# SECTION B

**SUPPLIES OR SERVICES AND PRICE/COSTS**

Independently, and not as an agent of the government, the contractor shall provide all services, including labor, materials, facilities, and miscellaneous services necessary to provide the National Park Service with a fully functional program for the visitor information kiosk program and mobile application.

I. **CONTRACT LINE ITEMS**

**CLIN 0001:** Total Firm-fixed Price **$\_\_\_\_\_\_\_\_\_\_\_\_**

**SECTION C**

**DESCRIPTION/SPECIFICATIONS/AND WORK STATEMENT**

**I.** **BACKGROUND**

This project continues the evolution of the National Park Service (NPS) Aviation, Structural Fire, and Wildland Fire external and internal websites, which began with the external restructuring and redesign of the external NPS Fire and Aviation website completed in 2012.

This final phase splits the organization into three subject sites with a content strategy for three each (Aviation, Structural Fire, and Wildland Fire) in place and populates the NPS external and internal content management systems with the content determined by the strategy and created in partnership with subject matter experts.

The NPS Fire and Aviation Program has long awaited the move into the Service’s content management system. Through this project, NPS Fire and Aviation will reach an audience through interpretive storytelling, tying together the stories for each Aviation, Structural Fire, and Wildland Fire and converting the organizational/programmatic voice to that of the interpreter.

This project will assist the NPS Division of Fire and Aviation (DFAM) in both the planning and the population of content due to staffing constraints.

*Public Content*

DFAM contracted for restructuring and redesign of the NPS Fire and Aviation website in 2010. The two-year process prepared the way for this latest phase of contracting. As a result of the 2010 restructuring and redesign and subsequent additions to the website, the NPS Fire and Aviation external website, located at<http://www.nps.gov/fire>, now contains approximately 500 pages, approximately 115 pdf, docx, and 1900 downloadable files (eg. images), as well as 8 Flash presentations.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Aviation** | **Structural Fire** | **Wildland Fire** | **Totals** |
| **CFM Files** | 72 | 112 | 310 | 494 |
| **PDF / DOCS: These are part of Option A** | 16 | 8 | 91 | 115 |
| **Support JPG** | 186 | 234 | 1497 | 1917 |
| **Photo Gallery JPG** | 226 | 173 | 612 | 1011 |
| **Other (e.g. Flash, Video) these are part of Option B** | 0 | 0 | 8 | 8 |
|  | 500 | 527 | 2518 | 3545 |

As part of this contract, the contractor will need to evaluate current and future content. The following information is provided to assist in that evaluation. The contractor may find other issues not currently noted.

* PDFs - Some PDFs will not have the original file with which to recreate the PDF and improve accessibility.
* Glossary - This data is currently data driven. Moving this content to the CMS will require moving individual glossary items into the CMS based Glossary element. Sample: http://www.nps.gov/fire/aviation/learning-center/glossary.cfm
* Fire and Aviation - Wildland Fire - Learning Center - Panoramic Lookout Photographs - Parks: This is an HTML based set of tables and is not data driven. The contractor shall propose solutions for making this content accessible under Section 508 and the WCAG guidelines.
* Fire and Aviation - Wildland Fire - Connect - Fire Stories: Stories from years prior to 2012 (2006-2011) will not be required to move into the NPS CMS
* Fire and Aviation - Wildland Fire - Learning Center - Fireside Chats - Fire History Timeline: Currently text and images. Will move into Timeline element in NPS CMS. Additional material to be added.
* Fire and Aviation - Aviation - Learning Center - Aviation Firsts: Currently text and images. Will move into Timeline element in NPS CMS. Additional material to be added.
* Fire and Aviation - Connect - Photo and Video Contest: Images in this section are available for integration into other photo galleries that will be created. The section for Photo and Video Contest will not be converted to the NPS CMS, nor will these images be presented as “contest” photos in the subject sites.

***Internal Content***

Internally, InsideNPS Fire and Aviation (inside.nps.gov/fire) contains approximately 2034 files. These pages should be included in the evaluation of content for the overall strategy.

