Start: SOW

1. Enter the PR Number if known.

*@User: Explanation Provide the PR number that is assigned in FSMS when the funds are/were committed*

*@LLM: Example Answer*

*@Optional*

1. Is this an IT requirement?

*@User: Explanation If IT related services or supplies are included in the requirement, an ITAR review is required. A yes answer triggers incorporation of the TSA Enterprise Architecture and Cybersecurity language required by CIO.*

*@LLM: Example Answer Yes*

*@ Required*

1. What is the Name of the program?

*@User: Explanation: The name of the program should match the name of the PR. Some examples are Focused Operations Services, Microsoft License Renewal, Personnel, Payroll and Benefits (PPBE)*

*@LLM: Example Answer Enterprise Infrastructure Solutions (EIS) Transition Support*

*@ Required*

1. What is the requiring activity?

*@User: (i.e. Program Office should start with TSA, then Office, Division, Branch if applicable -)*

*@LLM: Example Answer TSA Office of Information Technology*

*@ Required*

1. What is the background information relative to this requirement?

*@User: Provide relevant background information that will be useful to contractors in understanding the need for the services and to assist the contractors in understanding how TSA past practices or current policies could impact future efforts. Address any previous contract activities for similar work.*

*@LLM: Example Answer* *The Transportation Security Administration (TSA) has over 8,000 data and voice circuits for approximately 55,000 TSA users at over 600 domestic locations in all 50 States and the US Territories as well as 23 international locations throughout the enterprise.  All TSA telecommunications support and services is currently being transitioned from the GSA Networx, WITS, and Local Service Agreements (LSA) award vehicles (NWR) to the GSA EIS. This transitioning represents a multi-million-dollar task that impacts all TSA locations and circuits. The Contractor is currently transitioning TSA telecommunication system(s) from NWR to EIS operational impact.*

*Under the NWR, GSA has a support contract for the development and maintenance of the Pricing Workbooks under each of the nine (9) EIS contracts.  The GSA support contract expired and was not renewed.  TSA issued a Support Contract with Redhorse Corporation to assist with the technical and pricing consulting support for evaluation of the solicitations received under the TSA EIS requirement. The support services for this requirement are required for the transition from the NWR to EIS.*

*@ Required*

1. Why is this needed?

*@User: Explanation* *Describe the mission or statutory requirement the effort is supporting,*

*@LLM: Example Answer).*

*@Optional*

.

1. What is the problem it is fixing?

*@User: Explanation Address the root issue, what has happened that requires this supply/service. For example, the checkpoint is too far away from the potable water supply, therefore, bottled water is needed for the TSOs at the checkpoint.*

*@LLM: Example Answer*

*@Optional*

1. Who needs the requirement?

*@User: Explanation is it support for TSA HQ operations for overall mission support or direct field support at an airport?*

*@LLM: Example Answer*

*@Optional*

1. What is the purpose of the requirement?

*@User: Provide a concise statement that describes the purpose you are trying to achieve. Provide a short scope to present an idea of the size and range. Provide specific result.*

*@LLM: Example Answer* *The purpose of this requirement is the procurement and delivery of professional services to support the Transportation Security Administration (TSA)/Information Technology (IT)/ End User Services Division (EUSD) to establish technical and pricing consulting support for the TSA Task Order (TO) 70T03022F7667N027 under the mandatory GSA EIS Contract.*

*The requirement will provide TSA with:*

1. *Reducing EIS Service Costs*
2. *Enabling a Faster Transition from the GSA Washington Interagency Telecommunications Systems (WITS) Interagency Agreement (IAA) to the TSA EIS TO*
3. *Increasing efficiency of internal agency workflows between the OCIO, Procurement organization (PMO and technical) and the EIS vendor*
4. *Remain Complaint with the EIS Master Contract*

*@ Required*

1. Is there a general scope or required range that would be helpful to

prospective vendors?

*@User -A general scope will provide clarity into the requirement and assist prospective vendors in preparing their proposal to meet the government’s needs. The scope focuses on how the objectives of the action will be accomplished*

*@LLM: Example Answer*

*@Optional*

1. What is the desired outcome?

*@User: Explanation The outcome can be expressed as objectives to be met, successful results, or delivery of a product*

*@LLM: Example Answer The technical and pricing consulting support contractor will be responsible for two task areas for the required support; one providing technical and pricing expertise on EIS and telecom market in general, and one that focuses on pricing and inventory data management.*

*@ Required*

1. What is the technical requirement?

*@User: The Requirement document should describe clearly the specific requirements and work required of the contractor. Tasks are activities that are required to produce the deliverables, services and/or outcomes. These should be defined and detailed.*

*@LLM: Example Answer* ***Task Area 1 - EIS Technical and Pricing Consulting Support***

1. *Provide Support TSA to maximize the use of Task Order (TO) CLINs and pricing for Access Arrangement (AA) for new sites and higher AA bandwidth for existing sites not foreseen at time of award of the EIS contract.*

