

**THIS IS AN RFI:**

**PLEASE ENSURE ALL RESPONSES ARE SUBMITTED THROUGH THE  
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**General Services Administration**  
Federal Acquisition Service  
10 Causeway Street | Boston, MA | 02222

Centers of Excellence Discovery Blanket Purchase  
Agreement  
DRAFT Request for Quotation  
Solicitation Number:

**THIS IS A DRAFT RFQ AS PART OF THE REQUEST FOR  
INFORMATION ONLY,  
NO PRICING IS REQUIRED FOR THIS DRAFT**

**From:** Siobhan Frongillo, Contracting Officer (CO), General Services Administration (GSA), Region 1 Assisted Acquisition Services

**Issued for:** Technology Transformation Services (TTS)

**Subject:** Request For Information, Draft Request for Quotation (RFQ)

**Date:** Month DD, Year

**Reply By:** Month DD, 2019 Noon EST

**Reply To:** [Google Response Form](#)

**Set Aside:** TBD

**Contract Vehicles:** GSA Schedule 70 Special Item Numbers (SINs) 132-51: IT Professional Services, 132-40: Cloud Computing Services, 132-50: Training courses, 132-20: Automated Contact Center Solutions 132-45A-x, 70-500 Order- Level Materials (OLM), 132-45A Penetration Testing, 132-45C Cyber Hunt activities, 132-45D Risk and Vulnerability Assessment (network mapping)

## Pricing

### **THIS IS A DRAFT ONLY NO PRICING REQUIRED: INFORMATIONAL PURPOSES ONLY**

In an effort to receive the highest quality solution at the lowest possible price, the Government requests all available discounts on all materials and services offered by Contractors for this requirement. Contractors are encouraged to offer discounts below contract and/or open market rates; whichever is applicable. When discounts are offered, quotations must clearly identify both the contract or open market price and the discount price for each item or labor rate being discounted.

Years 1-3

Labor category	Schedule rate	Discounted rate

Task orders awarded under the awarded Blanket Purchase Agreements may be firm fixed price, labor hour or time and materials.

## 1.0 Statement of Objectives

### 1.1 Purpose

The mission of the General Services Administration (GSA), Technology Transformation Services (TTS), Centers of Excellence (CoE) is to accelerate IT modernization across government to improve the public experience, improve outcomes, and reduce legacy IT spending across the government. The CoEs accomplish this by centralizing top government tech talent, leveraging private-sector best practices, and operating with a teaming mindset to collaborate across government departments and agencies.

To better align with the dynamic effects of such a transformation, CoE will be utilizing an optimized, customer focused acquisition that provides a shared service solution for professional services to agencies adopted under the CoE initiative.

The purpose of this Blanket Purchase Agreement (BPA) is to ensure that each Center has access to high quality mission support services, as provided by the following core functional areas:

- Cloud Adoption
- Contact Center
- IT Infrastructure Optimization
- Customer Experience
- Data Analytics
- Information Security, and
- Reskilling and Workforce Transformation

The award will result in a multiple award, blanket purchase agreement (BPA) against existing General Services Administration (GSA) Federal Supply Schedules (FSS) as described in the title page of this RFQ.

## **1.2 Background**

The Office of American Innovation (OAI) launched the Center of Excellence (CoE) initiative, to be implemented by General Services Administration (GSA), to modernize various functional areas across government to create an experience that will have valuable impact on the partner agency and the public it serves.

To date, the CoEs have partnered with two agencies, each with a different grouping of CoE functional areas based on the Agency need. The U.S. Department of Agriculture (USDA) was the first CoE agency, who relied on a cross-functional team of USDA, GSA, and industry partners to advance modernization efforts in five areas (Cloud adoption, Contact Center, Customer Experience, Data Analytics and IT Infrastructure Optimization). The U.S. Department of Housing and Urban Development was the second CoE agency, utilizing the same the core functional areas as USDA but substituting Reskilling and Workforce Transformation in place of IT infrastructure and adding an information security focus to the Cloud optimization CoE. The acquisition approach used for both was comprised of two phases.