NPS.gov [external website] and InsideNPS [internal website] currently share similar frameworks. Content that is appropriate to internal NPS-specific audiences is curated on InsideNPS. The current version of InsideNPS will be replaced in the coming year. The new version is commonly referred to as InsideNPS 2.0. Some materials from the current InsideNPS will carry over to InsideNPS 2.0, but a strategy is needed to determine how to best meet our needs for the opportunities that InsideNPS 2.0 brings.

The sites’ audiences are a combination of the public, interagency partners, and internal NPS employees. The diversity in audience is reflected in the categories on the current websites which were built to accommodate all three branches within the Division of Fire and Aviation: Wildland Fire, Structural Fire, and Aviation. The majority of external content is focused on Wildland Fire. The majority of internal content is focused on Structural Fire. The sites contain both technical and non-technical information based on the varied needs of reaching such a wide-ranging audience.

The objective is to take the content of both websites and move it into the NPS’s two primary web presences, NPS.gov (public) and InsideNPS 2.0 (internal) which use content management systems. The content will be organized based on subject and organization sites (defined below) and will integrate interpretive material to be developed to better reach specific audiences and tell the big-picture stories of these subjects and their relevance to the United States and the American people.

**NPS.gov and InsideNPS 2.0 Content Management Systems (CMS)**

The external NPS CMS is made up of three (3) types of sites: Subjects, Organizations, and Parks.

* **Subject Sites:** A subject site comprehensively aggregates content from across the websites of the NPS about a specific subject (e.g., The Civil War, Archeology, Climate Change, Internships, Bears, etc.). Subject sites curate interpretive content. These sites should be public-friendly to a general audience at the surface through interpretive content, while more specific interpretive or technical content resides deeper in the site.
* **Organization Sites:** Organization sites provide a “calling card” for programs, offices, and centers within our organization structure. The organization site provides information about the office, their work, and how to contact them. It is a **very simple site with limited content.** These sites represent the NPS organization and will demonstrate their hierarchal relationship to other offices and/or programs.
* **Park Sites:** Park sites are specific to units of the national park system. They offer a variety of information about specific locations that may be visited by the public. Park sites may contain information and materials appropriate for use as “shared content” - content which can be created once and then used in multiple places on NPS.gov through the use of tagging.

This external scope of work contains components which will involve work with all three types of sites externally.

Internally, the scope of work will evaluate current existing content on InsideNPS 1.0, the external website, and new content. Subject and organization sites also exist on InsideNPS 2.0. The focus of these sites is to provide information relevant to employees to help them do their job. These sites also serve to provide authoritative information related to specific topics including policies, guidance, and procedures.

1. **PURPOSE**

The purpose of the contract is to provide planning and execution for NPS Fire and Aviation web products, with final products being internal and external content strategies and content being moved into the NPS content management system. The work and responsibilities related to the solicitation are as follows:

* Develop a digital content strategy for the subjects of NPS Aviation, NPS Structural Fire, and NPS Wildland Fire
* Move, edit, convert, resize, and restructure content from static web pages into the external NPS Content Management System (CMS)
* Develop a strategy for intranet (InsideNPS) content for the subjects of Aviation, Structural Fire, and Wildland Fire within NPS Fire and Aviation Management (FAM), mirroring the subjects relevant to FAM from the external website

As options to this scope of work:

* Convert flash files into HTML5 or video files or a combination of the two.
* Make all PDF files accessible following Section 508 and WCAG 2.0

1. **SCOPE OF WORK**

The contractor shall work with the Contracting Officer’s Representative (COR), Fire and Aviation staff, and other NPS staff to provide content strategy, the movement of existing content into the CMS, resizing and reformatting graphics and photos as needed, for the subject and organization sites related to NPS Aviation, NPS Structural Fire, and NPS Wildland Fire.

**A. Project Management**

Contractor will provide a Project Manager to oversee and coordinate all project activities under this contract. The Project Manager will develop project management plan and schedule in partnership with DFAM Web Coordinator and COTR. This deliverable will be completed and agreed upon by all involved parties prior to development of other tasks.

In the event that the fire season reaches national crisis levels, delivery dates will be revised. National crisis levels are defined by the National Interagency Mobilization Guide as follows:

A. Planning Level 4 – Two or more Geographic Areas are experiencing incidents

B. Planning Level 5 – Several Geographic Areas are experiencing major incidents which have the potential to exhaust all   
agency fire resources

Changes to the dates will be made with concurrence from Contractor and will result in an extension of the completion date. Should this be required, a no-cost modification to the contract will be completed to incorporate a change into the schedule.

