors shall not be reimbursed for values in excess of the cited NTE value without the written concurrence of the Contracting Officer.

The Contractor shall be required to submit travel receipts for reimbursement as outlined within FAR 31.205-46. Long term travel is not anticipated. Long term travel is defined as any travel exceeding a cumulative 90 days for an individual during the contract year.

B.3. Indefinite Quantity Contracts (IQC):

The requirements listed in B.1 represent the estimated requirements. The IQC minimum under the resultant contract is $100,000.00. The maximum value of the resultant contract (3.5 Year Period) will be the summation of the One-Year Base Period, two One-Year Option Periods, and two Three Month Option Periods.

Type of Contract

The Government is awarding individual IDIQ Contracts to IBM, the successful CTA Team Lead, and its CTA Team Partner proposed to perform on the effort. The Government contemplates that the first TO, TO 0001, will be issued to only one member of the CTA (IBM) as a Cost Plus Incentive Fee (CPIF) and CR TO for Development.

The Team Lead (IBM) will be required to propose a CTA approach where 40 percent of the total evaluated labor price proposed is set-aside for Small Business (SB) firms. Individual TOs will be issued to the Team Lead and to the Team Partner proposed to perform on the requested task. The only anticipated exception will be for the Travel CLINs. Travel CLINs will be issued as a CR type CLINs.

For all future TO(s) the Team Lead will also be required to submit its CTA approach as well as provide a copy of its CTA Document for the Team Partner proposed with its offer.

Pricing of Task Orders

Development: all task orders issued in support of requirements under CLINS x001 shall be issued on a CPIF basis.

Project Management; Operation, Sustainment and Maintenance; Hardware/Software; and Transition Phase Out: all task or delivery orders issued in support of the requirements under CLINS x003, x004, 0005, and 4001shall be issued on a FFP basis.

B.3.1 Labor Rate List, 52.243-1, Alt I

Any changes pursuant to 52.243-1 (b) shall be subject to not to exceed labor rates. Not to Exceed Labor Rate Tables are provided below. Any resultant task orders shall be on a FFP basis only.

Labor Rate Table for IBM Labor

Government Labor Category	Offeror's Hourly Rate (Base Period)	Offeror's Hourly Rate (Option 1)	Offeror's Hourly Rate (Option 2)	Offeror's Hourly Rate (Option 3)	Offeror's Hourly Rate (Option 4)
Additional Project Management Tasks					
Project Manager	(b)(4)				
Systems Analyst					
Programmer Analyst					
Sr. Software Engineer					
Software Engineer					
Sr Database Administrator					
Database Administrator					
Configuration Manager					
Sr. Quality Assurance					
Quality Assurance Specialist					
Project Controller					

Government Labor Category	Offeror's Hourly Rate (Base Period)	Offeror's Hourly Rate (Option 1)	Offeror's Hourly Rate (Option 2)	Offeror's Hourly Rate (Option 3)	Offeror's Hourly Rate (Option 4)
System Architect/Integrator	(b)(4)				
Data Architect					
Additional Operation, Sustainment, and Maintenance tasks					
Project Manager	(b)(4)				
Systems Analyst					
Programmer Analyst					
Sr. Software Engineer					
Software Engineer					
Sr Database Administrator					
Database Administrator					
Configuration Manager					
Sr. Quality Assurance					
Quality Assurance Specialist					
Project Controller					

System Architect/Integrator	(b)(4)
Data Architect	

Labor Rate Table for 22nd Century Technologies Labor

Government Labor Category	Offeror's Hourly Rate (Base Period)	Offeror's Hourly Rate (Option 1)	Offeror's Hourly Rate (Option 2)	Offeror's Hourly Rate (Option 3)	Offeror's Hourly Rate (Option 4)
Additional Project Management Tasks					
Project Manager	(b)(4)				
Systems Analyst					
Programmer Analyst					
Sr. Software Engineer					
Software Engineer					
Sr Database Administrator					
Database Administrator					
Configuration Manager					
Sr. Quality Assurance Specialist					
Quality Assurance Specialist					
Project Controller					
System Architect/Integrator					

Government Labor Category	Offeror's Hourly Rate (Base Period)	Offeror's Hourly Rate (Option 1)	Offeror's Hourly Rate (Option 2)	Offeror's Hourly Rate (Option 3)	Offeror's Hourly Rate (Option 4)
Data Architect	(b)(4)				
Additional Operation, Sustainment, and Maintenance tasks					
Project Manager	(b)(4)				
Systems Analyst					
Programmer Analyst					
Sr. Software Engineer					
Software Engineer					
Sr Database Administrator					
Database Administrator					
Configuration Manager					
Sr. Quality Assurance Specialist					
Quality Assurance Specialist					
Project Controller					
System Architect/Integrator					
Data Architect					

B.4 Contractor Team (CT) Requirement

Team Lead = IBM

Team Partner = [redacted]

NOTE: Contractor Teams (CTs) are only required for the Sustainment, Project Management and Transition Phase Out (FFP task orders) CLINS. There will be no CTs for the Development Requirements

The Contractor Teams are not established pursuant to FAR Subpart 9.6; instead, the contractors will determine the relationship between the various team members, but they will all be primes and not subcontractors. There will be a single leader for the team, which will have overall responsibility for contract performance and will serve as the system integrator for this effort. The team lead will therefore develop and oversee system development and coordinate with other team members in support of Project Management and Operations, Maintenance, and Sustainment. The award(s) are to a group of contractors organized as a single team (Contractor Team).

Contractor Teams(CT) – A Contractor Teams(CT) means an arrangement in which two or more companies form a partnership to act as a potential prime contractor; or a potential prime contractor

agrees with one or more other companies to have them act as its partner under a specified Government contract or acquisition program. Throughout this contract, the term contractor may also be referred to as the Team Arrangement.

The Team Lead has the overall responsibility for the planning, programming, coordination, management, and performance of all services and tasks under the Task Order(s) issued to its Teaming Partner(s), including the quality and timeliness of those tasks, regardless of the allocation of responsibility for those services and tasks in the CT.

The following definitions explain the roles of a Team Leader, team members, and subcontractors:

- **Team Leader** DLA requires that the Team Leader, at a minimum, be responsible for coordinating the submission of proposals after award. In addition, the Team Leader has overall responsibility for planning, programming, coordinating, and managing the performance of work required in all task orders issued. The Team Leader is responsible for overseeing the quality and timeliness of the work performed (including all associated deliverables).

- **Team Partner** – A Team Partner is a firm that is a member of the CT. Each Team Partner(s) will provide the services identified in the CT Document in accordance with the team's proposal and terms of the contract.

- **Subcontractors** – Subcontractors are firms who provide services on behalf of one or more of the Teaming Partner(s). Subcontractors are not considered members of the CT and responsibility for the Subcontractor will rest with the applicable Team Member. Subcontractors may be large or small businesses and may not be used to satisfy the Small Business (SB) requirement that 40 percent of the total evaluated price obligated for the NGe-Com Solution must be dedicated to either a Small Business, Small Disadvantaged Business (SDB), Women-Owned Small Business (WOSB), Service Disabled Veteran Owned Small Business (SDVOSB), and/or HubZone Small Business (HZSB) concerns.

B.5 INVOICES:

DFARS 252.232-7006 Wide Area WorkFlow Payment Instructions (May 2013)

(a) *Definitions.* As used in this clause—

"Department of Defense Activity Address Code (DoDAAC)" is a six position code that uniquely identifies a unit, activity, or organization.

"Document type" means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

"Local processing office (LPO)" is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) *Electronic invoicing*. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS 252.232-7003, Electronic Submission of Payment Requests and Receiving Reports.

(c) *WAWF access*. To access WAWF, the Contractor shall—

(1) Have a designated electronic business point of contact in the System for Award Management at https://www.acquisition.gov; and

(2) Be registered to use WAWF at https://wawf.eb.mil/ following the step-by-step procedures for self-registration available at this web site.

(d) *WAWF training*. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the "Web Based Training" link on the WAWF home page at https://wawf.eb.mil/

(e) *WAWF methods of document submission*. Document submissions may be via web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) *WAWF payment instructions*. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) *Document type*. The Contractor shall use the following document type(s).

2 in 1 Invoice Type

---

(2) *Inspection/acceptance location*. The Contractor shall select the following

inspection/acceptance location(s) in WAWF, as specified by the contracting officer. N/A

(3) *Document routing*. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table*

Field Name in WAWF	*Data to be entered in WAWF*
Pay Official DoDAAC	SL4701
Issue By DoDAAC	SP4701
Admin DoDAAC	SP4701
Inspect By DoDAAC	
Ship To Code	
Ship From Code	
Mark For Code	
Service Approver (DoDAAC)	SB4200
Service Acceptor (DoDAAC)	SB4200
Accept at Other DoDAAC	
LPO DoDAAC	
DCAA Auditor DoDAAC	
Other DoDAAC(s)	

(4) *Payment request and supporting documentation.* The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (*e.g.* timesheets) in support of each payment request.

(5) *WAWF email notifications*. The Contractor shall enter the e-mail address identified below in the "Send Additional Email Notifications" field of WAWF once a document is submitted in the system.

(EMAIL FOR COR to be entered at time of award; Cc: CO Melissa.Spishak@dla.mil)

WAWF point of contact.

The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity's WAWF point of contact.

(1) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

Section C

Performance Work Statement (PWS)

C.1 BACKGROUND

The goal of this acquisition is to provide DLA with a technology refresh to its legacy system which will result in a modern e-Commerce Solution. DLA is looking to develop a modern ecommerce system with technology enhancements that will be proven to be an industry leading commercial solution. DLA plans to move into a modern e-commerce system for DOD, Federal, state, and authorized local agencies. For example, DLA has partnered with the General Services Administration (GSA) Federal Acquisition Service (FAS) to develop a single Government Electronic Mall to provide one-stop shopping for GSA and DOD customers. The combined e-commerce platform and government-wide e-commerce solution is meant to support this DLA-GSA effort and may become a Federal Mall, or FedMall. The system should be a state-of-the-art, Commercial off the Shelf (COTS) e-commerce platform to meet current and future system needs. (Note: This effort was previously referred to as DoD eMall 2.0.)

The legacy e-commerce system brings Government customers (who need commercial and military products) and DOD approved suppliers together in an efficient electronic marketplace. Currently, users have access to over 29 million individual items of supply, from centrally managed DOD and General Service Administration (GSA) assets, to commercial products (over 1,800 commercial contracts in place; generally over 70% are small business). For FY13, the legacy system contained approximately 35,000 registered users, about 800 vendors, and over 22 million items, while processing over 1.3 million orders, amounting to roughly $650 million in sales.

This marketplace allows customers to browse electronic catalogs and compare products, price, delivery terms, and payment options, to purchase the product(s) that provide best value for achieving their mission. The functionally is similar to commercial ordering sites, but adjusted to meet the unique functional requirements of the DOD and Federal ordering environments. This strategy enables the DOD to streamline the ordering process for commercial items, and eliminates the traditional labor-intensive process of identifying sources of supply through supplier brochures, paper catalogs, phone book searches, or a series of Internet catalog searches. DLA's e-commerce system adds value for the user by making ordering more effective and efficient, while maintaining high standards of regulatory and reporting compliance across customer-connected systems. Additionally, the e-commerce system provides Level III data reporting to Government Purchase Card (GPC) holders, commands, and oversight organizations, to include interactions with legacy financial systems within the DOD, streamlining the web ordering process for DOD.

C.2 INTRODUCTION

Under the auspices of the Office of the Secretary of Defense (OSD), Defense Procurement and Acquisition Policy (DPAP), DLA is looking to develop a modern ecommerce system with technology enhancements that will be proven to be an industry leading commercial solution. The e-commerce solution is expected to provide the government with a cost effective way to address current and future user needs by providing industry best practices, enhanced system performance,

flexibility, and scalability.. The chosen solution will be able to do this while also improving the user experience to provide more of a commercial look and feel.

Specifically, the goals of this effort are:

1. Implement a leading commercial solution that will enhance the user experience, streamline business processes, and introduce standard commercial best practices
2. Establish an e-commerce platform that allows multiple workflows and is flexible enough to meet the evolving requirements of the federal government and program office, as well as users and vendors
3. Provide cost effective scalability of the solution to include: increased numbers of users (over 900,000), increased numbers of vendors (over 30,000), and/or increased numbers of contracts, goods, or services (over 65 million)
4. Rationalize the Information Technology (IT) infrastructure to improve performance (latency, integration), enhance capabilities, and reduce operating costs.

This system will replace the capabilities in the current DOD EMALL system while concurrently supporting new functionality as described later in this PWS. It is DoD's desire to move from segmented systems to a more streamlined system that can fulfill all of the required DoD functions. There currently are no systems within DoD which can provide this broad range of functionality. It is the Government's desire to have this solution running in production, Go-Live no later than the end of third quarter Fiscal Year (FY) 2015.