This blanket purchase agreement is intended to account for each future partner CoE agency by offering a means of initial and continuous discovery work, by Center need, considering the various different factors, influences, and context that applies to each Agency's organizational transformation needs. The initial assessment phase is often referred to as Phase 1. Phase 1 CoE assessments establish the scope of the work to be executed for the Phase 2 implementation focused procurements. Phase 2 procurements

will be issued separately and apart from this BPA once it is awarded based on each Center and CoE need following input from the Phase 1 assessment.

### 1.3 Scope

The Contractor shall provide discovery and assessment support to lay the foundation for successful implementations of modernized shared services across the (Agency). Based upon the CoE partner Agency's need, the discovery and assessment support will be within selected functional areas. Current functional areas include: Cloud Adoption, Contact Center, Customer Experience, Data Analytics, Infrastructure Optimization, Information Security, Reskilling and Workforce Transformation. Discovery and assessment work at the task order level may have other focuses under each broader functional area (i.e. cybersecurity assessment under Cloud Adoption).

#### 1.3.1 Performance Objectives

The overall program objectives under the Centers of Excellence include:

- **Cloud Adoption** - Perform application/system portfolio inventory and analysis, develop cloud migration recommendations, capture specific capabilities (e.g. strategies, roadmaps), plan and manage cloud migration execution.
  - **Information Security** - Evaluate the maturity of the Agency's information security governance and compliance, and assess the effectiveness of existing processes and systems
- **Contact Center** - Provide expertise and offerings to help federal agencies assess, analyze and improve their customer interactions and knowledge management where they need assistance, be it with managing their contact center operations; leveraging emerging technologies and tools; reviewing internal business processes and systems to better manage day-to-day performance and metrics; and incorporating contact center best practices.
- **Customer Experience** - Assist agencies with the development and implementation of an optimal customer experience strategy. Implementation will include utilization of the latest technology, as well as a cohesive client experience across all channels including contact centers, online platforms, informational materials, and in-person interactions.
- **Data Analytics** - Provide business analytics expertise, analysis of key performance and program outcome metrics, and make recommendations for

modern analytics infrastructure. Assess and make implementation recommendations for analytics systems, staff, and processes that realize cost savings, drive improved customer service, and improve organizational impact. Recommend solutions that improve and expand data driven decision making and the effectiveness of data analytics SMEs in federal agencies.

- **IT Infrastructure Optimization** - Assist agencies with the assessment of computing infrastructure (i.e. network, storage, data center) optimization plans.
- **Reskilling and Workforce Transformation** - Reskill and upskill employees impacted by IT modernization efforts, evolve workforce to more 21st Century skillsets and work practices, and enable the workforce to drive successful IT Modernization efforts going forward utilizing in-house talent.

### 1.3.2 Deliverables

While actual deliverables will be determined at the task order level based on the need, all written documents shall be concise and clearly written. The contractor shall ensure the accuracy, functionality, completeness, professional quality, and overall compliance with government guidelines and requirements of all deliverables. All records must be transferred to the government before the end of the contract. Where appropriate, the contractor shall maintain records of the documents for at least 1 year after completion of the contract, and these documents shall be made available as requested by the CO/COR/Task Monitor. Reusability should be considered during the development of deliverables to benefit future CoE engagements whenever possible.

All deliverables developed for this project are the property of the Government and shall not be used by the contractor for any other purposes. All project-related information or documentation, with no exceptions, shall be treated as confidential and proprietary during and after the completion of work under this contract and shall be submitted to the designated CoE overall deliverable/knowledge management repository. Additional, supplemental restrictions or qualifications may be provided at the order level.