**B. Content Strategy**

The contractor shall produce a content strategy defining the appropriate web presence(s) for the content and how it should be organized and integrated into the sites. For the public NPS.gov site, the contractor shall work with and facilitate a team of two subject matter expert (SME) panels made up of NPS employees including a employee of DFAM Branch of Communications and Education for each subject/org site combination to include: Aviation, Wildland Fire, and Structural Fire. For the internal InsideNPS site, the contractor shall work with and facilitate a single SME for each subject/org site combination as well as a SME at the division level (4 SME panels total).

The NPS has developed a process for the creation of a content strategy. That process is included to provide an understanding of what it expected of a content strategy but is not directing the contractor to use this process. The contractor may wish to employ their own process as long as the end result achieves similar results including content inventory, gap analysis, content matrix, structure for the content, identify target audiences, metadata, and editorial process. The process is included as Attachment B, in this document.

**C. Content Preparation**

The contractor shall prepare content for the move to the NPS.gov CMS by splitting and styling (heads, subheads, body text) content from current FAM pages in the new structure based on the Content Strategy for the subject sites: NPS Aviation, NPS Structural Fire, and NPS Wildland Fire.

All files and pages will need to meet required accessibility standards, as outlined below in the section titled “Section 508 Product Requirements.” Accessibility includes, but is not limited to, ensuring that all videos are audio described and captioned, there are ALT tags applied to all images, and all Flash and Timeline feature products also meet these requirements.

All media, where accessibility standards cannot be achieved, contractor will be required to demonstrate due diligence to convert it.

**D. Site Creation and Content Population**

The contractor shall be responsible for converting files to fit the style and structure of the NPS CMS. Types of files that will need to be converted include html pages, images, videos, audio, timelines, and other types as needed.

This may include cropping and resizing of existing and new images, moving and converting html pages to fit into the templates of NPS.gov CMS.

This converting of pages will include: restructuring of content and merging of files and pages, in order to make the content work in the CMS and internal sites; seeking content from other sites, or writing new content to meet the needs identified in the content strategy. Content not found on other sites in the CMS might, at the content owners’ approval, be moved into the CMS as part of this process.

**Required Web design standards**:

1. Web design and development services under this task order must incorporate elements of the NPS Graphic Identity and compliment the design and aesthetics of either NPS.gov depending on where the content will be displayed.
2. The contractor shall only use widely-implemented languages, standards, and tools in the design of the website. The contractor shall avoid proprietary standards and tools. In instances where an open standards-based solution is not available, the contractor shall adopt the most widely adopted de facto standard consistent with industry best practices. Websites shall utilize well-formed, standards-compliant, cross-browser Javascript, HTML 4.1, and CSS 2.1 (CSS 3 may be used with fallback compatibility built in for older browsers), and the code should contain commented documentation throughout. CSS layout techniques shall be used to create pages (no table-based layout techniques shall be used). HTML files shall use extension .htm, all default files shall be named index.htm, all CSS and Javascript shall be located in separate, external files, and all graphics shall reside inside of an “images” folder.
3. Websites shall render properly in the following browsers: Internet Explorer 8+, Mozilla Firefox \* (Windows XP/Vista/7, Mac OS 10.6+), Google Chrome\* (Windows XP/Vista/7, Mac OS 10.6+), Safari 6+ (Mac OS 10.6+)
4. Contractor will provide wireframes, image-based template designs, and finally HTML-based template designs.
5. Contractor shall base all page templates on the CommonSpot version 6 CMS standards. (Documentation for CommonSpot use will be provided to the contractor.) Contractor’s templates must have the same visual design in both plain HTML format and in the CMS format.