C.3 SCOPE

The contractor shall be required to provide all labor, tools, materials and other services necessary to fulfill the requirements as set forth in this PWS.. This PWS will provide the foundation and outline the activities that will be required to modernize the e-commerce system and enhance capabilities:

- The contractor will develop and deploy the e-commerce solution within the timelines specified in this PWS, and in accordance with a recognized Software Development Life Cycle (SDLC) process
- The contractor shall be required to provide training to Government personnel as will be detailed under resultant task orders.
- The contractor will be required to develop a new operating solution in support of NGe-Com as detailed herein. This solution will allow for both contractor and Government sustainment of the system as part of the final operating solution..
- The contractor shall provide project management oversight for all of the activities detailed in this PWS.

C.4 OBJECTIVES

The following section specifies the performance objectives and performance elements for the contract. High level requirements for the system are provided in the PWS. The attached CONOPS provides a vision of the strategic goal for the FEDMALL system..

The e-commerce solution requires a strategy for the comprehensive integration, development, operations, sustainment, and maintenance of the application and its infrastructure. This effort must be coordinated through development, integration, and training as well as be managed in accordance with an integrated master plan that takes into account a number of intersecting and mutually supporting programs.

The primary objective is to obtain integration and software services for the purpose of modernizing the legacy e-commerce system. The e-commerce solution will need to accept Military Standard Requisitioning & Issue Procedures (MILSTRIP), Government Purchase Card (GPC), Federal Standard Requisitioning & Issue Procedures (FEDSTRIP), and Long Line Of Accounting (LLOA) payment methods, which drives the requirement for Payment Card Industry Data Security Standards (PCI-DSS) compliance.

All work under this contract shall comply with the latest version of all applicable Government regulations/standards to include, but not limited to: Federal and DOD Regulations (FAR, DFARS, etc.), Instructions and Manuals; Acquisition Bulletins [AB]; American National Standards Institute [ANSI] standards; and National Institute of Standards and Technology [NIST] standards, including Federal Information Processing Standards [FIPS] publications and the Procurement Data Standard (PDS).

The contractor shall be able to demonstrate successful past performance equal or greater than Capability Maturity Model Integration (CMMI) level 3 standards for software development and/or service development for e-commerce platform implementations. The contractor shall employ best practice methods and the tools to support major software engineering process areas of the CMMI, including but not limited to, project planning, project risk monitoring and control, test and performance measurement and analysis, configuration and change management, and requirements management, which are crucial to effective and efficient software project management.

The following six items are of utmost importance to the Government in fulfilling these requirements:

1. Consider any currently operating commercial or government solution that provides partial or full functionality of an e-commerce solution;
2. Ensure that the program has an Information Assurance (IA) strategy that is consistent with Federal and DOD policies and architectures, to include relevant standards;
3. Supports the user by providing a Web-based single point of entry e-commerce ordering solution for Government approved payment methods
4. Singular product management solution to deliver a cohesive experience across various delivery channels; web, mobile, kiosk, print, social, and other channels
5. Code release with little to no downtime
6. Demonstrate a previously implemented e-commerce solution

The primary system characteristics include, but are not limited to the following:

Modern Architecture

- Single Homogenous Technology Suite to reduce costs associated with upgrades and enhancements with a single technology roadmap for all components
- Modular Platform – Flexible and Extendable
- Built on modern technology; using open standards
- Proven Scalability to support thousands of orders/day and page impressions (hits)/second

- Flexible platform to extend with the lowest cost for upgrades
- Offers robust Government To Government (G2G), Government To Consumer (G2C), Business To Government (B2G), Business To Consumer (B2C), Business To Business (B2B), Business To Business To Consumer (B2B2C), and digital commerce on a single platform
- Across all e-commerce channels – Web, Mobile, Call Center, Print, Store, and more

Agile Functionality Integration

- Train staff to operate and maintain administrative functions
- Quick Time to Value, Ability for Vendors to have a self-service store front
- Vendors host/maintain catalogs and propose price updates
- Mobile Mall Integration
- Expedited shipping options
- Continue to identify new or enhanced functionalities that will enable the solution to be better utilized by all services and agencies throughout DOD, Federal, State, and authorized local agencies.

C.5 PERFORMANCE REQUIREMENTS

C.5.1 Task 1: Design, Development, and Deployment

As part of the system development efforts, the contractor shall ensure successful deployment of the current e-commerce system functionality, unique modules, external interfaces, and registered users to the e-commerce solution. If necessary, re-design unique modules and interfaces to ensure compatibility. The contractor shall design, develop, test, deploy, and sustain the e-commerce solution. The tasks outlined in the requirements provided below shall be accomplished to support the solution, in addition to potential additional functionality requested by a customer funded requirement. The contractor may recommend other configurations and/or customizations as appropriate. The contractor shall provide support for system version releases, with detailed descriptions, training, and supporting documentation for the e-commerce solution. Documentation shall be provided regarding the status, scheduling, integration of software development, system architecture engineering support, system and database design, system test and evaluation, certification and accreditation, and functional enhancements.

Go-Live High Level Requirements:

- E-Commerce Functions

  Provide one stop shopping for all Federal Agencies and the DOD (compliance and auditability enforced). Relevant capabilities include:

  - Ordering

    The system will have the ability to support purchase of a variety of goods and services with different terms and conditions to include:

        - Schedules
        - Government-Wide Acquisition Contracts (GWACs)
        - Multiple Award Contracts (MACs)
        - Multi-agency Indefinite Delivery, Indefinite Quantity (IDIQ)
        - Blanket Purchase Agreements (BPAs)
    - Auto re-ordering functionality
    - Funds Verification Process

- Payment Methods

  The future system must be able to support multiple payment methods. These methods will require different business processes within the system, and may involve different interfaces both internal and external to the system. The required payment methods are:
  - Government Purchase Card
  - MILSTRIP (NSN Purchases/ Commercial and Government Entity (CAGE) code/Part Number)
  - Federal Standard Requisitioning & Issue Procedures (FEDSTRIP) (NSN Purchases)
  - Long Line of Accounting

- Catalog Hosting

  - The system must store and maintain vendor items
  - The system will support pictures, picture thumbnails, and provide the capability for picture zooming and rotation
  - The system will have a workflow that includes government oversight, providing the ability for vendors to manage their catalogs
  - The system will provide the ability to accept multiple item taxonomies (at a minimum PSC Codes)

- Search

  - The system will provide a robust search engine
  - The system will provide user applied configurable filters
  - The system will provide the ability to search on multiple item taxonomies (at a minimum PSC Codes)
  - The system will provide the capability to promote preferred sources based on FAR 8.002

- User Registration

  The system will provide user registration capability based on user type and role (DOD, Federal. State, and Local)
  - Single sign on for DLA ordering systems

- Vendor Registration

  The system will support the current vendor registration which requires a valid contract vehicle, i.e. a GSA Schedule, DLA Contract, etc..

- Analytics and Metrics
    - The system will provide a one-stop source of historical program/budget data
    - The system will provide a customer-facing dashboard that is customizable (they can select from a pre-defined list of standard reports/graphs)
    - The system will provide a supplier-facing dashboard/reports - they can select from a pre-defined list of reports/graphs associated with their contracts
    - The system will provide an ad-hoc reporting capabilities connected to all available data; customize who and what can be seen
    - The system will provide advanced analytics such as social and behavioral analytics
    - The solution shall allow users to provide content and recommendations to share their experience using the system, and their interactions with other users
- Order Tracking and Status
    - The system will provide near real time order tracking status capability
    - The system will integrate with IUID capabilities within Wide Area Work Flow (WAWF) to provide transparency and tracking of goods from when they leave the warehouse until final delivery.
    - This feature may integrate with seller- or industry-existing order tracking software
    - The system will allow customers to visit the site at any time to check on order status

- Business Process Management
    - The system will provide configurable user experience based on user type
        - Based on user registration and roles
            - DOD or Federal, etc.
            - Administrator, Buyer or Shopper, etc.
    - The system will have the ability to support the work flow for electronic Request for Quote (RFQ)/Request for Proposal (RFP)
    - The system will provide notifications of all participants of changes
    - The system will incorporate of business process controls in a seamless, automated manner
    - The system shall support business rules provided by DOD and Federal Agencies (i.e. Navy, USMC, Army, DLA, GSA, etc.)

- Other Functionality
    - Map GIS
        - An integrated geographical system capable of rendering a representation of geospatial map products available for ordering
    - Supportability Analysis Stock Out Report (SASOR)
        - DOD EMALL allows end users to generate SASORs on demand. Reports can be generated against a list of NIINs or a Weapon System Descriptor Code (WSDC) that represents the set of associated NIINs. The Supportability Analysis information is sourced from the DLA Fusion Center and merged with the Stock-out Report data received from EBS to generate the final report. Real-time reports can be viewed directly

as a response to the web request, but can also be downloaded in Excel. Asynchronous reports, generated in the background due to latency in receiving the data, are generated in Excel. The user is provided notice when the report is ready and can download it from DOD EMALL.

- MILSTRIP Order Entry System (MOES)
  - MOES allows users on DOD EMALL to submit MILSTRIP-formatted transactions directly to DLA Transaction Services. MOES users can create MILSTRIP transactions via web form, text-file upload, or free-form entry.

- Weapon System Support Program (WSSP)
  - The Weapon System Support function allows a user to search by WSDC, NSN/NIIN, or Service Branch. Depending on the search chosen, there are several criteria with which a user can choose to narrow their search. To retrieve a list of WSDC to NSN relations using a WSDC search, there are five limiting factors, but a user can only enter up to three for their search.

- Federal Logistics Data on Mobile Media (FED LOG)
  - FED LOG is used by engineering, technical research, provisioning, procurement/contracting, supply, cataloging, maintenance, distribution, storage, transportation, quality assurance, and disposal personnel to retrieve management, part/reference number, supplier, CAGE, freight, Interchangeability and Substitutability (I&S), and characteristics information recorded against NSNs.

- Tires Corridor
  - Used to search, view, edit, print, and export details for Tires, Tire Accessories, Wheel Assemblies, and Rims. Additional features include the capability to validate, modified records, post corridor headlines, download full catalogs (Adobe PDF), find additional resources, and view contact information for affiliated DLA groups.

- Interfaces

  It is anticipated that additional interface requirements will be needed. Current list of interfaces is located in Section C.5.1.4.2

  - Integrate with financial and procurement systems
    - DLA Data Sources
    - Non DLA Data Sources
    - Financial Services
    - Suppliers
  - Maximize automation of data exchanges

- Out Years possible development efforts

  This section describes capabilities that MAY be required in the future. Requirements for these capabilities will be developed at a later date.

- Integration with Government past performance review systems
- Mobile Capability
- Integrate with Legacy ordering systems for receipt to be reported back into FedMall
- Reverse Auction
- Chat, messaging
- Maximum automated system-to-system data exchanges
- Single sign on to include other Federal Government ordering systems

- Dynamic Acquisition Workflow

With deployment of the Next Generation FedMall on a modernized platform, the government envisions an evolution of the site to an e-commerce environment that operates more like the commercial open market. In this vision, which is further discussed in the attached Concept of Operations document, up front contracts would be unnecessary, replaced with a vendor on-boarding process in which the vendor agrees to appropriate terms and conditions before point of sale. It would also include the ability for vendors to update their pricing at any time, offering sales or discounts without the need for a contract modification. The Go-Live system must include a separate work flow in which this new business process can be demonstrated.

Specific requirements include:

1. Ability to support a streamlined vendor pre-application process. This process would replace individual indefinite delivery vehicles – no initial basic contract.

- Vendors apply and are checked against systems such as SAM, GIDEP, PPIRS, IUID, etc.
- Vendors agree up front to terms and conditions (to be supplied by the government, for example, vendor must be registered in System for Award Management)
- Vendor supplies item information, codes (PSC, National Stock Number (NSN),Part Numbers, etc.), and business information
- Government reviews application and qualified vendors are cleared to post on the website
- Purchase order is created as an output at the time the order is placed
- When purchase orders are placed with a vendor above a certain dollar value, a contract will be created and appropriate clauses will be incorporated using a Clause Logic Service

2. Vendor Dynamic Pricing

- Vendors may provide limited time discounts/sales at any time
- Vendors may provide permanent price reductions at any time
- Government determines fair and reasonable prices at time order is placed (as per today's process)
- Purchase order, created at time of order placement, contains the current pricing.

See the CONOPS for additional requirements to be integrated.

Specific Tasks -- The contractor shall Design, Develop, Test, Train Government administrators, Deploy, and Build/Re-Develop External Interfaces for the e-commerce solution.

Deliverables:

- Configured e-commerce solution in production

C.5.1.1 Design Requirements

The contractor shall provide input to the Government's Functional Specifications (FS) support functional specifications and develop Technical Specifications (TS) that support design and development requirements.