### 1.4 Operating Constraints

The main constraint for Centers of Excellence is the timeline from phase 1 assessment and discovery work to Phase 2 implementation work coupled with the speed at which new agencies are adopted. This requires Contractors to combine high quality and speed.

## **1.5 Period and Place of Performance**

The ordering period for this BPA is from date of award to three (3) calendar years. Work will be performed at the designated Agency under which work is being performed and/or the Contractor's place of performance.

## **2.0 Quotation Contents**

**Submitted quotation must clearly state which functional areas under which the Vendor is proposing.**

**Quotations shall be submitted in two (2) parts:**

- **Part 1 - BPA Performance Work Statement and Management and Technical Approach; and Task Order Management and Technical Approach**
- **Part 2 - Price Quotation-BPA Price Quotation (labor rates); and Task Order Price quotation**

Quotations must consist of both Part 1 and Part 2 outlined above: Part 1 consisting of a BPA PWS, BPA Management and Technical Approach and a Task Order level Management and Technical Approach of no more than TBD ( ) pages, a staffing plan of no more than TBD ( ) pages, Part 2 Price Quotation-BPA Price Quotation (labor rates); and Task Order Price quotation consisting of TBD ( ) pages. Part 1 includes 5 different documents, Part 2 includes 2 documents, for a total of seven documents. These two parts must be submitted in writing. The Government will provide a PWS template.

Each vendor's price quotation shall be provided separately and will not be discussed at the verbal presentations. The price quotation must be submitted as a complete outline of labor categories, pricing, and any discounts at the BPA level consistent with your controlling GSA Schedule. Additional discounts may be offered at the order level.

**ASSUMPTIONS:** If any Vendor has made any assumption as part of their quotation, they must identify and explain such assumptions in their Part 1 – Management and Technical quotation. If technical assumptions are not noted in Part 1, it will be expected that the Vendors quotation reflects no technical assumptions for award and agrees to comply with all of the terms and conditions set forth in the solicitation. It is not the responsibility of the Government to seek out and identify any assumptions, conditions, or exceptions for each Vendor's quotation. Any exceptions taken to the terms and conditions of the solicitation shall be stated in the appropriate section.

## 2.1 Special Instructions

- a. **Communications Before Award.** The Quoter shall direct all communications to the Contracting Officer.
- b. **Potential Organizational Conflicts of Interest Statement.** No task order award shall be made until any potential conflict of interest has been neutralized or mitigated to the satisfaction of the CO in accordance with Subpart FAR 9.5 Organizational and Consultant Conflicts of Interest. Acknowledgement of this statement is to be made within the RFQ Technical Response Google Form.

## 2.2 Technical Evaluation Factors

The following will be used to evaluate technical quotations:

### 1. Technical Understanding and Approach

Technical Approach (By Functional Area(s)): The Vendor shall demonstrate its understanding of Task Order requirements by addressing individually and fully its technical understanding of and technical approach to each of the six (6) functional areas (listed below). Describe the approach, methods and techniques proposed to effectively achieve the performance requirements for each functional area. The Vendor shall identify any risks expected to be encountered and how the technical approach and contingency plans will mitigate such risks by task sufficient for the Government to assess the Contractor's general understanding of the requirements and to evaluate the technical approach the Contractor proposes to satisfy Task Order requirements for each functional area. The Vendor must submit for and be found technically acceptable in, at least three of the functional areas to be considered for award. Each Functional area must be addressed separately and fully. The functional areas are:

- A. Cloud Adoption (including information security)
- B. Contact Center
- C. IT Infrastructure Optimization
- D. Customer Experience
- E. Data Analytics
- F. Reskilling and workforce transformation

2. Management Approach (By Functional Area): The Vendor shall provide a narrative detailing your company's or team's general management approach to providing each of the required functional areas described in the proposed

Performance Work Statement. If subcontracting or teaming, please discuss your approach to providing each of the functional areas and services with these partners, how they will support customer requirements, and the nature of how you will work together as an integrated entity. Each Functional area proposed must be addressed separately and fully. The Government will evaluate whether the narrative articulates a sound management plan to perform the services.