**Section 508 Product Requirements**

The deliverable as a whole and all of its components shall be accessible and usable by persons with disabilities. At minimum, compliance with most current version of Section 508 of the Rehabilitation Act as amended shall be met. (See<https://www.section508.gov/>)  In addition, the NPS strives to meet level AAA of the Web Content Accessibility Guidelines (WCAG) 2.0. but acknowledges that not all products can achieve this level.   See<http://www.w3.org/TR/WCAG/>.  The contractor shall list the proposed deliverables and the WCAG level which they believe can be met for each deliverable.  As more is understood about the deliverable, the achievable level may be impacted either positively or negatively. Any changes shall be discussed with the government for approval.  The contractor will be required to deliver a plan as part of the call order to detail how they will test for accessibility and how they intend to meet WCAG levels for each deliverable.

Information, documentation, and support requirements from 36 CFR part 1194 Subpart D have been determined to apply to this acquisition. Solicitation respondents must describe how the information, documentation, and support proposed for Electronic and Information Technology (EIT) deliverables meet at least those information, documentation, and support requirements identified as applicable in the attached Government Product/Service Accessibility Template (GPAT) (Attachment A).  If information, documentation and support is provided via the Internet or intranet, this deliverable must meet at least those applicable provisions identified in the attached GPAT supplement (Attachment A ) for Web-based Information, Documentation and Support.

**E. OPTIONAL ELEMENTS**

At the option of the government, one or all of the following elements may be included in the scope of work at the time of award.

**1. Remediation of PDFs and Documents:**

The contractor shall be responsible for remediating all PDFs and Documents that are available on NPS Fire and Aviation external website, located at<http://www.nps.gov/fire>, now contains 115 pdf and docx files. The contractor using best practices shall remediate the PDFs and documents to the Section 508 and WCAG 2.0 standards. See GSA 508 Tutorials, Guidance, and Checklists http://www.gsa.gov/portal/content/103565.

* Government will make source documents (the files in the format they were originally authored) when available in cases where it is more cost-effective to recreate the document in accessible form rather than remediate/repair the PDF file.
* Government acknowledges the limitations of Adobe Acrobat’s accessibility auto-checker (incomplete assessment and regular reporting of false positives) and understands that Manual Review is the only means of accurately verifying the accessibility of a document.
* PDFs where accessibility standards cannot be achieved, the contractor will be required to demonstrate due diligence to convert it and report the issues with accessibility.

**2. CONVERT FLASH MEDIA**

The contractor shall be responsible for providing options in converting Flash products for use within the NPS content management system or as stand alone web pages requiring no outside CMS or database. The contractor using best practices shall convert Flash products for use within the NPS content management system.

1. **TRAVEL**

It is expected that all activities will be completed by contractor at contractor’s location, thus no travel expenses are expected or authorized. All meetings will occur via conference call and/or web based video conference.

**H. EVALUATION**

**Content Strategy**

COR, DFAM Web Coordinator, and a team will review the multiple stages of development of the Content Strategy.

**Content Preparation**

COR, DFAM Web Coordinator, and a team will review the prepared content to ensure it contains all content from current sites, meets accessibility requirements, and follows the Content Strategy including the content inventory.

**Site Creation and Content Population**

COR and DFAM Web Coordinator will review all HTML files, graphics, and other resources created by contractor to ensure adherence to NPS web design and code standards, and meet accessibility requirements. The content that is moved into the new structure of the CMS will be reviewed for proper placement and layout.

**I. PROJECT CLOSEOUT**

The contractor shall prepare and organize all materials and deliverables and submit to the COR for review and approval.

The CMS and non-CMS webpages and all other resources used in their development shall become the property of the government. The contractor shall license all final source code and materials used in development for unlimited use by the government. The contractor shall provide the complete and final source code and other resources at the conclusion of the project on optical disk. The contractor shall provide a close out report listing all licensed source code and materials at project completion. Any open source or community licenses will be reviewed by the COR prior to final inclusion in HTML and associated files.

# SECTION D

**PACKAGING AND MARKING**

I. **PACKAGING**

Preservation, packaging, and packing for all shipments or mailings of all required submittals shall be in accordance with good commercial practices. This shall include adequate packaging and marking to prevent deterioration and damage during shipment, handling, and storage and be adequate to ensure acceptance by common carrier and safe transportation at the most economical rates.