Deliverables:

- Technical Specifications (TS)

C.5.1.1.1 Design Reviews

The contractor shall hold design review sessions focused on identifying the future e-commerce solution architecture design while focusing on design maintainability, extendibility, portability, and testability. Design review sessions (schedule to be established at the initial kickoff meeting identified in Task 3) will be held until the Government approves a final design. The contractor shall enact processes and practices that control or reduce system development costs and risk through a series of development reviews, including in-depth review of development items, technical accomplishments, and remaining technical or major tasks to be accomplished.

Some representative design features that must be integrated into the e-commerce solution are:

- Common Access Card (CAC) or External Certificate Authority (ECA) registration and sign-on
- Multiple user-types to include customers, suppliers, program support, call center staff, administrators
- Account de-activation or lock-out
- Personalized experience based upon user-type (i.e. user Agency or Service affiliation)
- Purchasing via GPC, MILSTRIP, FEDSTRIP, line of accounting
- Personalized contract vehicle data for informed purchasing
- Advanced product searching capabilities
- User-generated content
- Order fulfillment and ordering history capabilities
- Extensibility of the program to allow for future integration
- The e-commerce solution should support the capability of being cloud-ready.

The contractor shall describe these design features through documentation that can range from text to wireframe mock-ups approved by the Government. The contractor shall prepare for and participate in System Requirements Review (SRR), Preliminary Design Review (PDR), Critical Design Review (CDR), Test Readiness Review (TRR), and Production Readiness Reviews (PRRs). The PRR will include a security readiness review component that follows DISA policies and aligns to Security Technical Implementation Guides (STIGs).

Deliverables:

- Design Reviews
- Solution architecture

C.5.1.1.2 User Experience

The solution shall provide a consistent and well-designed experience for registered users across multiple CAC or ECA-enabled form factors (e.g. PC, laptop, tablet, and mobile) and internet browsers. The solution shall be inherently familiar to the users, limiting the amount of training needed to navigate the system.

The solution shall be configurable for a variety of services that support customer needs and policy (e.g. Military Service logos, banners, etc.). The contractor shall provide a solution that adheres to 508 compliance standards for usability, but also provide a user experience that is modern and highly user-focused to facilitate order fulfillment. The solution shall allow users the ability to quickly find and complete an ordering process (an order) while adhering to Federal Acquisition Regulation (FAR), Defense Federal Acquisition Regulation Supplement (DFARS), and General Services Administration Regulations (GSAR) requirements, as well as other agency supplemental regulations and policies. When a user completes their order using a GPC, they may select a shipping address that is on or off a government facility. The solution shall have the capability to support shipping rules if required, such as based on user type, credit card type, or Government vs. non-government facility. See List of References for websites with additional guidance. The solution shall include a capability to complete a Material Receipt Acknowledgement (MRA) upon receipt of goods and/or services. This includes shipment to APO/FPO addresses..

The contractor shall provide Wireframes (mock-ups) of web and non-web pages.

Deliverables:

- Page Wireframes

C.5.1.1.3 Web-interface

The web interface shall provide an administration capability for the Program Management Office (PMO) users to access contracts, existing and historical orders, and analytics.

C.5.1.1.4 Command-line/non-web interfaces

The contractor shall provide documentation on how to use command-line/non-web interface actions for site administration in the event that a Graphical User Interface (GUI) is not operational or optimal (i.e., the GUI is not operating but the system is working, or bulk catalog changes, or bulk order processing).

Deliverables:

- Command-line interface documentation

C.5.1.1.5 Catalogs (Integrated Product Content Management and Web Content Management)

The contractor shall include a catalog hosting capability in the solution that allows vendors to manage their existing products, or create a new catalog. The solution shall allow catalogs to be stored in such

a way that vendors can manage several catalogs and catalog versions (versions for services, unique part catalogs, temporary catalogs, sales catalogs). The solution shall allow for catalogs to have the pictures, product descriptions, metadata, and detailed content including environmental status, while adhering to industry-standard taxonomies, i.e. Product and Service Code (PSCs). The PMO and targeted support staff shall have the ability to access all catalogs, make changes to, and/or delete individual vendor catalogs. The solution shall allow for bulk editing capabilities, as well as individual product changes through both web and non-web interfaces. The solution shall maintain a capability to route the catalogs through an automated and manual approval process. The contractor shall provide the system capability for vendors to manage their product catalogs from their own site and update the central system catalog by leveraging an open interface based upon industry standards and best practices.

C.5.1.1.6 Categorization and product attributes

The Contractor shall provide a capability to analyze commercial product/catalog data in order to classify and categorize products. The categorization can be accomplished using a variety of product attributes, such as item name, product description, manufacturer part number, and manufacturer name. The solution shall allow for the standardization of part numbers and manufacturer names. Additionally, the solution shall ensure that items are classified by PSC and/or other taxonomies as seen fit by the government. The solution shall extract characteristic attributes and determine compliance based on environmental product criteria obtained from Energy Star, Electronic Product Environmental Assessment Tool (EPEAT), and Federal Energy Management Program (FEMP).

C.5.1.1.7 Pricing

The contractor shall provide the capability for vendors to identify tiered pricing for their products on the e-commerce solution. The contractor shall also be able to provide a capability for vendors to adjust products based upon geographic support areas.

C.5.1.2 Development Requirements

The contractor shall follow SDLC best practices to ensure the full stability, recoverability, and consistency in any custom development required to implement the e-commerce solution.

Deliverables:

- Development Support

C.5.1.2.1 Data architecture

The contractor will produce and provide their data and database architecture/schema and Data Flow Diagram as they relate to the catalog system and web interfaces. The solution must support database standards such as Oracle, DB2, SQL Server, or other enterprise-level databases. For each product, additional data elements may be required to allow filtering in the event of logging in as a guest or unauthenticated user. Support DLA J6 Business Enterprise Architecture (BEA) (resource available upon request) compliance requirements (architectural products including technical, operational, and system views consistent with the DOD Architecture Framework (DODAF) for inclusion in the DLA architecture repository).

Deliverables:

- Data architecture/schema & Data Flow Diagram

- Database architecture

C.5.1.2.2 Content Management System (CMS)

The contractor shall provide the ability for the PMO administrative users to be able to add, edit, or delete the content and layout of the e-commerce platform as well as create new content as desired by the PMO.. If required, the CMS should have embedded version control to undo changes. The system should have the ability to modify the content and layout either from modifying the Hyper Text Markup Language/Cascading Style Sheet (HTML/CSS) or visually.

The CMS application shall include but not be limited to the following:

a) The ability to create standard outputs, e.g. HTML, CSS, and Extensible Markup Language (XML), that can be automatically applied to new and existing content
b) The ability to allow the control of how registered users interact with the site
c) The system shall lockout/de-activate, but not delete, a user's account based on functional requirements of inactivity
d) The ability to expand a single implementation (one installation on one server) across multiple domains, depending on the server settings
e) The ability to utilize plug-ins or modules that can be easily installed to extend an existing site's functionality
f) The ability to support a standard e-commerce workflow
g) The solution must be able to create ad-hoc workflows for review and approval of new products, product attributes, pricing, etc.
h) The ability to display content in multiple languages, prices, or dollar conversions
i) The ability to allow the process of versioning, by which pages are checked in or out, allowing authorized editors to retrieve previous versions and to continue work from a selected point
j) The ability for content to be exported to standard formats such as Excel, XML, or CSV.

C.5.1.2.3 Security/Information Assurance

The contractor shall ensure that the information system is delivered in compliance with all applicable Laws, Regulations, and Policies, to include the DIACAP or Risk Management Framework (RMF) for NIPRNET. The contractor shall assist in the assessment of the security posture of the information system and shall provide the necessary artifacts needed for annual certification and accreditation (e.g. Systems Security Plan, Hardware/Software Listing, Listing of Ports, Protocols, and Services, Firewall Rules, etc.). The contractor shall incorporate and document the security practices used in the development of the information system and changes to the information system. The security practices should be modeled after industry best security practices and principles. Examples of best practices can be found at www.owasp.org and http://iase.disa.mil. The contractor shall ensure that insecure or poorly designed software libraries are not in use. The contractor shall ensure that source code is stored in a secure manner and
location. Source code shall be placed in escrow. The contractor shall ensure that newly-acquired IA and IA-enabled products for which configuration and implementation security guidance is not available have been configured according to the following standards, in descending order of preference: (1) Commercially accepted practices (e.g., System Administration, Networking, and Security Institute - SANS); (2) Independent testing results (e.g. International Computer Security Association - ICSA); or (3) Vendor literature. The contractor shall ensure that proposed changes to

the information system are assessed for IA and accreditation impact prior to implementation. The contractor shall ensure that NIST FIPS validated cryptography standards are used for encryption, key exchange, digital signature, and hash where applicable. The contractor shall ensure that system security documentation is developed, describing the technical, administrative, and procedural IA program and policies that govern the system. Unless otherwise permitted, the contractor shall ensure that all IA and IA-enabled COTS IT products implemented in the system have been evaluated or validated through one of the following sources - the International Common Criteria (CC) for Information Security Technology Evaluation Mutual Recognition Arrangement, the National Information Assurance Partnership (NIAP) Evaluation and Validation Program, or the FIPS validation program. The contractor shall ensure that public domain software (e.g., freeware, shareware) is not used in the system unless compelling reasons are established, the product is assessed by the DLA Designated Approving Authority (DAA) for IA impact, and the product is approved for use by the DAA.

The Contractor shall ensure that all IT products deployed within the system are reviewed for compliance with governing security implementation guidance documents (e.g. DISA Security Technical Implementation Guides - STIGs or Security Requirements Guides - SRGs, National Security Agency - NSA guidelines, and PCI DSS).

Deliverables:

- Systems Security Plan
- Hardware/Software Listing
- Firewall Rules, Listing of Ports, Protocols, and Services

C.5.1.2.3.1 Hardware

The contractor shall provide detailed documentation on their solution architecture.

C.5.1.2.3.2 Software

The contractor shall deliver homogeneous code base across the e-commerce solution supporting a lower total cost of ownership, easier upgrades, and less software configuration. The contractor shall provide documentation supporting the interfaces with external software as well as detailed documentation on the software architecture. The contractor shall use only software that has been approved for use on DoD networks. The solution shall be able to store user events and activities to provide an audit trail in the event of system errors and downtime. The solution shall be able to log and store each system action to support system health tracking and error correction.

Deliverables:

- Source code for custom code

C.5.1.3 Testing Requirements

The contractor shall support functional unit testing, regression testing, integration testing and user acceptance testing as required to ensure that the e-commerce solution fully supports existing and proposed functionality. The contractor shall deliver test results from all tests to the government.

The contractor shall create basic test plans that support functional, unit, regression, and user acceptance testing of the e-commerce solution. The contractor shall submit functional test conditions to be used during system integration and functional tests supporting an end-to-end testing process. The tests shall provide the Government the ability to conduct the test and ensure that requirements and specifications are met. The contractor shall perform Internal Verification and Validation (IV&V) tests of all major software releases.

Deliverables:

- Test Cases and Test Readiness Reviews
- Test Results

C.5.1.3.1 Configuration Management

The contractor shall ensure that change controls for software development are in place to prevent unauthorized programs or modifications to programs from being implemented. The configuration management process shall inherit attributes from industry best practices for code release, testing, and migration to production environments.. The process shall inherit attributes unique to the Government where applicable.

C.5.1.3.2 Quality Assurance

The contractor shall ensure that the software development initiative complies with all requirements listed in the latest versions of the following DISA documents, available from the DISA website above under Development Requirements, or from the PMO upon request: Recommended Standard Application Security Requirements, and companion documents Application Security Developer's Guide, and Host Security Guide. For all web applications, the DISA Application Security checklist has been incorporated. The contractor shall ensure that the solution is 508 compliant.

C.5.1.4 Deployment Requirements

C.5.1.4.1 Release Methodology

The contractor shall ensure that a reliable and repeatable release methodology is employed for the information system (e.g. agile iterative and incremental software development methodologies). The contractor shall support the release (s) of the e-commerce solution into the proposed government production environment. The contractor shall provide unit, integration, and regression test plans where appropriate and requested by the PMO to ensure system and integration stability with test results where appropriate. The solution shall provide a simplified software release management where builds and deployment are automated and don't necessitate taking down the database or entire system. The contractor shall deliver draft and final Release Notes.

The contractor shall support an agile approach to releases allowing for smaller, less complex releases to support a modular approach to development. An agile release schedule shall be defined as a less than substantial change in capability and/or substantive complexity based on release packages. The contractor shall support the government in releases. A major release shall be defined as any substantial change in capability and/or substantive complexity changes based on release packages. The contractor shall assess the impact on development, test, and other software engineering processes for each release schedule and provide recommendations to the PMO. The contractor shall design and test an application rollback strategy that allows for the reversal of software releases or

patch updates.

Deliverables:

- Draft and final Release Notes
- Deployment/Cutover Plan & Schedule; Impact Assessment & Recommendations; Rollback Strategy
- Integration Test Plan and Test Results

C.5.1.4.2 Interface Requirements

The Contractor shall develop and execute the approved cutover plan for integrating external interfaces to the e-commerce solution. During cutover the Contractor shall assist the Government and other technical support staff in the orderly transition of functions and services in support of legacy e-commerce system activities. Upon deployment, the contractor shall adhere to normal Operations, Sustainment, and Maintenance activities as outlined in Task 2.