1. *Review and support requests replacing TO awarded CLINs with new Task Order Unique CLINs (TUCs) to verify the need for replacement. Support Coordination between TSA and the EIS vendor to only use TUCs as required by TSA.*

1. *Support, identify and clarify EIS services included in the awarded standard or Individual Case Base (ICB) CLINs under EIS contract language, and services required to be purchased separately, to include but not limited to equipment needed, demarc extension, site surveys, out-of-band management, etc. on services such as AA, Managed Network Service (MNS) and Cable and Wiring Service (CWS).*

1. *Support TSA engineering and operational SMEs to ensure that the EIS vendor proposed new/additional CLINs are the best CLINs to be used to meet the requirements and that their use is compliant with the EIS contract intended use of those CLINs.*

1. *Support TSA with additional AA specific issues beyond the general ones listed above that involve higher cost including but not limited to the Availability of Dedicated Ethernet AA based on varying interpretation of EIS service definition, and the need for special construction for certain sites when switching from TDM to fiber-based AA.*

1. *Support TSA in evaluating new price quotes by conducting analysis for comparing to existing TO prices, as well as perform market research to compare against commercial or other government agency prices (on aggregate and on average, not specific to any contract/task order). Support TSA in their negotiation and lowering of the proposed prices when needed.*

1. *Support TSA in price evaluation and EIS pricing compliance analysis in support of awarding TO modifications, including to ensure that the awarded TO prices for standard and ICB CLINs are at or below the EIS contract prices, identify CLINs/sites that need the EIS vendor to submit as part of their GSA EIS contract mods and verify GSA mods execution before the TO modification is executed. Provide pricing fair and reasonable recommendation assessment for TUCs, not priced under the master contract prices.*

1. *Provide support in special situations that involve deep understanding of and compliance with the EIS rules, including EIS vendors mistakenly requesting across-the-board increases to the awarded TO prices because of the execution of the Economic Price Adjustment (EPA) by GSA on the master contract.*

***3.2   Task Area 2 - EIS Pricing and Inventory Data Management Support***

1. *Incorporate updates on site changes, corrections to Network Site Codes (NSCs), quantity changes and other requirements/inventory changes to ensure that the Pricing Workbook remains current.*

1. *After the inventory updates, the new pricing will be incorporated in preparation for the TO modifications as the technical and pricing discussions with the EIS vendor on new sites, new services or new bandwidths are concluded. Maintain up-to-date inventory and pricing in the Pricing Workbooks/J files as per following frequency: major changes (e.g., lots of sites and CLINs) will be incorporated every other month; small changes will be made on an ad hoc basis recognizing that modifications for higher priority sites and services may need to happen in-between the bi-monthly cycles. Maintain version control of the Pricing Workbook/ J files and be the single point for entering and updating the data.*

1. *Provide support for the production of the TO modification, providing all required pricing tables and other supporting artifacts on the same schedule of bi-monthly for larger changes and on an ad hoc basis for smaller changes. Please note that under the Task Area 2 the work is focused on the data management and accuracy; all EIS pricing TO pricing evaluation and EIS compliance analysis are under Task Area 1.*

*@ Required*

1. Is there any pertinent technical information that potential vendors need to be aware of?

*@User: For example: historical data relating to the effort, number of cases, baggage throughput, airport size etc. If all technical information has been provided, answer “no further information is needed.”*

*@LLM: Example Answer no further information is needed*

*@Optional*

1. What are the specific tasks that are required of the Contractor? The specific details regarding the required effort must be provided. If this is a service effort, the hours of availability must be addressed, 8-5, 24/7, etc.

*@User: Explanation The specific details regarding the required effort must be provided. If this is a service effort, the hours of availability must be addressed, 8-5, 24/7, etc*

*@LLM: Example Answer* ***Task Area 1 - EIS Technical and Pricing Consulting Support***

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*Hours of work for all requirements will be Monday through Friday, except Federal holidays. Contractor is expected to provide sufficient coverage during the core hours of 8:00 of 4:30, Washington D.C. time.*

*@Required*

1. Provide any security requirements

*@User: i.e., information/physical Security, access to buildings/access to network/vetting/clearances. Insert TSA Requirements language as applicable. If there are no security requirements, answer “none”, or “not applicable”)*

1. *@LLM: Example Answer insert* ***TSA-RQMTS; SECURITY REQUIREMENTS FOR HANDLING PERSONALLY IDENTIFIABLE INFORMATION AND PRIVACY INCIDENT RESPONSE (SEP 2020)***

*@Required*

1. What are the vendor personnel training requirements?

*@User: Explanation use this section to address any training requirements of the vendor during on boarding and performance. Examples include any OLC training for use of Government computers, security, etc. Do not include training that is already stated elsewhere, i.e. through 52.224-3 Alt-1 or in ITAR language.. Insert TSA Requirements language as applicable. If there are no Vendor personnel training requirements, answer “none” or “not applicable” or “no additional training requirements”.*

*@LLM:Example Answer:. No additional training requirements.*

*@Required*

1. Is there any required travel? Describe any limitations related to vendor travel, as well as any reimbursement process, as applicable.