3. Prior Experience (By Functional Area): This criteria considers the extent of the Vendor's experience as a firm in providing like or similar services. For each contract provided in response to this factor, the Vendor shall explain in a detailed narrative how the characteristics of the selected contract relate to each particular functional area required by this solicitation. Each Functional area must be addressed separately and fully.

The Vendor shall detail its Prior Experience in a maximum of two (2) contracts per functional area that reflect and identify experience on projects currently being performed or which have been completed within the last three (3) years that are similar in size, scope, and complexity to the requirements of this Solicitation. The Vendor shall describe the client, project title, scope of work, the period during which the work occurred, the dollar value of the work performed, the specific responsibilities of the Vendor, major deliverables produced, performance measures/service levels applied, any awards that were received for superior performance, quality assurance, risk management methodologies used, lines of communication used, and any problems or issues that occurred, and the corrective action taken. The Vendor shall provide point of contact data sufficient for the Government to verify the information.

**THE GOVERNMENT RESERVES THE RIGHT TO CONDUCT ORAL PRESENTATIONS WITH THOSE VENDORS FOUND TECHNICALLY ACCEPTABLE.**

**Should the Government hold oral presentations the process will be conducted as follows:**

**2.3 Oral Presentations Agenda**

No.	AGENDA ITEM	MAXIMUM TIME
1	Introductions	Approximately 5 minutes
2	Open Technical Session	40 minutes



3	Closing Remarks and Frequently Asked Questions	5 minutes
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### Rules

No part of these oral presentations - for example, discussions and negotiations - constitutes a procedure in FAR Part 15. For this reason, the Government is not obligated to and does not intend to determine a competitive range, conduct discussions, and request quote revisions.

The oral presentation consists of an unstructured question and answer session on technical factors. The entire oral presentation will take place remotely via video chat and/or teleconference.

Vendors will not be able to use or present slides, graphs, charts or any other written presentation materials, including handouts.

### Content

During the Open Technical Session, the Vendor will respond to Government's questions related to the technical aspects of the Vendor's proposal.

Introductions will be used solely for introducing team members' names and roles on both the Government and vendor teams. Time for introductions will not be allocated to business development purposes.

Although the technical factors are identified in the RFQ, the core questions are not listed there. Vendors must be prepared to answer questions about the technical aspects of their respective quotes. The goal of these presentations is to assess the technical abilities of the proposed Key Personnel and further elaborate on their proposed Technical approach to accomplish the objectives of this task.

This part of the oral presentations will not exceed 40 minutes. The Contracting Officer will strictly enforce this time limit on all presentations. There will be no follow-up session for further questions after this part of the presentation.

### Presentation Location

Oral Presentations will take place via video chat, though audio may be substituted as needed. The Government will coordinate and set up the meeting space accordingly (providing dial-in information or links using a tool such as Zoom or Appear.in).

#### Presentation Date and Time

The Government will schedule the date and time of the oral presentations with each Vendor after the solicitation closing date and receiving each Vendor's quote submission. The Government reserves the right to reschedule any Vendor's oral presentations date at the discretion of the contracting officer.

#### Presentation Participants

**Those technical experts that are able to speak to the functional areas under which the Vendor has proposed must participate in the oral presentation. Presenters should expect to explain how they will participate in work performed under this BPA.**

Vendors may include no more than one expert per functional area and the Project Manager intended for the BPA. Vendors should note that the Government will be asking technical questions during the oral presentation, so non-technical personnel are not needed to attend.

After the presentations, vendors must email the meeting organizers the names of everyone who attended.