The e-commerce solution shall include the following direct or intermediate interfaces in the initial implementation (unless otherwise requested by the Government):

- Army Logistics Support Activity (LOGSA) (transitioning to the Global Combat Support System – Army (GCSS-A) Funds Control Module (FCM)
- Citibank*
- Commercial Master Data File (ComMDF) - XSB Inc.
- Commercial vendors - Commercial Order Delivery
- Defense Information Systems Agency (DISA)
    - Certificate Revocation List
    - Global Content Delivery Service (GCDS) Cloud servers for the DLA Map Catalog and Federal Logistics Data on Mobile Media (FED LOG) hosted data files
- Defense Security Cooperation Agency (DSCA) Security Cooperation Information Portal (SCIP) for Foreign Military Sales customers
- DLA
    - Enterprise Business System (EBS)
    - Electronic Document Access (EDA)
    - Integrated Data Environment (IDE) provides Supportability Analysis/Stock Out Report (SA/SOR) data from the DLA Fusion Center
    - WAWF *
    - Transaction Services (Trans Svcs) Global Exchange (GEX)
        - Department of Defense Activity Address Directory (DODAAD)
        - DIELOG Integrated E-Mail Logistics System
        - General Services Administration (GSA) Federal Procurement Data System – Next Generation (FPDS-NG)
        - MILSTRIP Order Entry System (MOES) – see note below
        - MRAs/Goods Receipt File (GRF)
        - Purchase Card information
        - Requisitions
        - WEBLOTS
        - Weapon System Support Program (WSSP)

- Disposition Integration Office (DIO) *formerly DLA Reutilization Business Integration (RBI)*
- Federal Logistics Information System (FLIS)
  - Extracts
  - FLIS Portfolio Data Warehouse (FPDW) for Bill of Materials (BOM) and Kitting information
- Online Certificate Status Protocol (OCSP) for PKI authentication
- Supply Centers
  - Columbus Land & Maritime – Warfighter
  - Philadelphia Troop Support - Warfighter
  - Richmond – Fusion Center

- Department of Treasury Pay.Gov
- National Geospatial Intelligence Agency Geospatial Services
- Vantiv (Fifth Third Bank)
- US Bank
- Government-Industry Data Exchange Program (GIDEP)**
- Clause Logic**
- SAM*
- GSA Advantage!*
  - GSA Advantage! Schedules E-Library System
  - GSA e-Buy

* No current interface exists
** Potential to-be interface

The Contractor shall update current and document any new ICDs for each design of interfaces external to the e-commerce solution. The Government can provide Interface Control Documents (ICDs) on legacy system interfaces following award. The types of current interfaces include: Hypertext Transfer Protocol (HTTP), Hypertext Transfer Protocol Secure (HTTPS), File Transfer Protocol (FTP), Secured File Transfer Protocol (SFTP), Structured Query Language (SQL), Simple Mail Transfer Protocol (SMTP), Secure Shell (SSH), Internet Protocol Security (IPSEC), Internet Control Message Protocol (ICMP), custom flat files, XML, and web services. The contractor shall build MILSTRIP transactions/interfaces to Defense Logistics Management System (DLMS) standards. This includes the most current approved Electronic Data Interchange (EDI) transaction supplements, to include any current Approved DLMS Changes applied, which can be found at http://www2.dla.mil/j-6/dlmso/eLibrary/Transformats/140_997.asp. For Go-Live, 511R, 511M, 527R,527D, 850, 869F, and 888 are required. 517G, 869A, 869C, and 870S are requested for subsequent potential high level requirements.

Deliverables:

- ICDs and other task-specific documentation

C.5.1.5 Analytics

The following analytics requirements are associated to customers, suppliers, and the Government Administrative, and Program Management Office (PMO)users.. The analytics component of this solution must be able to integrate with financial and procurement systems. The contractor must provide the following capabilities, and the contractor may accomplish some of these tasks by either

integrating with the existing SAP Business Objects platform currently utilized by the PMO, providing their own Business Intelligence (BI) platform to perform the subsequent analytics capabilities, or integrating with a third-party Business Intelligence platform supported by DLA.

The contractor shall provide the capability for a customer and vendor-facing, customizable dashboard, where the customer can select from a pre-defined list of standard reports and/or graphs. The contractor shall provide a customizable dashboard for the PMO that connects to all available data so Government personnel can easily select and query such data with standard reports, as well as create ad- hoc reports within the dashboard itself. The contractor shall provide advanced customer segmentation and funnel analytics capabilities, which enable the PMO to perform analytics on lifecycles of multiple customer groupings.

Additional capabilities the contractor shall have the ability to provide advanced analytical capabilities, such as sentiment tracking via external social networks, similar to social analytics; predictive analytics, such as the ability to forecast the needs of customers and supply of vendors; mobile analytics which track any user-type's activities from a mobile device once mobile technology is implemented; and behavioral analytics containing the ability to track the e-commerce behavior and click-thru patterns of customers. In addition, multi-variant testing, or alpha/beta testing, may be provided by the contractor, which will be utilized to determine the best experience for users, and to decipher how to better incentivize and understand purchasing behaviors of customers.

Deliverables:

- Analytics Support

C.5.1.6 Training Requirements

The Contractor shall develop a Training Plan for Go-Live (and future major releases affecting the user or administrator experience) and execute upon PMO approval. Provide Training and materials/job aids to Government staff/administrators on the use of the e-commerce solution for all user roles, how to use the interfaces and CMS to make changes to the front end, and an in-depth technical training course on installing and configuring the platform. The Contractor shall test and field training tools (e.g. online videos or webinars), and/or communications for customers and vendors/suppliers on the use of the system for their roles.

Deliverables:

- Training Plan
- Role-Based Training and materials/job aids/tools/communications

Combined Task 1 Deliverables:

- Configured e-commerce solution in production
- Design Reviews
- Solution architecture
- Technical Specifications (TS)
- Page Wireframes
- Analytics Support
- Command-line interface documentation
- Data architecture/schema & Data Flow Diagram

- Database architecture
- Development Support
- Systems Security Plan
- Hardware/Software Listing
- Firewall Rules, Listing of Ports, Protocols, and Services
- Source code for non-proprietary custom code
- Test Cases and Test Readiness Reviews
- Test Results
- Training Plan
- Role-Based Training and materials/job aids/tools/communications
- Draft and final Release Notes
- Deployment/Cutover Plan & Schedule; Impact Assessment & Recommendations; Rollback Strategy
- Integration Test Plan and Test Results
- ICDs and other task-specific documentation

C.5.2 Task 2: Operations, Sustainment, and Maintenance

The Contractor shall operate, sustain, and maintain the system once deployed, and when functionality is added after each incremental release, using established Government tools and best practice procedures for software development, configuration, release management, and IT services delivery. The Contractor shall be responsible for resolving issues of the day-to-day operations of the system, and connected bi-directional interfaces. The contractor shall review and analyze production Trouble Tickets and implement fixes as requested by the government.

The Contractor shall provide technical architecture/infrastructure and application, database, security, and related management, oversight, and support to the Government at all hosting sites and if environments are moved between locations. The DISA Defense Enterprise Computing Center (DECC) Ogden, UT will host the production environment and technical infrastructure. The DISA DECC in Mechanicsburg, PA will host the Continuity of Operations (COOP)/Staging environment. Responsibility for maintenance of DISA DECC hosted computing environments (excluding hardware) shall be shared with the contractor and DISA DECC (Reference DISA/PMO Responsibility Matrix). DISA DECC will provide hardware, network, system administrator, and operating system support, and operating system and network security for the system hosted environments to include system monitoring and 2nd tier 24x7 help desk support for all system and network-related operations. Database administration and application support will primarily be the responsibility of the vendor. It would be advantageous to provide required hardware sizing specifications based on commercial experience. Hardware within the DECC is used the same as any non-government datacenter.

In the event that upgrades or changes to the system must be done, it will sometimes be necessary for such upgrades and changes to be done during off peak hours. Off peak hours as defined under the resulting contract are as follows:

- Monday through Thursday - 1800 hours through 0600 hours (the following day)
- Weekends – Friday beginning no earlier than 1800 hours through Monday 0600 hours

Any work conducted during off peak hours will only be authorized upon written notification by the COR.

Specific Tasks for Operations, Sustainment, and Maintenance - The Contractor shall:

C.5.2.1 Participate in a Weekly Production Support Call

Contractor personnel shall be prepared to actively participate in support calls by having status updates ready and also be available for any questions from the customer.

Deliverables:

- Weekly Production Support Call

C.5.2.2 Maintain application, database, and data environments software

- Support and ensure that the development and COOP/Staging environments remains consistent with the production environment and technical architectures
- Packages are released to minimize disruption to the production environment; coordinate testing and synchronization of releases; install, test, and validate proposed releases
- Provide database schema and change migration report with each major release
- Perform all application and database CM and restoration operations in coordination with the DISA change control process
- Provide technical infrastructure review, recommendations, and architecture descriptions
- Support DLA Business Enterprise Architecture (BEA) compliance requirements (architectural products including technical, operational, and system views consistent with the DOD Architecture Framework (DODAF) for inclusion in the DLA architecture repository)
- Develop and document metadata products such as Logical and Physical Data Models (LDM/PDM) for inclusion in the DLA Enterprise Metadata Repository (DEMR)
- Develop, test and maintain a Continuity of Operations (COOP) Strategy and Disaster Recovery Testing Plan and to ensure operations at the production site (DECC Ogden) are not disrupted and system failure does not severely impact customer service.
- The COOP strategy shall also include a strategy for routinely performing data back-ups
- The plan shall allow for resumption of service within the specified timeline as negotiated with DISA at the alternate site. The expected service level will be commensurate with a Mission Assurance Category 3 system.
- Participate in an annual COOP exercise alternating years between tabletop and actual system failover tests
- Provide input for site assessments related to annual penetration tests and participate when needed
- Respond and make recommendations to any identified system security deficiencies
- Refresh all environments ensuring that they are kept in a state that they can be reconstituted/restored when needed
- Assess current and future performance needs, including the impact of implementing new architecture configurations into existing environments, and determine/employ strategies to mitigate impact of integration
- Document and archive all configuration changes and transactional information

- Perform knowledge transfer with personnel administering the hosting of the system prior to integration of new or modified software

Deliverables:

- Database Schema and Change Migration Report
- DODAF Architecture products
- Metadata products/models
- Technical infrastructure analyses, COOP Plan and exercise, Penetration Test, Disaster Recovery Testing Plan
- Archived configuration changes and transactions

C.5.2.3 Application and Database Performance Reporting

- Support application and database-specific metrics as defined by the PMO
- Recommend other performance metrics and operations reports

Deliverables:

- Performance metrics support

C.5.2.4 Software Version Support

- Ensure all COTS production software versions are current and compliant with IA requirements (e.g. STIGs); provide Licensing Status Report and impact statements associated with system upgrades

Deliverables:

- Licensing Status Report and Impact Statements

C.5.2.5 Production System Support - Incidents

- Respond to system outage notifications, system alerts, etc. and provide root cause analysis
- Analyze all incidents, perform troubleshooting, and recommend appropriate resolutions
- Correct or otherwise resolve incidents
- Support restarts
- Provide system monitoring
- Validate/analyze application/system performance
- Recommend and document process/technical improvements/lessons learned and implement when/if approved

Deliverables:

- Incident Resolutions with Root Cause, Lessons learned

C.5.2.6 Problem Reports (PRs)

At a minimum, problem reports shall provide, but are not limited to, fixing broken links, missing data,

error message handling, formatting corrections, modifying mandatory fields on existing interfaces or modules, adding data elements, disabling code, applying software security patches and updates, or addressing other vulnerabilities or compliance issues, etc.

- Provide feasibility and performance/security impact analysis and schedule estimates; identify any other problems with the application
- Test, implement, and support the resolution of problems across all environments, roles, and access methods.

Deliverables:

- PR analyses, schedule estimates, test & implement resolutions

C.5.2.7 Training

The Contractor shall provide Training to Government staff/administrators on the use of this system for all user roles at least 1 week prior to each major release affecting the user or administrator experience. The Contractor shall update, test, and field training tools, materials/job aids, and/or communications for customers and vendors/suppliers on the use of the system for their roles.

Deliverables:

- Role-Based Training and materials/job aids/tools/communications

C.5.3 Task 3: Project Management

The Contractor Project Manager shall oversee all aspects of the development and future sustainment of this system, including planning, organizing, staffing, directing, integrating, and controlling activities necessary for all tasks. To meet cost, schedule, and performance requirements, the Project Manager must provide diligent, responsive, and timely performance reporting to the Government Program Management Office. Coordination with stakeholders, partners, and hosting activities will also be necessary. The Project Manager may be required to support meetings with the functional community to understand requirements and issues.