*@User: Explanation If travel is a requirement for accomplishment of the services describe any limitations related to vendor travel, as well as any reimbursement process, as applicable. Cite the Federal Travel Regulation (FTR) as applicable. If there are no travel requirements, answer “none”.*

*@LLM: Example Answer None.*

*@ Required*

1. What is the base period of performance?

(express in mm/dd/yyyy – mm/dd/yyyy format)

*@User: Explanation This is the initial period of performance that is funded. If the action is to be incrementally funded due to a Continuing Resolution, include the full period that would be funded otherwise. Transition In needs to be included in the calculation.*

*@LLM: Example Answer The Period of Performance (POP) of this contract includes a twelve (12) month base period only.*

*@ Required*

1. Are there anticipated option periods?

*@User: Explanation provide the number of option periods and length for each. If there are no option periods anticipated, answer “none” or “not applicable”.*

*@LLM: Example Answer none*

*@Required*

1. What are the deliverables and schedule?

*@User: Service type deliverables (reports) should be clearly defined with submittal dates, format requirements and periodicity. Specify electronic or physical delivery of reports and recipients. Electronic delivery must address limitations on size. Supplies/Hardware should include quantity delivered, time and place.*

*@LLM: Example Answer*

|  |  |  |
| --- | --- | --- |
| ***DELIVERABLE*** | ***DUE DATE*** | ***FORMAT*** |
| *Revised Pricing Workbooks* | *As Required* | *Excel* |
| *Pricing Recommendations* | *As Required* | *MS Word, e-mail* |
| *Pricing Analysis Documents* | *As Required* | *Excel or MS Word* |
|  |  |  |

*@Required*

1. Are there any packaging/marking/shipping instructions for the

deliverables? Provide the instructions.

*@User: Provide Shipping address, email addresses, etc. Insert TSA Requirements language as applicable. If there are no packaging/marking/shipping instructions, answer “none” or “not applicable”. etc.*

*@LLM: Example Answer None*

*@ Required*

1. Where is the work to be performed?

*@User:* *List all locations. Identify if work is to be performed remotely.*

*@LLM: Example Answer TSA HQ*

*@ Required*

1. Is there a specific number of hours, level of effort or manhours stipulated by the Government? What are they?

*@User: Explanation Providing the estimated number of hours/LOE/FTEs provides clarity into the general scope of the effort. If they are not known, or do not apply, answer “No” or “not applicable”.*

*@LLM: Example Answer No*

*@Optional or Required*

1. Are there specific Labor Categories (LCATs) required by the Government

to perform the effort?

*@User: Explanation -if the Government has stipulated specific labor categories for the services to be provided, the categories need to be listed. This information may also be listed under Key Personnel qualifications and requirements. If they are not known, or do not apply, answer “No” or “not applicable*

*@LLM: Example Answer no*

*@Optional*

1. Is there any Key Personnel that must be identified in the resulting contract? What are the qualifications and requirements for all key personnel?

*@User: Explanation Identifying the Key Personnel provides clarity into the critical aspects of the requirement. Provide those labor categories that are to be identified as Key, as well as any applicable skill level, such as journeyman, entry level. . If they are not known, or do not apply, answer “No” or “not applicable..*

*@LLM: Example Answer Key Personnel*

*The following roles are designated as Key Personnel under this task order:*

1. *Principal Telecom Engineering SME*
2. *Principal Telecom Pricing SME*

*The above Key Personnel are listed as such due to the critical role they play in the discovery, analysis and mitigation of sophisticated cyber threats.*

*The minimum qualification requirements are described below.*

1. ***Principal Telecom Engineering SME***

*The Contractor shall provide a designated Principal Telecom Engineering SME for this task order with the following qualifications:*

1. ***Principal Telecom Pricing SME***

*The Contractor shall provide a designated lead Principal Telecom Pricing SME with the following qualifications:*

*@Optional*

1. Is there any Government Furnished Equipment (GFE) or Information (GFI) to be provided? Describe what is to be provided, when it is to be provided and by whom.

*@User: Explanation Describe what is to be provided, when it is to be provided and by whom. If no GFE or GFI is to be provided, answer “none” or “not applicable”.*

*@LLM: Example Answer None*

*@ Required*

1. Describe any Transition in and Transition out requirements required for the effort.

*@User: Explanation Address the activities that will be required of the vendor while onboarding/transitioning from the previous contractor. At the end of the contract period, address what transition out activities are required. If transition is not included in the effort, answer “none” or “not applicable”.*

*@LLM: Example Answer None*

*@ Required*

1. What are the Government Specifications, Standards and Executive

Orders, etc. that must be adhered to in accomplishing this effort?

*@User: Explanation Provide a listing of required policies, standards, guidelines and statutory requirements that must be followed. As applicable, the ITAR language, as well as 508 Compliance terms will be inserted here also.*

*@LLM: Example Answer ITAR language*

*@ Required*