#### 2.4 Price Evaluation

Vendors shall propose Labor Categories and Rates necessary to accomplish the work in the Functional Areas proposed. All hourly rates provided shall be fully burdened. Prices quoted must be mapped to your GSA Price List and the Vendor shall provide a copy of their GSA Price Lists for all five years for verification of pricing. If submitting a quote as a CTA, each member must submit pricing for each SIN they are eligible to perform under.

For contractors that do not have out-year pricing, your BPA pricing may be escalated at the same percentage of your GSA MAS contract provided you submit a copy of a valid executed modification of your GSA MAS schedule to the Contracting Officer.

- a. Price Reduction: The government is expecting price reductions for every rate proposed for all three years of the vendor's BPA. Prices will be verified to ensure they do not exceed the Contractor's Schedule contract price. Price Reductions will be evaluated. The price quote must be submitted separately from the technical documentation. Contractors are to use Attachment 1, in Microsoft Excel format, to submit price quotes.

### 3.0 Basis of Award

This procurement is being conducted in accordance with FAR Subpart 8.4, Federal Supply Schedules. This is not a FAR Part 15, Contracting by Negotiation, procurement. All submissions in response to this RFQ are considered quotations and not proposals or offers, even if labeled as such. The vendors will be required to agree to and be bound by all instructions, procedures and rules of this RFQ. The Government is not obligated to determine a competitive range, conduct discussions, solicit final revised quotations, or use other techniques associated with FAR part 15. The contracting techniques associated with FAR Part 15.3 do not apply.

The final awards for this requirement will be based on best-value principles, utilizing the trade-off process. Accordingly, award will be made to the responsible and technically acceptable Contractors whose quotations provides the greatest overall value to the Government, price and other factors considered.

The Government is more concerned with obtaining superior technical capabilities than with making awards at the lowest overall price to the Government. However, the Government will not make awards at a significantly higher overall price to achieve slightly superior technical value. Contractors are advised that the technical evaluation factors combined are significantly more important than price.

### 4.0 Administration

#### 4.1 Teaming Arrangements

A GSA Schedule CTA ([www.gsa.gov/cta](http://www.gsa.gov/cta)) is an arrangement between two or more GSA Schedule Contractors to work together to meet agency requirements. Each member of the CTA must have an associated 00Corp Schedule contract, and hold contracts under SINs: 871-1 through 871-4 The CTA document is a written agreement between team members detailing the responsibilities of each team member.

In the event a CTA is being proposed to provide services under the BPA, the quote must include a signed copy of the CTA. The CTA can be in whatever form and format the team collectively decides is most appropriate. At a minimum, the CTA(s) shall clearly state the name, 00CORP numbers to be provided by each team member, and Point of Contact (POC) information of the proposed Team Lead and each proposed Team Member.

The CTA(s) shall at a minimum indicate the business size of the Team Lead and

Team Members, and also clearly delineate the roles and responsibilities. The CTA(s) shall also fully describe the manner in which the Contractor Team will decide upon adding or deleting Team Members (provided the GSA BPA Contracting Officer implements an open season to do so), as well as services each will perform during the BPA performance.

*Note: All quotes in response to order RFQs under the BPA shall be submitted by the BPA Level Team Lead. Additionally, the CTA Team Lead will be responsible for submitting invoices and all contract administration work performed at the TO level.*

In order to avoid apparent Organizational Conflicts of Interest (OCI), Contractors may only be on one CTA quoting on this BPA. Contractors appearing on more than one CTA shall be considered to have an OCI and that Contractor's team(s) quote shall not be eligible for award. It is the responsibility of the Contractor to ensure no member of their team has such an OCI.

The Ordering Activity may add non-conflicting terms and conditions to individual orders, to include specific agency terms and conditions.

The terms and conditions of the BPA apply to all orders placed pursuant to it. In the event of any conflicts between the terms and conditions of the BPA and TOs, the terms and conditions of the BPA will take precedence.