***Specific Tasks for Project Management** - The contractor shall:*

C.5.3.1 Coordinate, schedule, participate in, and document meeting minutes/action items for the project kickoff meeting, to include the Design Review Schedule

Deliverables:

- Contract Kick Off Meeting, Minutes/Action Items, Design Review Schedule

C.5.3.2 Develop and maintain a Personnel Resource/Training Spreadsheet to identify contractor personnel resources and training information. The contractor shall submit the initial Personnel Resource/Training Spreadsheet within five (5) days of award. The contractor shall provide an updated electronic spreadsheet to the COR within one (1) business day of the arrival or departure of any personnel working on the contract. The spreadsheet shall include, at a minimum:

- Contract number
- Employee name

- Identification of whether the employee is considered key personnel or non-key personnel
- Company name (working for prime or sub-Contractor)
- Work site/specific location
- Job Title
- Labor category
- Functional area
- Incoming Date
- Outgoing Date
- Certifications, i.e., certification(s) required of position, certification(s) held in position
- Name of the training (see C.12.7, Contractor Training)
- Date the employee successfully completed the training

Deliverables:

- Personnel Resource/Training Spreadsheet

C.5.3.3 Submit (30 days after contract award) and maintain a Project Management Plan (PMP), to include personnel, risk, security, and GFE/GFI management; Integrated Master Schedule (IMS); Quality Assurance Plan (QAP) for CMMI standards and system Key Performance Parameters (KPPs) and System Attribute Compliance (Reference KPP and System Attribute Compliance Plan); and develop or identify and propose a SDLC process for Government approval; execute development in accordance with the approved SDLC. The contractor shall support the management of software and hardware changes to the e-commerce solution, as initiated by Request For Change (RFC) by the PMO, or other improvements that would be of benefit to the users, increase operational efficiency, or streamline the system. The Contractor may identify other potential RFCs that may improve the e-commerce solution. Deliver and maintain a Systems Engineering Plan; Coordinate, organize, schedule, and facilitate technical reviews (Requirements, Design, Test, and Operational Readiness)

Deliverables:

- Project Management/Quality Assurance/System Engineering Plan with Integrated Master Schedule; Technical Reviews and documentation

C.5.3.3.1 Subcontracting Plan and Reports

The prime contractor shall manage and administer a system of internal controls for all management, administrative, and system engineering tasks. Management of these operations shall include integrating common systems of internal controls across the sub-contractor's performance under this task order and implementing processes that are risk-based, cross-functional, and cost effective to optimize and streamline operations. This includes but is not limited to the following:

Perform overall integrated planning, management, software development, sustainment, integration, project management, testing, training, and support of the e-commerce solution.

Deliverables:

- Copy of the approved Sub-Contracting Plan
- Copy of quarterly Subcontract Report
- Copy of semi-annual Subcontracting Report Form for Individual Contracts

C.5.3.3.2 Integrated Baseline Review (IBR)

Within 30 days of task order award. The contractor will prepare for and participate in a joint IBR with DLA J62 staff. This joint IBR will serve to ensure the Performance Management Baseline (PMB) and IMS capture the entire technical scope of work, is consistent with contract schedule requirements, and has adequate resources forecasted and/or assigned. Incidental to this process a functional baseline will be defined to support Configuration Management Plan (CMP) activities.

Deliverables:

- IBR Kick-Off Meeting Briefing Presentation Material
- IBR Kick-Off Meeting Minutes
- IBR Briefing Presentation Material
- IBR Meeting Minutes

C.5.3.4 Participate in and document a Weekly Status Meeting

Deliverables:

- Weekly Status Meeting, Minutes/Action Items

C.5.3.5 Provide Monthly Status Reports including KPP and System Attribute Compliance status

Deliverables:

- Monthly Status Report (MSR)

C.5.3.6 Participate in and document Monthly In Process Reviews (IPRs)

Deliverables:

- IPR briefing materials; meeting minutes/action items

C.5.3.7 Provide Configuration Management: deliver and maintain a Configuration Management Plan (CMP), Test Management Plan (TMP), documentation, reports, and participate in and support Configuration Control Boards (CCBs), project development planning, and reviews.

The contractor shall utilize a configuration management tool to accomplish configuration management tasks and deliverables to the Government. The contractor shall support the Executive Configuration Control Board (ECCB) and Operations Requirements Committee (ORC) by providing technical support at ECCB and ORC meetings.

Deliverables:

- Configuration Management Plan, Test Management Plan, and other CM documentation, reports, and reviews

C.5.3.8 Document and deliver DIACAP artifacts as required by the DLA DIACAP Implementation Guide.

Deliverables:

- DIACAP artifacts

C.5.3.9 Provide audit readiness support, including the creation of audit trails providing documentary evidence of the sequence of events related to a transaction. Will be responsible for providing any independent or compliance testing including but not limited to the following: PDS, Purchase Request Data Standards (PRDS), Standard Financial Information Structure (SFIS), PCI DSS, Federal Financial Management Improvement Act (FFMIA), and Federal Information System Controls Audit Manual (FISCAM).

Deliverables:

- Audit readiness support
- Test Reports

C.5.3.10 Report all contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Defense Logistics Agency via the Enterprise-Wide Contractor Manpower Reporting Application (ECMRA). The ECMRA can be accessed at the following web address: http://www.ecmra.mil/.

Reporting will be for the labor executed during the applicable Government fiscal year (FY), which runs October 1 through September 30. Beginning October 31, 2015, all labor data shall be reported no later than October 31 each year for the reporting period ending September 30 of that calendar year. Labor hours maybe input at any time during the FY. Contractors may direct questions to the help desk at: http://www.ecmra.mil/. Reference: DLAD 37.103-90 Contracting Officer Responsibility.

Deliverables:

- ECMRA Reporting

C.5.4 Incentives

CPIF Tasks

Incentive fees under the resulting contract will be based upon the plan for cost, schedule, and performance. The incentive fee gives the Government a tool to identify and reward cost control and schedule adherence. The Government bases the amount of incentive fee the contractor earns on a combination of objective and subjective evaluations.
These evaluations assess the contractor's ability to reduce costs in accordance with or ahead of schedule while delivering quality performance as measured against the performance criteria contained in the plan.

The Incentive Fee Plan is structured with a minimum 3% fee, a target fee (% proposed by contractor) and a maximum fee of 12% (minimum fee and maximum fee are based on a percentage of the total negotiated target cost) to incentivize cost savings. Expedited delivery will be incentivized based on formula for how many days before the Go-Live the project was completed. The incentive fee determination will be provided to the contractor through contract modifications following Go-Live. The formulas used to determine the incentive fee can be found in an Attachment(1) to this document. Performance incentive will only be paid once for delivery of Go-Live.

The contractor shall provide a written performance self-assessment as part of the Monthly Performance and Progress Report (MPPR), which may be combined with the MSR. The MPPR shall measure the contractor's cost and schedule performance by Cost Element Structure (CES) using

the government- approved Work Breakdown Structure (WBS). The report shall include the current cost and Level of Effort (LOE). The MPPR shall also include the current cost and labor effort (i.e., labor hours and costs expended) by labor category, for each task and sub-task.

Performance Standards and Metrics

- The contractor shall employ automated tools, metrics collection and tracking, and regular status meetings to monitor and control costs on the base task order and modifications directing enhancements and modifications to the e-commerce solution to ensure that execution remains within the authorized funding for each incremental task order modification
- The contractor shall identify performance measures metrics information from the range of measurements and metrics appropriate to the software engineering process.. The contractor shall employ the best practice Institute of Electrical and Electronics Engineers (IEEE) Standard Dictionary of Measures to Produce Reliable Software and the IEEE Standard for Software Productivity Metrics as the basis for the program.
- The contractor and PMO shall reach a mutually agreeable set of metrics and measurements meeting not only the contractor management needs but those of the PMO as well (see attached Government-suggested Performance Metrics
- The contractor shall make use of the best available methods and tools to perform accurate estimation of project costs
- The contractor's approach to cost monitoring and control will include thorough and accurate reporting, both internally and to the PMO.

Deliverables:

- Contract Work Breakdown Structure (CWBS)
- Monthly Performance and Progress Report (MRPR)

Performance incentives identified above will be reimbursed to the Contractor annually at the end of each performance period as specified herein.

C.5.5 Hardware / Software Procurement

Equipment support: A separate CLIN will be established in the contract for hardware and software. Hardware and software as defined under this contract will be those components the contractor will need to develop and sustain their proposed solution. This will be considered contractor acquired property in accordance with DFARS 245.4 and DFARS PGI 245.402-7- & &71. The contractor must comply with all FAR and DFARS provisions related to contractor acquired property. The Government shall have complete ownership of the entire NGe-Com system including all hardware and software.

C.5.6 Transition, Option 4

C.5.6.a Transition Phase Out. It is anticipated that a 3 month transitioning out period will be required should a follow-on requirement to the resultant contract be issued to other than the incumbent (awardee of this contract). This area covers the potential Transition Phase Out requirements that may be needed during the performance period. It is anticipated that Transition

Phase Out requirements (Option Period 4) will be awarded at the end of the Option Period 3 if Transition Phase Out is required; however, Option Period 4 may be exercised at the end of any period of performance if Transition Phase Out is required at an earlier time. The Transition Period will be exercised in lieu of, not concurrent with, other performance periods. During this Transition Option period, the contractor shall still provide Project Management, Operation, Sustainment, and Maintenance on the system for the entire duration of the Option period.

The Contractor shall submit and maintain a transition plan and schedule for transitioning out of the contract. This plan and schedule shall describe the transition of all services and GFE described in this PWS from the incumbent Contractor to the new Contractor's control, including training requirements to execute transfer of knowledge and documentation.

Deliverables:

- Transition Plan

C.5.6.b Transition Plan Implementation.

Upon notification by the Contracting Officer, the Contractor shall execute the approved Transition Plan developed for transitioning this system to a new source. The Government will notify the contractor via letter of intent prior to executing the Transition Option. During the transition phase, the Contractor shall assist the Government in the orderly transition of the services described in this PWS, and continue these activities as described above in support of on-going services, until such time as a new source has the required system accesses, and the Government decides a new source is prepared to take over - anticipated during the transition phase out. The Contractor shall provide resources to handle the transitioning of GFE, knowledge, and services to include able, ready, and appropriate assistance to the new source. To the extent that the Contractor's performance will be evaluated and recorded in DOD's Contractor Performance Assessment Reporting System (CPARS) System, this function should be viewed as vital to the successful conclusion of the Contractor's performance of the task. During the transition phase, the Contractor shall provide weekly transition progress reports.

Deliverables:

- Transition Plan Implementation and Weekly Updates

C.6 SECTION 508 COMPLIANCE

a. The DLA has determined that the following accessibility standards (36 CFR Part 1194) apply to this procurement under Section 508 of the Rehabilitation Act of 1973:

   i 1194.21 - Software Applications and Operating Systems
   ii 1194.22 - Web Based Intranet and Internet Information and Applications
   iii 1194.31 - Functional Performance Criteria

b. The Vendor shall deliver products and/or services that provide the features described in the above standards, or equivalent salient characteristics. Additionally, the Vendor shall provide product support documentation and services in alternate formats in order to accommodate end users with disabilities.

c. The Vendor must ensure Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities.

Further information on **Section 508** is available via the Internet at the following address: http://www.section508.gov.

C.7 DELIVERABLES:

The Contractor shall place deliverables in an electronic repository specified by the Government at time of award, with email notice of placement in the repository to the COR and PMO.