The contractor shall avoid elaborate or excessive packaging. To the maximum extent practicable, the contractor shall use recycled content packaging and packing materials and avoid use of non-recyclable packaging and packing materials. For guidance on percentages of post-consumer recycled content and sources of supply, see the United States Environmental Protection Agency’s Comprehensive Procurement Guidelines at:

<http://www.epa.gov/cpg/products/paperbrd.htm>

**SECTION E**

**INSPECTION AND ACCEPTANCE**

I. **CLAUSES INCORPORATED BY REFERENCE**

(FAR 52.252-2) (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

http://www.arnet.gov

**FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) CLAUSES**

**CLAUSE**

**NUMBER DATE TITLE**

52.246-2 AUG 1996 INSPECTION OF SUPPLIES --

FIXED-PRICE

52.246-16 APR 1984 RESPONSIBILITY FOR SUPPLIES

II. **INSPECTION AND ACCEPTANCE**

All service and work performed under this contract shall be subject to inspection and acceptance by the designated Contracting Officer's Representative (COR) at any time during performance. If the COR determined that services, work or materials being furnished do not meet the required standards, the government reserves the right to have the work performed elsewhere, charging the contractor with costs involved, subject to the provisions of FAR 52.249-8.

**SECTION F**

**DELIVERIES OR PERFORMANCE**

I. **CLAUSES INCORPORATED BY REFERENCE**

(FAR 52.252-2) (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

http://www.arnet.gov

**FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) CLAUSES**

**CLAUSE**

**NUMBER DATE TITLE**

52.242-15 AUG 1989 STOP-WORK ORDER

52.242-17 APR 1984 GOVERNMENT DELAY OF WORK

52.247-34 NOV 1991 F.O.B. DESTINATION

II. **TIME FOR COMPLETION**

All work, including reviews and approvals, shall be completed on or before September 1, 2015.

III. **REVIEW AND APPROVAL**

The COR will notify the contractor, in writing, of approval or rejection of the work within 12 calendar days for each deliverable. Any additions or corrections shall be completed and returned to the government within 12 calendar days. In the event the government delays beyond the period specified, the contractor shall be entitled to a day-to-day extension in the completion date.

IV. **DELIVERABLES**

The contractor shall submit the work under this contract in stages for COR review and approval, before proceeding to the next stage. Work shall be submitted electronically, including email attachment, FTP, optical disk, or portable hard drive. Those review stages will be discussed and finalized at an initial post-award meeting and are specific to presentation and content as follows:

**1. Content Strategy - External Sites:** Aviation, Wildland Fire, and Structural Fire

Includes gap analysis, structure for the content, Identify target audiences, metadata needed for sites, editorial process

1. **Content inventory for each site**
2. **Content matrix for each site**
3. **Strategy Outline for each site**
4. **Draft Strategy**
5. **Final Strategy**

**2. Content Strategy - InsideNPS Site** Aviation, Wildland Fire, and Structural Fire

Includes gap analysis, structure for the content, Identify target audiences, metadata needed for sites, editorial process

1. **Content inventory for site**
2. **Content matrix for site**
3. **Strategy Outline for site**
4. **Draft Strategy**
5. **Final Strategy**

**3. Content Preparation:** All content identified in the Content Strategies is prepared for inclusion in the NPS.gov CMS or HTML pages

**4. Site Creation and Content Population:** HTML Pages have been prepared and placed on NPS.gov servers. All content has been placed into NPS.gov CMS pages.

All deliverables shall be shipped F.O.B. Destination, within Consignee’s premises, with all shipping and transportation costs prepaid. Deliverables shall be shipped by either registered or certified mail to ensure that shipments can be traced, if lost.

The F.O.B. Point for deliverables shall be:

National Park Service

Harpers Ferry Center

67 Mather Place

Harpers Ferry, West Virginia 25425-0050

**SECTION G**

**CONTRACT ADMINISTRATION DATA**

I. **AUTHORITIES AND DELEGATIONS**

(DIAR 1452.201-70)(SEP 2011)

A. The Contracting Officer is the only individual authorized to enter into or terminate this contract, modify any term or condition of this contract, waive any requirement of this contract, or accept nonconforming work.

B. The Contracting Officer will designate a Contracting Officer's Representative (COR) at time of award. The COR will be responsible for technical monitoring of the contractor's performance and deliveries. The COR will be appointed in writing, and a copy of the appointment will be furnished to the Contractor. Changes to this delegation will be made by written changes to the existing appointment or by issuance of a new appointment.