BPA's do not obligate funds. The government is obligated only to the extent of authorized orders made under the BPAs. ***There is no limit on the dollar value of orders*** made under the resultant BPA.

#### **4.2 Milestones**

This draft solicitation is being provided to generate and solicit questions, feedback, and other comments from industry partners. The dates below are purely for this draft feedback process and no actual quotations should be submitted, if they are then they will be disregarded. The government will not undertake any evaluation and award process as a result of this draft solicitation, but intends to do so at a future date, following feedback and any revisions based on that feedback.

The anticipated feedback milestones for this draft solicitation are as follows:

<b>Issue Draft Solicitation</b>	
<b>Vendor Questions About Draft Due</b>	
<b>Responses Provided</b>	
<b>Award</b>	

#### 4.3 Estimated Values

Pursuant to FAR 8.405-3(a)(4), at the time of award, the government estimates the total three year value of BPA obligations to be \$100 million.

The estimated value(s) are not ceilings and are provided for planning purposes only. The accumulated value of TOs issued under these BPAs may exceed this amount without modification to the BPA and the value of task orders may also fall outside the estimated ranges

#### 4.4 Funding

Incremental funding is allowable at any point during the life of this BPA at the order level. Such funding may come from any authorized source within the (Agency) but such information shall be provided with the issuance of each Order.

The Contractor shall not make expenditures nor incur obligations in the performance of this BPA, or any Order placed against it, which exceeds the funded amount specified, except at the Contractor's own risk.

Pursuant to FAR 52.232-22, the Contractor shall provide written notification to the appropriate Contracting Officer, 60 days before incurring 75%, of Contract costs or, alternatively, whenever there is a reasonable belief that costs may be either greater or substantially less than previously estimated or are not adequate to complete the balance of work remaining in the Contract.

If remaining funds are inadequate, the Contractor must include with the written notification:

- a. A fully supported cost quotation disclosing the amount of funds remaining, the amount of additional funding required to continue timely performance and when

the funds will be required.

- b. The quotation shall indicate labor and the additional hours required. An identification of suggested reductions or revisions that can be made to the Performance Work Statement in order to stay within the obligated ceiling price.

#### **4.5 Order Placement**

The award will create a multiple award blanket purchase agreement (BPA) against an existing GSA Schedule 70 Special Item Numbers (SINs) 132-51: IT Professional Services, 132-40: Cloud Computing Services, 132-50: Training courses, 132-20: Automated Contact Center Solutions 132-45A-x, 70-500 Order- Level Materials (OLM), 132-45A Penetration Testing, 132-45C Cyber Hunt activities, 132-45D Risk and Vulnerability Assessment (network mapping).

Specific requirements shall be authorized and funded through the issuance of orders under this BPA which may be fixed price, labor hours, time-and-materials, or a combination. The determination of any individual order's characteristics, in terms of fixed price, labor hour, time-and-materials, or a combination, will be left to the discretion of the (Agency)'s ordering activity/authorized users.

Authorized ordering activity/authorized users and the ordering activity/authorized users may place Orders directly under this agreement when the need for services within the scope of this BPA arises.

#### **4.6 General Ordering Procedures**

4.6.1. Any warranted Contracting Officer from Region 1 FAS, AAS, within the scope of their delegated procurement authorities, may place orders against the BPA(s).

4.6.2. As part of sound market research, the CO shall review the BPA terms and conditions, BPA contract holders, and pricing incorporated into the BPA.

4.6.3. The CO shall ensure their requirement fits within the scope of the BPA.

4.6.4. The CO shall ensure all internal reviews (e.g. legal review) as required by policies have been completed.

4.6.5. The CO shall follow the ordering procedures at FAR 8.405-3(c) for orders under Multiple-Award BPAs.

- a. Develop a statement of work in accordance with (IAW) FAR 8.405-3(c)(3).
- b. Ensure fair opportunity IAW FAR 8.405-3(c)(2). The suggested method for issuing the Task Order (TO) Request for Quote (RFQ) to is to utilize GSA eBuy ([www.gsa.gov/ebuy](http://www.gsa.gov/ebuy) reference FAR 8.402(d)).