PWS Reference Task # or Subtask #	Deliverable Title	Due Date or Frequency and Remarks
Task 1		
C.5.1	Configured e-commerce solution in production	Go-Live anticipated prior to June 30, 2015
C.5.1.1	Technical Specifications	Within 30 days of approval of design
C.5.1.1.1	Design Review Sessions	As requested by the PMO/COR
C.5.1.1.1	Solution Architecture	Within 30 days of award
C.5.1.1.2	Page Wireframes	Within 90 days of award
C.5.1.1.4	Command-line interface documentation	As requested by the PMO/COR
C.5.1.2	Development Support	Daily
C.5.1.2.1	Database Architecture	Within 30 days of award
C.5.1.2.1	Data Architecture/Schema and Data Flow Diagram	Within 30 days of award
C.5.1.2.3	Firewall rules with Ports, Protocols, & Services requirements for solution	Within 90 days of award
C.5.1.2.3	Systems Security Plan (SSP)	60 days prior to release
C.5.1.2.3	Hardware/Software Listing	As requested by the PMO/COR
C.5.1.2.3.2	Source code for non-proprietary custom code	Within 15 days from date of version release
C.5.1.3	Test Cases (draft and final) and Test Readiness Review Sessions	Draft within 10 days of start of Functional Testing; Final upon software release
C.5.1.3	Test Results	Within 5 business days of Test
C.5.1.4.1	Deployment/Cutover Plan & Schedule; Impact Assessment & Recommendations; Rollback Strategy	30 days prior to production release

C.5.1.4.1	Integration test plan and results	14 days prior to testing for each version release
C.5.1.4.1	Release Notes (draft and final versions)	Draft two weeks prior to software release; Final upon software release
C.5.1.4.2	User Migration	Prior to Go-Live
C.5.1.4.2	ICDs and other task-specific documentation	Within 90 days of update or addition
C.5.1.5	Analytics Support	As requested by the PMO/COR
C.5.1.6	Training Plan	90 days prior to Go-Live, updates as required
C.5.1.6	Role-Based Training and materials/job aids/tools/communications	At least 1 week prior to Go-Live and each major release affecting the user or administrator experience
Task 2		
C.5.2.1	Weekly Production Support Call	Weekly, as scheduled by the PMO
C.5.2.2	Database Schema and Change Migration Report	As requested by the PMO/COR
C.5.2.2	DODAF Architecture products	As requested by the PMO/COR
C.5.2.2	Metadata products/models	As requested by the PMO/COR
C.5.2.2	Technical infrastructure analyses, COOP Plan and exercise, Penetration Test, Disaster Recovery Testing Plan	Technical Infrastructure Analyses: as requested by the PMO/COR COOP and Disaster Recovery Testing Plan: Initial within 6 months after contract award; 6-month updates COOP exercise and Penetration Test: annually
C.5.2.2	Archived configuration changes and transactions	As requested by the PMO/COR
C.5.2.3	Performance metrics support	As requested by the PMO/COR
C.5.2.4	Licensing Status Report and Impact Statements	As requested by the PMO/COR

C.5.2.5	Incident Resolutions with Root Cause, Lessons learned	Priority 1 (Emergency) acknowledged within 30 minutes of notification (during both working and non-working hours) and repaired within 24 hours Priority 2 (Critical) acknowledged same working day and repaired within five (5) working days. Priority 3 (Routine) acknowledged same working day and repaired within 20 working days.
C.5.2.6	PR analyses, schedule estimates, test & implement resolutions	As requested by the PMO/COR
C.5.2.7	Role-Based Training and materials/job aids/tools/communications	At least 1 week prior to each major release affecting the user or administrator experience
Task 3		
C.5.3.1	Contract Kick Off Meeting, Minutes/Action Items, Design Review Schedule	Meeting within 5 working days after contract award; minutes within 5 working days after meeting
C.5.3.2	Personnel Resource/Training Spreadsheet	Upon award AND the arrival or departure of any new personnel to be performing on the contract
C.5.3.3	Project Management/Quality Assurance/System Engineering Plan with Integrated Master Schedule; Technical Reviews and documentation	Within 30 days after contract award
C.5.3.3.1	Subcontracting Plan and Reports a. Copy of the approved Sub-Contracting Plan b. Copy of quarterly	a.Within 30 days of award b. Within 90 days of award; quarterly thereafter c. Within 180 days of award; semi-annually thereafter
	Subcontract Report c. Copy of semi-annual Subcontracting Report Form for Individual Contracts	

C.5.3.3.2	Integrated Baseline Review (IBR) a. Kick-Off Meeting Briefing Presentation Material b. Kick-Off Meeting Minutes c. IBR Briefing Presentation Material d. IBR Meeting Minutes	a. Within 10 days of award b. Within 5 days after meeting c. Monthly thereafter d. Within 5 days after monthly meetings
C.5.3.4	Weekly Status Meeting, Minutes/Action Items	Weekly, as scheduled by the PMO
C.5.3.5	Monthly Status Report	Monthly, 5th of each month (or next business day if non-work day)
C.5.3.6	IPR briefing materials; meeting minutes/action items	At least 1 day prior to monthly briefing; within 5 days of meeting
C.5.3.7	Configuration Management Plan, Test Management Plan, and other CM documentation, reports, and reviews	As requested by the PMO/COR
C.5.3.8	DIACAP artifacts	As requested by the PMO/COR
C.5.3.9	Audit readiness support and Test Reports	As requested by the PMO/COR
C.5.3.10	ECMRA Reporting	As requested by the CO/COR
C.5.4	Contract Work Breakdown Structure (CWBS)	Within 30 days of award
C.5.4	Monthly Performance and Progress Report (MRPR)	Monthly, 5th of each month (or next business day if non-work day)
C.5.6.a	Transition Plan	Within 3 months after contract award; updates as required
C.5.6.b	Transition Plan Implementation and Weekly Updates	Weekly if executed by the CO

C.8 DELIVERABLE MEDIA

The Contractor shall use Gold Standard formats or best practices and standards if none apply (as will be cited in resulting task orders), for formatting deliverables under this contract, unless otherwise requested by the Government. Identified below are the required electronic formats, whose versions must be compatible with the PMO's software, currently Microsoft Office 2010.

- Text - Microsoft Word
- Signed documents and forms – Adobe PDF
- Spreadsheets - Microsoft Excel
- Briefings - Microsoft PowerPoint

- Drawings - Microsoft Visio
- Schedules - Microsoft Project

C.9 PLACE OF DELIVERY

All correspondence, reports, deliverables, and invoices shall be submitted to the designated Government Representative:

- Technical correspondence (where technical issues relate to compliance with the requirements herein) will be addressed to the COR cited under the resultant task order.
- All other correspondence, including invoices, (that which proposes or otherwise involves waivers, deviations, or modifications to the requirements, terms, or conditions of this PWS) will be addressed to the COR.

C.10 NOTICE(S) REGARDING LATE DELIVERY

The contractor shall notify the Government as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the notification the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The Government will review the new schedule and provide guidance to the contractor. Such notification in no way waives any Government contractual rights or remedies including but not limited to termination.

C.11 PERSONNEL

This contract incorporates the contractor's Management Proposal, to include a staffing plan that includes a matrix listing of all personnel (both key personnel and non-key personnel) of the vendor and, where appropriate, the vendor's subsidiaries/subcontractors/teaming partners; their government-related experience, and the commitment of these personnel to the contract.

Key Personnel:
The following Key Personnel clauses apply to the NGe-Com Solution:

- DLAD 52.237-9001 – Contractor Personnel Changes and Key Personnel Requirements (Nov 2011) applies to any TOs for Development (Cost Task Order) and
- DLAD 52.237-9002 – Key Personnel - Fixed-Price Service Contracts (Apr 2008) will apply to all Firm Fixed Price (FFP) Task Order(s).

DLAD 52.237-9001 Contractor Personnel Changes and Key Personnel Requirements (Nov 2011)
(a)) Contractor personnel changes:
(1) The Contractor shall have the right to remove his personnel assigned to perform the tasks hereunder and to substitute other qualified personnel provided that the Contracting Officer is notified of (and in certain circumstances approves) such removal and replacement. The Contractor shall notify the Contracting Officer prior to such change, giving the new employee's name, security clearance and technical qualifications.
(2) Any removals or replacements for the convenience of the Contractor shall be at no additional cost to the Government. Cost to be borne by the Contractor include but are not limited to time of

travel, travel and training costs for replacement personnel.
(3) Removals or replacements of Contractor personnel shall be considered for the convenience of the Contractor except when such removal is for:
(i) employees removed as a result of cancellation or completion of the contract,
(ii) employees replaced due to death or incapacitating illness or injury,
(iii) or employees removed or replaced at the Government's request.
(4) If any employee removes him/herself from the employ of the Contractor, such removal will be at no additional cost to the Government.
(b) Key personnel requirements:
(1) Certain experienced, professional and/or technical personnel are essential for successful accomplishment of the work to be performed under this contract. These are defined as "Key Personnel" and are those persons whose resumes were submitted for evaluation of the proposal and are listed in paragraph (3) below. The Contractor agrees that such personnel shall not be removed from the contract work or replaced without compliance with the following:
(i) If one or more of the key personnel, for any reason, becomes or is expected to become unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the Contractor shall, subject to the concurrence of the Contracting Officer or an authorized representative, promptly replace personnel with personnel of equal ability and qualifications.
(ii) All requests for approval of substitutions must be in writing and provide a detailed explanation of the circumstances necessitating the proposed substitutions. The request must contain a resume for the proposed substitute, and any other information requested by the Contracting Officer. The Contracting Officer shall promptly notify the Contractor of approval or disapproval in writing.
(2) If the Contracting Officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated or ha , as appropriate, or make an equitable adjustment to the contract to compensate the Government for any resultant delay, loss or damage.
(3) The follow positions are identified as key personnel.

DLAD 52.237-9002 Key Personnel – Fixed-Price Service Contracts (Apr 2008)
(a)) Certain skilled, experienced, professional and/or technical personnel are essential for successful accomplishment of the work to be performed under this contract. These are defined as "Key Personnel" and are those persons whose resumes were submitted as part of the technical/business proposal for evaluation. The Contractor agrees to use said key personnel during the performance of this contract and that they shall not be removed from the contract work or replaced unless authorized in accordance with this clause.
(b) The Contractor shall not substitute key personnel assigned to perform work under this contract without the prior approval of the Contracting Officer. Requests for approval of substitutions shall be in writing and shall provide a detailed explanation of the circumstances necessitating the proposed substitutions. The request must contain a complete resume for the proposed substitute, and any other information requested or needed by the Contracting Officer to approve or disapprove the request. Proposed substitutes must have qualifications that are equal to or higher than the key personnel being replaced. The Contracting Officer or his/her authorized representative shall evaluate such requests and promptly notify the Contractor in writing whether the proposed substitution is acceptable.
(c) If the Contracting Officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated or have otherwise become unavailable for the contract work is not reasonably forthcoming, or the resultant substitution would be so substantial as to impair the successful completion of the contract or the delivery order in accordance with the proposal accepted by the Government at time of contract award, the Contracting Officer may

(1) terminate the contract for default or for the convenience of the Government, as appropriate, or
(2) if the Contracting Officer finds the Contractor at fault for the condition, equitably adjust the contract price downward to compensate the Government for any resultant delay, loss or damage.
(d) The provisions of this clause shall be fully applicable to any subcontract which may be entered into.

NOTE:
Key Personnel, to include replacement during all Task Order(s) (TOs) placed against the IDIQ, are subject to the contractor security requirements as stated in PWS.

All contractor resources must be US citizens. All Key Personnel are required to have a clearance. For all non-key-personnel, if a security clearance is required, the Contractor Program Manager will submit a request to the COR for review/approval, then process the request on a case by case basis.

Additionally, in accordance with Department of Defense (DoD) Regulation 5200.2-R, Personnel Security Programs, and DLA Issuance 4314, Personnel Security Program, all DoD Contractor resources who have access to Federally-controlled information systems must be assigned to positions which are designated at one of three information technology (IT) levels, each requiring a certain level of investigation and clearance, as follows:
(1) IT-I for an IT position requiring a single scope background investigation (SSBI) or SSBI equivalent;
(2) IT-II for an IT position requiring a National Agency check with law and credit (NACLC) or NACLC equivalent; and
(3) IT-III for an IT position requiring a NACI or equivalent.
IT levels will be designated according to the criteria in DoD 5200.2-R.

C.12.1 Key Personnel Qualifications

Brief resumes of the proposed Key personnel include technical skills, security clearance level, and experiences applicable to this engagement.

C.12.2 Key Personnel Minimum Requirements

a. <u>Key Personnel</u>
Certain skilled, experienced, professional, and/or technical personnel are essential for successful accomplishment of the work to be performed under the resultant contract. These are defined as a. "Key Personnel" and are those persons whose resumes were submitted as part of the technical and business proposal. At a minimum, the Government considers the following roles to be Key Personnel:

- Project Manager
- System Architect/Integrator
- Data Architect
- Software Engineer/Developer

Any personnel to be considered for any of the key roles/labor categories above must submit a resume (e.g. if multiple Developers are proposed, each needs a resume submitted).

Labor Category descriptions for key personnel are as follows:

(1) **Project Manager (Key):** Oversees all aspects of the contractor's support of all tasks within this PWS, including planning, organizing, staffing, directing, integrating, and controlling activities necessary for all tasks to meet cost, schedule, and performance requirements. Manages all day-to-day operations including administrative functions, assessing risks, identifying assumptions, and resolving interpersonal conflicts. Responsible for the duties, tasks, and activities required to make the program/project successful. Actively participates in the management decision making process.

Minimum qualifications: At least 5 years' experience in IT project or program management, specifically ecommerce experience; supervisory experience; Project Management Professional (PMP) certification, IT Level 3.