C. The COR is not authorized to perform, formally or informally, any of the following actions:

(1) Promise, award, agree to award, or execute any contract, contract modification, or notice of intent that changes or may change this contract;

(2) Waive or agree to modification of the delivery schedule;

(3) Make any final decision on any contract matter subject to the Disputes Clause;

(4) Terminate, for any reason, the Contractor's right to proceed;

(5) Obligate in any way, the payment of money by the Government.

D. The Contractor shall comply with the written or oral direction of the Contracting Officer or authorized representative(s) acting within the scope and authority of the appointment memorandum. The Contractor need not proceed with direction that it considers to have been issued without proper authority. The Contractor shall notify the Contracting Officer in writing, with as much detail as possible, when the COR has taken an action or has issued direction (written or oral) that the Contractor considers to exceed the COR's appointment, within 3 days of the occurrence. Unless otherwise provided in this contract, the Contractor assumes all costs, risks, liabilities, and consequences of performing any work it is directed to perform that falls within any of the categories defined in paragraph C prior to receipt of the Contracting Officer's response issued under paragraph E of this clause.

E. The Contracting Officer shall respond in writing within 30 days to any notice made under paragraph D of this clause. A failure of the parties to agree upon the nature of a direction, or upon the contract action to be taken with respect thereto, shall be subject to the provisions of the Disputes clause of this contract.

F. The Contractor shall provide copies of all correspondence to the Contracting Officer and the COR.

G. Any action(s) taken by the Contractor, in response to any direction given by any person acting on behalf of the Government or any Government official other than the Contracting Officer or the COR acting within his or her appointment, shall be at the Contractor's risk.

II. **CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM**

**(SEP 2010)**

A. FAR 42.1502 directs all Federal agencies to collect past performance information on contracts. The Department of the Interior (DOI) has implemented the Contractor Performance Assessment Reporting System (CPARS) to comply with this regulation. One or more past performance evaluations will be conducted in order to record your contract performance as required by FAR 42.15.

B. The past performance evaluation process is a totally paperless process using CPARS. CPARS is a web-based system that allows for electronic processing of the performance evaluation report. Once the report is processed, it is available in the Past Performance Information Retrieval System (PPIRS) for Government use in evaluating past performance as part of a source selection action.

C. We request that you furnish the Contracting Officer with the name, position title, phone number, and email address for each person designated to have access to your firm’s past performance evaluation(s) for the contract no later than **30 days after award.** Each person granted access will have the ability to provide comments in the Contractor portion of the report and state whether or not the Contractor agrees with the evaluation, before returning the report to the Assessing Official. The report information must be protected as source selection sensitive information not releasable to the public.

D. When your Contractor Representative(s) (Past Performance Points of Contact) are registered in CPARS, they will receive an automatically-generated email with detailed login instructions. Further details, systems requirements, and training information for CPARS is available at<http://www.cpars.csd.disa.mil/>. The CPARS User Manual, registration for On Line Training for Contractor Representatives, and a practice application may be found at this site.

Within 60 days after the end of a performance period, the Contracting Officer will complete an interim or final past performance evaluation, and the report will be accessible at<http://www.cpars.csd.disa.mil/>. Contractor Representatives may then provide comments in response to the evaluation, or return the evaluation without comment. Comments are limited to the space provided in Block 22. Your comments should focus on objective facts in the Assessing Official’s narrative and should provide your views on the causes and ramifications of the assessed performance. In addition to the ratings and supporting narratives, blocks 1 – 17 should be reviewed for accuracy, as these include key fields that will be used by the Government to identify your firm in future source selection actions. If you elect not to provide comments, please acknowledge receipt of the evaluation by indicating “No comment” in Block 22, and then signing and dating Block 23 of the form. Without a statement in Block 22, you will be unable to sign and submit the evaluation back to the Government.

If you do not sign and submit the CPAR within 30 days, it will automatically be returned to the Government and will be annotated: “The report was delivered/received by the contractor on (date). The contractor neither signed nor offered comment in response to this assessment.” Your response is due within 30 calendar days after receipt of the CPAR.

