

Railroad Retirement Board

844 N. Rush St | Chicago, Illinois | 60611

Citizen Centric Online Self-Services (CCOSS)

Performance Work Statement Template

1.0 Background and Purpose

1.1 Purpose

{{Insert RFQ 1.1}}

1.2 Background

{{RFQ 1.2}}

2.0 Scope

{{Insert RFQ 2.0}}

The work outlined below will satisfy each of the objectives listed in Section 2.1.1 of this PWS.

2.1 Performance objectives

2.1.1 PWS Objectives

{{Insert RFQ 3.0}}

2.1.2 Technical approach

At time of award, the awardee's technical approach will be added to this section.

2.2 Operating constraints

{{Insert RFQ 5.0}}

3.0 Contractor roles and responsibilities

3.1 Roles and responsibilities

The contractor must designate a Facilitator, Technical Lead, and Design Lead as Key Personnel for this project.

The Facilitator will be a direct liaison to the Government product team, and will be responsible for the supervision and management of all of the Contractor's personnel.

The Technical Lead must have a full understanding of the technical approach to be used by the Contractor's team and will be responsible for ensuring that the Contractor's team follows that approach.

The Design Lead must have a full understanding of the research approach and design patterns to be used by the contractor's development team and will be responsible for ensuring that the contractor's development team follows that approach.

Key Personnel substitutions must be approved by the Government in writing, and will only be justified by the Government request, sudden illness, death, change of employment, or termination of employment for cause. Contractor requests for a substitution of Key Personnel must include a detailed explanation of the justifying circumstances, and a complete résumé for the proposed substitute or addition, including skills, experience, education, training, and security level. The Government's failure to approve a proposed substitution will not constitute grounds for non-performance by the Contractor, or form a valid basis for any claim for money or any equitable adjustment.

4.0 Government roles and responsibilities

4.1 Makeup of team

The Government team consists of the CO, the GSA Contracting Officer's Representative (COR), the OFA Contracting Officer's Representative (COR), Technical Lead, and a Product Owner (PO).

4.2 Contracting personnel

4.2.1 Contracting Officer

The CO for this buy is identified on the cover page. Questions, comments, issues, or responses must be submitted through the methods outlined in the solicitation. Any other forms of communication will not be considered. After award, the CO will delegate most of the day-to-day tasks to the OFA COR and PO.

4.2.2 Other members

A delegation letter for both CORs will be provided to the awardee, outlining the contractual roles and responsibilities of the CORs. The roles and responsibilities of the PO will be provided no later than the kickoff meeting that will follow awarding the task order. The names and email addresses of the entire team will also be provided no later than the kickoff meeting as well.

5.0 Terms and conditions

5.1 Travel and other direct costs (ODC)

Occasional travel is anticipated. The OFA COR will notify the contractor via email when travel is anticipated. Actual travel costs to government facilities will be reimbursed in accordance with federal travel regulation ([FTR](#)). No travel will be reimbursed if travel to/from off-site meetings is less than 60 miles.

Other direct costs (other than travel) are permitted and can be added to this task order with written consent of the CO.

5.2 Period and place of performance

{{Insert RFQ 4.1 and 4.2}}

5.3 Payment and invoicing procedures

{{Insert agency instructions}}