(2) **System Architect/Integrator (Key):**. Applying state-of-the-art methodologies, to include ecommerce development and integration, and principles to conduct surveys for process modernization projects; provides group facilitation; performs research and executes interviews; develops knowledge and information management strategies and recommendations; designs data collection methodology; participates and/or leads data collection efforts; prepares descriptive and analytical reports and presentations; performs functional allocation and analyzes user needs to determine functional and cross-functional requirements; and performs work flow analysis. Assists with development of a complete set of architectural views of system in accordance with common architecture frameworks. Advises and assists with integration of functionality among applications, modules and components, as well as application interfaces and other interoperability concerns. Considered an expert in proposed software solution/systems, methods, architectural frameworks, and operational support tools. Coordinates and communicates customer requirements to integration team. Has a broad and diverse background in such areas as: business analysis, applications/systems engineering, and information operations/architectures. Ensures that the aspects of the solution/architecture are driven by the business imperatives/client requirements of the organization and that the requirements driving the overall architecture are managed consistently and effectively. Ensures a consistent architectural approach. Ensures the solution is engineered based recommendations that are in line with the strategic vision for the customer and wider industry best practices.

Minimum qualifications: At least 3 years' experience in a relevant field, specifically ecommerce experience (e.g. Computer Science, Engineering, or Information Systems/Technology). IT Level 2. Technical training and/or certification desired.

(3) **Data Architect (Key):** Responsible for ensuring that Government data assets are supported by a data architecture that aids the organization in achieving its strategic goals. The data architecture shall cover databases, data integration, and the means to get to the data. The Data Architect shall assist, provide guidance, and implement effective data standards. A data architect shall assist in implementing a strategy that enumerates the data policies which commit the organization to codifying a best practice. The policy may specify any one area of data standards including data security or Information Assurance; data retention or data stewardship.

Fundamental skills of a Data Architect are: Logical Data modeling; Physical Data modeling;

ability of develop a data strategy and associated polices; and ability to implement capabilities to meet business information needs.

Minimum qualifications: At least 3 years' experience in a relevant field, specifically ecommerce experience (e.g. Computer Science, Engineering, or Information Systems/Technology). IT Level 2. Technical training and/or certification desired. Experience in one or more of the following technologies desired: Data dictionaries, Data warehousing, Enterprise application integration, Metadata registry, Master Data Management (MDM), Relational Databases, NoSQL, Semantics, Data retention, Structured Query Language (SQL), Procedural SQL, Unified Modeling Language (UML), XML, including schema definitions (XSD and RELAX NG) and transformations.

(4) **Software Engineer/Developer (Key):** Prepares technical specifications complex in nature and translates technical software specifications into software design. Assists with application or technical problems. Demonstrates advanced technical knowledge in all areas of applications programming, system design and update, storage, and retrieval methods. Develops and maintains software upon approval by customer. Responsible for viewing and analyzing system logs to troubleshoot performance issues.

Minimum qualifications: At least 3 years' experience in a relevant field (e.g. Computer Science, Engineering, or Information Systems/Technology). IT Level 2. Technical training and/or certification desired.

b. Additional Key Personnel

In addition to the positions above, offerors may designate other positions as key personnel positions.

Key personnel will have day-to-day responsibility for the management of system development, operations, maintenance, and sustainment. Key personnel shall have demonstrated experience for same or similar IT services for clients for similar size, scope, magnitude, and complexity to this effort.

In addition to the key personnel, other personnel assigned to this project must possess skills and knowledge appropriate to their assigned tasks. Personnel should be capable of working independently and as part of a team, with demonstrated working knowledge of the network hardware and software component types appropriate to their responsibilities. The team must consist of the right mix of skills and expertise to execute the requirements of this PWS for system development, operations, maintenance, and sustainment.

The Government reserves the right to identify performance issues as they relate to personnel and if not corrected, request removal of any person from this contract. The CO or the COR will notify the contractor in writing regarding any performance related issues relating to personnel.

C.12.3 Non-Disclosure Agreements (NDAs)

All contractor personnel providing services under this contract shall sign and return NDA within 10 days of award.

C.12.4 Utilization of Contractor's Proposed Key Personnel

In order to ensure a smooth and orderly startup of the contract, it is essential that the key personnel specified in the offeror's proposal be available and ready for work on the effective date of the award.

C.12.5 Personnel Administration

The contractor shall provide the following management and support as required. The contractor shall provide for employees during designated Government non-work days or other periods where Government offices are closed due to weather or security conditions. The contractor shall maintain the currency of their employees by providing initial and refresher training as required to meet the PWS requirements, at the contractor's expense. The Government requires that a contractor provide an Organizational Conflict of Interest (OCI) mitigation plan be submitted if a perceived or actual OCI exists (see Section H1.2 for further information). Further, all personnel must receive company sponsored OCI training within 30 days of joining this contract.

C.12.6 Subcontractor Management

The contractor shall be responsible for any subcontractor management necessary to integrate work performed on this requirement and shall be responsible and accountable for subcontractor performance on this requirement. The prime contractor will manage work distribution to ensure there are no Organizational Conflict of Interest (OCI) considerations amongst sub-contractor personnel. Contractors may add subcontractors to their team after notification and acceptance by the Contracting Officer.

C.12.7 Contractor Training

The contractor shall maintain copies of training records, designation letters, and certificates on site and make them available for the Government to review upon request. The training records shall include, at a minimum, the name of the employee, the name of the course, the source of the training, a description of the training provided, and the date the employee successfully completed the training.

To ensure that all employees know and understand regulations and policy pertaining to physical, information, operations, and personnel security, contractor personnel shall, at a minimum, complete the following training (typically online) annually to comply with DOD regulatory requirements:

- Cyber Awareness Challenge (formally called IA training)
- Antiterrorism/Force Protection Level One training
- Operations Security training
- Counterintelligence Awareness training
- Combating Trafficking in Persons training
- Audit Readiness training

The contractor shall be notified by the COR of any new/additional/supplemental DLA mandatory training requirements. Upon receipt of the training notice, the contractor shall submit weekly training status updates to the COR until all designated resources have completed the training.

C.13 SECURITY

DLA requires that all Contractor personnel assigned to this project must have the ability to attain a

favorable outcome to the designated ADP (IT) investigative requirement assigned to each labor classification and be available to initiate work immediately upon award.

DOD 5200.2-S, DOD Personnel Security Program, requires DOD, military, civilian personnel, as well as DOD consultants and Contractor personnel, who perform work on sensitive, automated information systems (AIS) to be assigned to positions which are designated at one of three sensitivity levels (ADP-I, ADP-II, ADP-III). These designations equate to Critical Sensitive, Non- Critical Sensitive, and Non-Sensitive. DLA has implemented the DOD policy in paragraph 3-101 of DLAR 5200.11, DLA Personnel Security Program, which is available from DLA upon request. The Contractor shall assure that individuals assigned to the following sensitive positions, as determined by the Government, have completed the appropriate forms. (Project officer: List positions regarded as sensitive, assign the appropriate personnel security designation (IT-I or IT-II) and list the investigative requirement. IT-I = Background investigation (BI), IT-II = NACLC (National Agency Check with Local Agency and Credit Check.) The Contractor shall assure that individuals assigned to this contract have completed the appropriate forms available from DLA upon request, including but may not be limited to DD 1172-2, "Application for Identification Card/DEERS Enrollment," and OF306, "Declaration for Federal Employment," and have received a favorable adjudication for the IT level required.

The government has determined the following requirements in support of this contract:

IT-1 = Privileged Access (e.g. System Administrator, Database Administrator)
IT-2 = Limited Privileged Access (Software Engineers/Developers, Project Manager, Architects)
IT-3 = Non-Privileged Access

Networks and Systems requiring access:. DISA

Out-of-Band (OOB) Network = IT-2
Vulnerability Management System (VMS) = IT-2
E-commerce Production and Staging/COOP Servers = IT-1 DLA
Local Area Network (LAN) = IT-3
DLA Virtual Private Network (VPN) = IT-3
CAC = IT-3

The Contractor will not use, disclose, or reproduce proprietary data, which bears a restrictive legend, other than as required in the performance of this PWS. The limitations above do not apply to data or information, which has been made public by the Government. Further, this provision does not preclude the use of any data independently acquired by the Contractor without such limitations or prohibit an agreement at no cost to the Government between the Contractor and the data owner, which provides for greater rights to the Contractor.

Contractor personnel visiting any government facility in conjunction with this delivery order shall be subject to the Standards of Conduct applicable to Government employees. Site-specific regulations regarding access to classified or sensitive materials, computer facility access, issue of security badges, etc. will be provided by the Government as required. The Contractor shall forward their employee clearance information to the Public Safety Office (DLA Installation Support Battle Creek-WLS), 74 N. Washington, Battle Creek, MI 49037-3092, Mr Paul Cochran, telephone (269) 961-7010. The provisions outlined above apply to the prime Contractor and any subcontractors the prime Contractor may employ during the course of this contract. No Contractor personnel performing

sensitive duties shall be allowed to commence work on this effort until his or her trustworthiness has been favorably adjudicated.

The Contractor shall notify the CO, the COR, and the PMO in writing, within 24 hours, when for reasons of personnel resignations, reassignments, terminations or completion of portions of the contract, named Contractor personnel no longer require access to Government AISs. The contractor shall collect all CACs issued and returned to COR for disposal.

All products produced and associated work papers are to be considered the property of the Government.

Personnel and subcontractors assigned to this project will not require access to classified information. Personnel and subcontractors assigned to this project will not access proprietary data on any DOD or DLA computer application.
The PWS will be in accordance with the C2 Level of Trust as identified in DLAR 5200.17, Security Requirement for Automated Information and Telecommunications Systems along with DOD 5200.28, Department of Defense Trusted Computer System Evaluation Criteria.

This information is from 252.239-7001 from the solicitation provisions and contract clause of the DFAR

(a) The Contractor will ensure that personnel accessing information systems have the proper and current IA certification to perform IA functions in accordance with DOD 8570.01-M, Information Assurance Workforce Improvement Program.. The Contractor shall meet the applicable IA certification requirements, including—

(1) DOD-approved IA workforce certifications appropriate for each category and level as listed in the current version of DOD 8570.01-M; and

(2) Appropriate operating system certification for IA technical positions as required by DOD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the IA certification status of personnel performing IA functions.

(c)). Contractor personnel who do not have proper and current certifications shall be denied access to DOD information systems for the purpose of performing IA functions.

C.13.1 Common Access Card (CAC)

For employees requiring a CAC, the contractor shall securely submit the employee(s) full legal name, Social Security number, date of birth and email address to the COR, for input into the Trusted Associate Sponsorship System (TASS). The employee(s) will receive further instructions from the COR and TASS via e-mail messages. Per DOD regulations, a contractor employee CAC can be issued for a maximum of three years from the day the employee information is input into TASS.. Contractor employee CACs must be revalidated every six months (6) by the COR to ensure the contractor employee is still employed, working on the contract and requires a CAC. Upon employee termination, the COR will revoke the CAC.

C.13.2 Personally Identifiable Information (PII)

Per FAR 52.224-1, Privacy Act Notification (Apr 1984), the Contractor shall be required to design, develop, or operate a system of records on individuals, to accomplish an agency function subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties. Per FAR 52.224-2, Privacy Act (Apr 1984), the Contractor agrees to:

- Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies:

  - The systems or records; and
  - The design, development or operation work that the Contractor is to perform

- Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the design, development or operation of a system of records on individuals that is subject to the Act; and

- Include the clauses, in the following three subparagraphs, in all subcontracts awarded under this contract which requires the design, development, or operation of such a system of records

In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For the purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor is considered to be an employee of the agency.

The term "operation of a system of records" as used in this clause, means the performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.

The term "record" as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.

The term "system of records on individuals" as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

Per FAR 52.204-9 -- Personal Identity Verification of Contractor Personnel. (Jan 2011)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government;

(1) When no longer needed for contract performance.

(2) Upon completion of the Contractor employee's employment.

(3) Upon contract completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

(End of Clause)

C.13.3 Data Use, Disclosure of Information, and Handling of Sensitive Information

The Contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of information. The Contractor shall provide information only to employees, Contractors and subcontractors having a need to know such information in the performance of their duties for this PWS.

Information made available to the Contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without written agreement of the CO. Contractor personnel will be required to sign a non-disclosure statement.

If proprietary information is provided to the Contractor for use in performance or administration of this effort, the Contractor except with the written permission of the CO may not use such information for any other purpose. If the Contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the Contractor shall consult with the COR regarding use of that information for other purposes.

C.14 GOVERNMENT-FURNISHED EQUIPMENT (GFE)

The Government will provide the Staging/COOP and production hardware infrastructures, laptops for connecting to the DISA network, and accesses that match optimal requirements for the infrastructure in accordance with the terms and conditions of this contract vehicle. The Government will provide on-site office facilities when necessary (computer, printer or access to a printer, desk, chair, local telephone service). References identified in this PWS are available upon request.

The Contractor shall develop and maintain a GFE Report used to identify resource and equipment information. The Contractor shall submit the GFE Report within five (5) days of award. The Contractor shall update all changes and send an electronic copy of the updated report to the COR within one (1) business day. The report will include, at a minimum, the following information:

- Employee name
- Contract number
- Company name (working for prime or subcontractor)
- Work site/specific location
- GFE assigned (make, model, serial number, asset number)

Deliverables:

- Government Furnished Equipment (GFE) Report

PERFORMANCE METRICS

Purpose

To provide a systematic method to evaluate performance for the stated contract, including the following:

- What will be monitored
- How monitoring will take place
- Who will conduct the monitoring
- How monitoring efforts and results will be documented.