E. The following guidelines apply concerning your use of the past performance evaluation:

(1) Protect the evaluation as “source selection information.” After review, transmit the evaluation by completing and submitting the form through CPARS. If for some reason you are unable to view and/or submit the form through CPARS, contact the Contracting Officer for instructions.

(2) Strictly control access to the evaluation within your organization. Ensure the evaluation is never released to persons or entities outside of your control.

(3) Prohibit the use of or reference to evaluation data for advertising, promotional material, preaward surveys, responsibility determinations, production readiness reviews, or other similar purposes.

F. If you wish to discuss a past performance evaluation, you should request a meeting in writing to the Contracting Officer no later than seven days following your receipt of the evaluation. The meeting will be held in person or via telephone or other means during your 30-day review period.

G. A copy of the completed past performance evaluation will be available in CPARS for your viewing and for Government use supporting source selection actions after it has been finalized.

III. **CONTRACT ADMINISTRATION**

A. Unless otherwise stated, all correspondence concerning this contract will be directed to: National Park Service, Harpers Ferry Center, Office of Acquisition Management, P.O. Box 50, 67 Mather Place, Harpers Ferry, West Virginia 25425-0050. Telephone inquiries shall be made to the Contract Specialist.

The contractor shall use the Contract Specialist as a point of contact on all business and administrative matters concerning this contract. ***All correspondence, other than that of a technical nature, shall be addressed to the Contract Specialist, with informational copies of the basic correspondence to the COR.***

B. The National Park Service, COR address is: National Park Service, Harpers Ferry Center, Attention: COR, P.O. Box 50, 67 Mather Place, Harpers Ferry, West Virginia 25425-0050.

The contractor shall use the COR as the point of contact for all technical matters under the contract. ***Technical correspondence shall be addressed to the COR, with an informational copy of the basic correspondence to the Contract Specialist.***

IV. **ADDITIONAL WORK**

Any additional work not detailed in the task order shall be approved, in writing, by the Contracting Officer.

V. **LOSS OR DAMAGE**

The contractor shall be liable for any loss or damage to any government property caused by negligence, theft, or willful misconduct of the contractor, his agents, servants, and employees, and shall indemnify and save the government harmless against all actions, proceedings, claims, demands, costs, damages, and expenses, including attorney’s fees, by reason of any suit or action brought for any actual or alleged injury to or resulting from the performance of this contract. The contractor shall submit a full written report to the Contracting Officer within 24 hours following the occurrence of such damage, loss, or injury.

If due to fault, neglect, dishonesty of the contractor, his agency or employees, loss or damage to government property is incurred during the performance of this contract, the contractor shall be responsible for same. The government, at its option, may in lieu of repayment, require the contractor to replace at his own expense, all such property as directed by the Contracting Officer. Until the equipment is repaired or replaced, the contractor shall furnish similar, adequate replacement property and/or equipment at no charge to the government, within two working days of the date the equipment has been lost, stolen, or damaged.

VI. **TRAVEL**

It is expected that all activities will be completed by contractor at contractor’s location, thus no travel expenses are expected or authorized.

VII. **GOVERNMENT-FURNISHED PROPERTY**

The government will provide the necessary equipment, including laptop, to be used to fulfill contract requirements and access internal and external NPS CMS. Any additional equipment, software, credentialing directly related to the contracted work will also be procured by the government for this contract as the requirements for such are validated by the COR.

The contractor shall be responsible for security and protection of government-furnished property or materials provided in connection with this contract (See FAR 52.245-2). Following acceptance of all work by the government, the contractor shall return to the COR all government-furnished property.

Contractor personnel shall observe all internal and Privacy Act regulations, which apply to this requirement, the agency, and the Government.

Privacy Act of 1974

Uniform Security Regulation, dated September 1985

At such time where the vendor is in attendance at any NPS locations, the vendor shall identify key personnel that shall access both sites for this contract. The vendor shall provide a security policy statement for their company and any sub-contractor servicing this maintenance contract. The security statement shall clearly state how employees shall have access to the security equipment identified in the contract are trained and monitored.

For certain sensitive systems the contractor shall submit to the COTR/CO a completed request for security information on each proposed employee.