4.6.6. The CO shall only accept quotes via the BPA Level Team Lead for BPAs based from a Contractor Team Arrangement (CTA).

- a. The quote shall be submitted by the BPA Level Team Lead even if the BPA Level Team Lead will not be performing as a CTA member on that particular Task.
- b. The quote will specify which member is performing as the TO Level Team Lead (which may or may not be the BPA Level Team Lead). The quote will also state which CTA members are performing and their respective dollar value of performance to satisfy the requirements of the TO. Reference BPA Section II Part I BPA Terms and Conditions section 6.0 for information on CTAs.
- c. Only CTA members established in the BPA CTA can be named as awardees in the TO. Forming new CTAs at the TO Level that include CTA members outside the established BPA CTA is not permitted. Reference Section II, Part I BPA Terms and Conditions section 6.0 for information on CTAs.

4.6.7. ***The CO may include agency specific regulations/terms and conditions*** in the TO that do not conflict with the GSA FSS contract or the BPA terms and conditions.

4.6.8. The CO shall be responsible for administering the resulting TO.

#### **4.7 Quality Assurance Surveillance Plan (QASP)**

To be determined at the task order level

All products must comply with the quality level established by the Quality Assurance Surveillance Plan (QASP) included as **Attachment Number 2** with this solicitation.

**QUALITY CONTROL: The task orders will require the Contractor to maintain a thorough quality control program with the aim of identifying and correcting**

**deficiencies in the quality of services before performance becomes unacceptable. As part of the Quality Control Program, the Contractor shall develop a Quality Control Plan (QCP) that describes the Contractor's procedures for monitoring quality. At a minimum, the Quality Control Plan shall include the following:**

- 4.7.1 A description of the inspection system to cover all services listed on the Performance Work Statement (PWS). The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis and the frequency of these inspections**
- 4.7.2 A description of follow-up procedures to ensure that deficiencies are corrected and the time frames involved in correcting these deficiencies.**
- 4.7.3 A description of the records to be kept to document inspections and corrective or preventive actions taken.**
- 4.7.4 The records of inspections shall be kept and made available to the Government, when requested, throughout the performance period, and for the period after completion, until final settlement of any claims under this contract.**
- 4.7.5 The Contracting Officer's Representative (COR) will notify the Contractor, in writing, of deficiencies in the plan and allow 5 working days for a revision to be submitted.**

#### **4.8 QUALITY ASSURANCE SURVEILLANCE**

The Government will monitor the contractor's performance through the use of a Quality Assurance Surveillance Plan (QASP), developed by the contractor, and approved by the Government, in accordance with the Performance Requirements Summary in the task order. The Government reserves the right to review services to be provided, including those developed or performed at the contractor's facilities, to determine conformance with performance and technical requirements. Government quality assurance will be conducted on behalf of the Contracting Officer. The COR will be appointed to coordinate the overall quality assurance of technical compliance.



#### 4.9 Travel and Per Diem

Travel is anticipated as part of performance. If, and when, authorized as part of performance and as approved by the Contracting Officer (CO), Contracting Officer's Representative (COR), Alternate COR (ACOR), travel expenses may be reimbursed in an amount no higher than that allowed by Federal Travel Regulations (FTR) in effect at the time of travel. Normal commuting expenses are not allowed per the FTR.

If approved in writing by both the CO and COR **before** incurring such travel expenses, to be reimbursable, expenses must be:

- Allowable under the FTR
- Approved by the CO and COR/ACOR **prior** to travel expenditure, and
- Allocable and necessary to the services under this task order

Contractor must submit and receive "Request for travel" approval from the CO/COR/ACOR at least two (2) weeks prior to the anticipated time of the travel, and must identify:

- Name of the traveler;
- Destination(s) including itinerary;
- Purpose of the travel; and,
- Cost breakdown.