The vendor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance, and recognize that unforeseen and uncontrollable situations may occur.

This is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the vendor. Updates shall ensure that this remains a valid, useful, and enforceable document. Copies of the original document and revisions shall be provided to the vendor and Government officials implementing surveillance activities.

The following FAR clause will apply to all performance based task orders:

52.246-4 Inspection of Services- Fixed-Price Aug 1996
52.246-5 Inspection of Services – Cost Reimbursement Apr 1984

Government Roles and Responsibilities.
The following personnel shall oversee and coordinate surveillance activities.

a. Contracting Officer (CO)- The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the vendor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the vendor's performance.

Assigned CO: Melissa Spishak
Organization or Agency: DLA Contracting Services Office- Philadelphia (DCSO-P)
Email: melissa.spishak@dla.mil

b. Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the vendor's performance. The COR shall keep a quality assurance file. At the conclusion of the contract or when requested by the CO, the COR shall provide documentation to the CO. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. The vendor shall refer any changes they deem may affect contract price, terms, or conditions to the CO for action.

COR information is as follows:
[redacted]
Telephone: (269) 961-[redacted]
Email: [redacted]@dla.mil

Performance Metrics:
Performance metrics define desired services and/or outcomes. The Government performs surveillance to determine if the vendor exceeds, meets or does not meet these standards. The Contracting Officer Representative will be responsible for performing surveillance.

The Performance Metrics Matrix provided herein includes the metrics to be measured against the performance standards cited within the task order document. The Government shall use these standards to determine vendor performance against the metrics and associated Acceptable Quality Levels (AQLs).

Performance Metric Matrix:

ID	Metric	Description	Acceptable Quality Level	Objective
1	Task 2 & 3 – Timeliness/Quality	Accepted Reports/Documents at initial submission	95% of all reports /documentation accepted at initial submission	100%
2	Task 2 -- Timeliness	Percent of time PRs performed within required timeframes	95% of all PRs completed within required timeframe	100%
3	Task 2 – Quality	Percent of PRs that conform to requirements on initial completion	95% of all PRs conform to requirements	100%
4	Task 1 – Timeliness	Percent of time development performed within required timeframes	95% completed within required timeframe	100%
5	Task 1 – Quality	Percent of development that conforms to requirements on initial completion	95% conformance to requirements	100%

Performance Payments

The vendor will be paid a monthly payment based upon the achieved level of performance for that month. If the vendor receives a Highly Acceptable rating in terms of timeliness and quality 95% of the time, 100% of the monthly payment will be applied. If the vendor receives an Acceptable rating, a disincentive of 5% will be applied to the monthly invoice and 95% of the monthly payment will be applied. If the vendor receives a Marginally Acceptable rating, a disincentive of 15% will be applied to the monthly invoice and 85% of the monthly payment will be applied. If the vendor receives an Unacceptable rating, payment for the month will be withheld pending resolution of the cure notice(s). If issues are not resolved, no payment will be made.

Methods of Surveillance

The COR shall use the surveillance methods listed below. Regardless of the surveillance method, the COR will always contact the vendor's project manager when a defect is identified and inform the manager of the specifics of the problem.

The COR shall be responsible for monitoring the vendor's performance in meeting a specific performance standard.

a. DIRECT OBSERVATION (Can be performed periodically or through 100% surveillance.)
Applicable metrics: Timely response to email/phone inquiries; Productive participation in reviews, meetings, conference calls; Proactive initiative in addressing important issues and keeping the Program Manager informed.

b. 100% INSPECTION:
Applicable metrics: Accuracy and timeliness of written deliverables.

c. PROGRESS OR STATUS MEETINGS
Applicable metrics: Publishing of agenda, arranging appropriate participation, conducting meetings per schedule, documenting action items, following up on execution of action items.

d. PERFORMANCE REPORTING
Applicable metrics: Completion of action items; Delivery of quality written products on time; Performance of work within reasonable timeframe and with expenditure of reasonable number of hours.

Surveillance results may be used as the basis for actions (to include payment deductions) against the vendor. In such cases, the Inspection of Services clause in the Contract becomes the basis for the CO's actions.

Ratings
Performance standards and ratings are designed to determine if performance exceeds, meets, or does not meet a given metric and AQL. A rating scale shall be used to determine a positive, neutral, or negative outcome: The following ratings shall be used:

Highly Acceptable- Meets or exceeds task order requirements in terms of timeliness and quality. COR will make a determination to pay the vendor 100% of the monthly invoice amount.

Acceptable- Meets all deliverable requirements of the PWS with only minor revisions necessary and the revisions do not adversely impact the mission of the Agency.. Performance is satisfactory. The COR will make a determination to pay the vendor 95% of the monthly invoice amount.

Marginally Acceptable- Has two or more issues that were not minor such as missed milestones, quality levels of documents requiring multiple reviews and rewrites, significant or serious complaints submitted by the DLA customers, or documents that did not comply with acquisition or policy regulations. The COR will make a determination to pay the vendor 85% of the monthly invoice amount.

Unacceptable- Performance has been Marginally acceptable for more than one month or at a level where the Contracting Officer has had to issue one or more cure notices regarding performance. Payment for the month will be withheld pending resolution of cure notice(s). Upon satisfactory resolution of issues related to the cure notice(s), payment for the month in question will be made at the Marginally Acceptable rate. If issues are not resolved no payment will be made. Further, in situations where performance continues at an unacceptable level, termination procedures will be considered.

Documenting Performance
a. ACCEPTABLE PERFORMANCE.

The Government shall document positive performance.. Any report may become a part of the

supporting documentation for fixed fee payments, performance payments, or other actions.

b. UNACCEPTABLE PERFORMANCE.

When unacceptable performance occurs, the COR shall inform the vendor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the vendor's task manager or on-site representative.

The vendor shall acknowledge receipt of the CDR in writing. The CDR will specify if the vendor is required to prepare a corrective action plan to document how the vendor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the vendor has to present this corrective action plan to the COR. The Government shall review the vendor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for contract payment deductions, fixed fee deductions, award fee nonpayment, or other actions deemed necessary by the CO.

Frequency of Measurement

a. Frequency of Measurement

During contract/order performance, the COR shall take monthly measurements as specified in the AQL column of the Performance Standards Summary Matrix, and shall analyze whether the negotiated frequency of measurement is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings.

The COR shall discuss performance issues with the vendor whenever performance falls below Acceptable in any given month, and shall document such discussions.

Contract Administration:

Contract Administration will be performed by the DLA Contracting Services Office located at Philadelphia, PA.

Communication

(a) The Contracting Officer is the only person authorized to approve changes in any of the requirements of the contract and notwithstanding provisions contained elsewhere in the

contract; the said authority remains solely with the Contracting Officer. In the event the Contractor effects any change at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authorization and no adjustment will be made in the contract price to cover any increase in charges incurred as a result thereof.

(b) The names, address, and telephone numbers of the Contracting Officer :

Melissa Spishak Contracting Officer
DLA Contracting Services Office at Philadelphia 700 Robbins Ave., Philadelphia, PA 19111
Telephone : (215)737-4685
Email: Melissa.Spishak@dla.mil

(c) The contractor shall not comply with any order, direction or request of Government personnel unless it is issued in writing and signed by the Contracting Officer or pursuant to specific authority otherwise included as a part of the contract.

(d) No order, statement or conduct of Government personnel who visit the Contractor's facilities or in any other manner communicates with the Contractor's personnel during the performance of this contract shall constitute a change under the "Changes" clause of this contract.

Contracting Officer's Representative (COR)

A COR will be designated to assist in the technical monitoring and administration of the contract. The designations will be in writing and a copy furnished to the contractor. The designation will specify the extent of the COR's authority to act on behalf of the Contracting Officer; identify the limitations on the COR's authority; specify the period covered by the designation; state the authority is not re-delegable; and stating that the COR may be personally liable for unauthorized acts.

DFARS 252.201-7000 Contracting Officer's Representative (Dec 1991)

(a) *Definition.* "Contracting officer's representative" means an individual designated in accordance with subsection 201.602-2 of the Defense Federal Acquisition Regulation Supplement and authorized in writing by the contracting officer to perform specific technical or administrative functions.

(b) If the Contracting Officer designates a contracting officer's representative (COR), the Contractor will receive a copy of the written designation. It will specify the extent of the COR's authority to act on behalf of the contracting officer. The COR is not authorized to make any commitments or changes that will affect price, quality, quantity, delivery, or any other term or condition of the contract.

SPECIAL CONTRACT PROVISIONS

H.1. Organizational Conflict of Interest (OCI)

H.1.1 By virtue of the performance of this contract or delivery order the contractors/

sub-contractors and their employees may encounter and/or have access to proprietary data that could result in a conflict of interest. As a result, certain requirements or restrictions shall be imposed.

An Organizational Conflict of Interest (OCI) occurs when, because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the Government, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage, FAR 9.501. A n Organizational Conflict of Interest may result when factors create and actual or potential conflict of interest on an instant contract, or when the nature of the work to be performed on the instant contract creates an actual or potential conflict of interest on a future acquisition. In the latter case, some restrictions on future activities of the Contractor may be required, see FAR Part 9.502, Organizational and Consultant Conflicts of Interest.

Contracting officials are required to avoid, neutralize, or mitigate potential significant conflicts of interest before contract award, so as to prevent an unfair competitive advantage or the existence of conflicting roles that might impair a Contractor's objectivity, FAR 9.504(a) and FAR 9.505. This duty may result in the Contracting Officer requesting that contractors provide reasonable assurance that restrictions on procurement sensitive or proprietary data have been, or will be, honored.

To avoid an OCI and to avoid prejudicing the best interests of the Government, the Contracting Officer may place restrictions on contractors, its affiliates, subsidiaries and subcontractors at any tier. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize or mitigate an OCI that might otherwise exist. Examples of situations which may require restrictions are provided in FAR 9.508.

In order to assist the Contracting Officer in fulfilling his or her responsibilities concerning OCI's, the Offeror represents that it will promptly disclose to the Contracting Officer all relevant facts that may evidence a potential or actual OCI. This disclosure will include a description of the action that the Offeror has taken or will take in order to avoid, neutralize, or mitigate such OCI.

After award of the contract, all Contractor resources performing on the NGeCom Solution will be required to sign a Non-disclosure Agreement and Conflict of Interest Statement (NDA).

Contractor resources will not be permitted to commence work on the contract until a NDA has been signed. The Contractor must provide a faxed copy of the signed NDA to the Contracting Officer prior to any contractor resource commencing performance on the NGeCom Solution and must provide the original signed NDA not later than ten (10)days after Contract or Task Order award to the Contracting Officer. DLA retains the right to request removal of any contractor resource that violates any terms of the NDA.

The obligation above continues after award for the successful contractor. The contractor must promptly disclose all relevant facts that may evidence a potential or actual OCI during the performance of the contract.

Additionally, the performance of this contract may require the Contractor to access data and information proprietary to the Government agency or of such a nature that its dissemination or use, other than in performance of this contract would be adverse to the interest of the Government or others. The Contractor shall not divulge or release data or information developed or obtained in performance of the contract except to authorize Government personnel or upon written approval of the Contracting Officer. Agency information marked "For Official Use Only" or bearing other sensitivity markings shall be handled in accordance with Agency information security program regulations and shall not be divulged or disclosed without DLA's written permission. Requests for disclosure shall be addressed to the Contracting Officer.

The Contractor shall not use, disclose, or reproduce proprietary data, other than as required in the performance of the contract. The limitations above do not apply to data or information that has been made public by the Government. Further, this provision does not preclude the use of any data independently acquired by the Contractor without such limitations or prohibit an agreement at no cost to the Government between the Contractor and the data owner, which provides for greater rights to the Contractor.

NOTICE OF POTENTIAL ORGANIZATIONAL CONFLICTS OF INTEREST

Notice. The Contracting Officer has determined that this acquisition may give rise to an organizational conflict of interest (OCI). Accordingly, the attention of prospective Offerors is invited to FAR Subpart 9.5 --Organizational Conflicts of Interest. The Contracting Officer shall not award a contract until the Government determines any conflict of interest is reasonably resolved. The Contracting Officer has the sole authority to determine whether an organizational conflict of interest exists and to determine whether the organizational conflict of interest has been reasonably resolved. The OCI plan will not be evaluated as part of mission suitability. However, before being eligible to receive an award, the Offeror shall submit an acceptable OCI plan (including mitigation plans for any identified OCIs). As such, the Government may communicate with any Offeror at any time during the evaluation process concerning its OCI plan..

Description of Potential Conflict. The nature of this potential organizational conflict of interest (OCI) is the existence of conflicting roles that might bias a contractor's judgment and/or the existence of an unfair competitive advantage. Although other conflicts may exist and must be disclosed, specific reference is made to conflicts potentially arising from the EMALL program