The Contractor shall safeguard all Government-owned equipment and materials in the Contractor's possession or used in the day-today performance of the Contract. The Government will not be held accountable/responsible for any Contractor items which may have been lost or stolen. Responsibility for the Contractor's compliance with internal security at the site shall be assigned to the Contractor.

All Contractor personnel shall be briefed on site security operating procedures prior to or upon commencement of contract award and shall be debriefed upon termination. The Government shall be responsible for all continuing security training of the Contractor. The Government shall provide all equipment necessary to connect and perform work on the NPS network. Non-government provided equipment is not permitted to connect to the NPS network. The Government will provide access to relevant Government information and documents as required and available.

VII. **Contractor Personnel Security and Suitability Requirements**

Performance of this contract requires contractor personnel to have a Federal government issued Personal Identity Verification (PIV) credential before being allowed unsupervised access to a DOI information system. The Contracting Officer’s Representative (COR) or Contracting Officer’s Technical Representative (COTR) will be the requesting official, and will make arrangements through a DOI Access Card Sponsor for personal identity verification and DOI Access Card Issuance.

Since the background investigation and credentialing process can take weeks or months, the Contractor must identify, as soon as possible (but at a minimum two weeks before the start of contract performance), all contractor and subcontractor personnel who will require logical access for performance of work under this contract. Logical access means routine, unsupervised access to a Level 3 or 4 Federally controlled information system. The contractor must make their personnel available at the place and time specified by the COR/COTR or DOI Access Card Sponsor in order to initiate screening and background investigations. The following forms and inquiries, or their equivalent, will be used to initiate the credentialing process:

OPM Standard Form 85 or 85P

OF 306

National Criminal History Check (NCHC) (local procedures may require the

fingerprinting be done at a police station; in this case, any charges are to be borne by the

contractor)

Release to Obtain Credit Information

PIV card application (web –based)

Before starting work under this contract, a National Criminal History Check will be initiated to verify the identity of the individual applying for clearance and to determine the individual’s suitability for the position. If the NCHC adjudication is favorable, a DOI Access Card will be issued for the individual. If the adjudication is not favorable, the credentials will not be issued and the contractor must make other arrangements for the performance of work. In the event of a disagreement between the Contractor and the Government concerning the suitability of an individual to perform work under this contract, DOI shall have the right of final determination.

Contractor employees must give, and authorize others to give, full, frank, and truthful answers to relevant and material questions needed to reach a suitability determination. Refusal or failure to furnish or authorize provision of information may constitute grounds for denial or revocation of credentials. Government personnel may contact the contractor personnel being screened or investigated in person, by telephone or in writing, and the Contractor must ensure they are available for such contact.

Alternatively, if an individual has already been credentialed by another agency through OPM, and that credential has not yet expired, further investigation may not be necessary. In that case, the contractor must provide the COR/COTR with documentation that supports the individual’s credentialed status.

Contractor employees who have been successfully adjudicated will be issued DOI Access Cards, which must be activated at a USAccess Credentialing Center. Those Contractor employees not located within a reasonable travel time of a USAccess Credentialing Center will be screened and issued alternate credentials, such as temporary access badges.

During performance of the contract, the Contractor must keep the COR/COTR apprised of changes in personnel to ensure that performance is not delayed in compliance with the credentialing processes. Cards that have been lost, damaged, or stolen must be reported to the COR/COTR and Issuing Office within 24 hours. If reissuance of expired credentials is needed, it must be coordinated through the COR/COTR.

At the end of the contract performance, or when a contractor employee is no longer working under this contract, the Contractor must ensure that all identification cards are returned to the COR/COTR.

This requirement must be incorporated into any subcontracts that require subcontractor personnel to have routine unsupervised access to Federally controlled Level 3 or 4 information system.

**Additional Security Requirements for Access to NPS Information Systems**

In addition to the requirements stated in the above section “Contractor Personnel Security and Suitability Requirements”, the NPS requires that all contractors needing logical access to the NPS network complete the following documents and training:

Request for Active Directory and VPN Access

NPS Responsibilities for Computer Use

IT Security Awareness Training

The Contractor shall work with the COR/COTR to ensure that all documents and training are completed.