Invoices for travel expenses must include original or legible copies of receipts as prescribed in the FTR including, but not limited to, the following:

- Actual airfare or other public conveyance expenses;
- Transportation including car rental expenses for each rental day; and,
- Lodging expenses.

Any burden added to the travel cost will be allowed only as defined in the Contractor's standard accounting practice or disclosure statement.

#### 4.10 Badge and Key Control

The Contractor shall ensure that all keys and/or badges issued to contractor support personnel are accounted for and controlled. At a minimum, the Contractor shall be responsible for the following:

1. Ensuring keys and badges are only used by the contractor's employees.
2. Prohibiting the opening of locked areas by the Contractor's employees to permit entrance of persons other than the Contractor or appropriate Government employees engaged in the performance of assigned work in those areas.
3. Ensuring keys and badges issued to the contractor by the Government are not duplicated.
4. Ensuring keys and badges issued by the Government are not lost or misplaced.
5. Reporting the loss of any key or badge in writing to the COR within six (6) hours of occurrence or at the beginning of the next scheduled workday, whichever occurs first.

#### **4.11 Hours of Operation**

Typically, expected program support shall be required at a minimum between the hours of 9 am to 5 pm Monday through Friday, but may vary depending on a specific task order. Personnel shall be on duty at these times at the the identified place(s) of performance necessary to provide the support services described. However, exceptions to these guidelines may be required as approved by the CO/COR/GTM.

#### **4.12 TTS Transparency Policy**

Vendors are advised that TTS reserves the right to publish documents associated with this acquisition on a publicly-available website, including any Requests for Quotation or their amendments, as well as question and answer exchanges with vendors without[1] source-identifying information removed. TTS reserves the right to publish any other relevant information that is not confidential or proprietary in nature, but will not publish any source- selection sensitive information that would otherwise implicate procurement integrity concerns.

Upon award of the acquisition, TTS may publish the total price of the selected quotation and certain non-source-identifying data (e.g. the number of bids, the mean price, the median, and the standard deviation of price). During the performance of this task order, TTS may similarly publish data related to project management (e.g. user stories, milestones, and performance metrics) and top-line spending data.

## Appendix

### Federal Holidays

a) The following events are annual federal holidays:

New Year's Day	1st January
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	4th July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	11th November
Thanksgiving Day	Fourth Thursday in November
Christmas Day	25th December

b) In addition to the annual holidays, the Government may observe additional days as holidays, those to include any other day as designated by Federal Statute, Executive Order, or Presidential Proclamation.

c) Unless otherwise authorized by the Contracting Officer, observance of holidays by Government personnel shall not otherwise be a reason for an extension to the period of performance, delivery schedule, or entitlement of payment by the Government to the Contractor. In the event the Contractor's personnel (including subcontractor) work during the holiday, they may be compensated for the work in accordance with the Contractor's operational/employee/business procedures; however, no form of holiday or other premium compensation will be paid by the Government, either as an additional direct or indirect cost, over the payments authorized in the contract.

d) When the Government grants excused absence to its employees (example: office closing due to inclement weather), onsite Contractor personnel may be dismissed by the Contractor at its discretion. However, such a dismissal will not be an excuse to change any service or delivery requirements under the contract. For T&M or LH contracts, the Contractor is cautioned that only those hours actually worked may be billed to the Government. The Contractor agrees to continue to provide sufficient personnel to perform critical tasks already in operation or scheduled, unless otherwise authorized by the Contracting Officer.

e) Extension of a contract period of performance or delivery schedule will not be provided for federal holidays in paragraph (a) or (b) above. However, if necessary, and with approval of the COR, extension of the period of performance or delivery schedule may be granted by the Contracting Officer on a case-by-case basis for closings described in paragraph (d) above.