

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER		PAGE 1 OF 37	
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE		4. ORDER NUMBER		5. SOLICITATION NUMBER W9124D23R0007	
6. SOLICITATION ISSUE DATE 14-Oct-2022		7. FOR SOLICITATION INFORMATION CALL:		a. NAME DEBORAH R.DAVIS-MAXWELL		b. TELEPHONE NUMBER (No Collect Calls) 502-624-7979	
8. OFFER DUE DATE/LOCAL TIME 09:00 AM 27 Oct 2022		9. ISSUED BY CODE W9124D MISSION AND INSTALLATION CONTRACTING CMD MICC FORT KNOX BLDG 1109B STE 250 199 6TH AVE FORT KNOX KY 40121-5720 TEL: FAX:		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: 100 % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> SERVICE-DISABLED <input type="checkbox"/> EDWOSB <input type="checkbox"/> VETERAN-OWNED <input checked="" type="checkbox"/> 8(A) NAICS: 541512 SIZE STANDARD: \$30,000,000			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
						14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP	
15. DELIVER TO CODE W58FGZ HQ USAREC HQ USAREC 1307 3RD AVENUE FORT KNOX KY 40121-2725 TEL: (502)613-7478 FAX:		16. ADMINISTERED BY CODE					
17a. CONTRACTOR/ OFFEROR CODE FACILITY CODE TELEPHONE NO.		18a. PAYMENT WILL BE MADE BY CODE					
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	SEE SCHEDULE						
25. ACCOUNTING AND APPROPRIATION DATA						26. TOTAL AWARD AMOUNT (For Govt. Use Only)	
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED							
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED							
<input type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.				<input type="checkbox"/> 29. AWARD OF CONTRACT: REF. OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)			
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) TEL: EMAIL:		31c. DATE SIGNED	

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS (CONTINUED)				PAGE 2 OF 37	
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	SEE SCHEDULE				
32a. QUANTITY IN COLUMN 21 HAS BEEN <input type="checkbox"/> RECEIVED <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____					
32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	
37. CHECK NUMBER					
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY			
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42a. RECEIVED BY <i>(Print)</i>		
			42b. RECEIVED AT <i>(Location)</i>		
			42c. DATE REC'D <i>(YY/MM/DD)</i>	42d. TOTAL CONTAINERS	

Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	PHASE-IN, ITSS FFP Provide Phase-In for United States Army Recruiting Command (USAREC) Information Technology Support Services (ITSS), in accordance with (IAW) the Performance Work Statement (PWS). FOB: Destination	1	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002	INFORMATION TECHNOLOGY SUPPORT SERVICES FFP Provide USAREC ITSS, IAW the PWS (includes exempt positions). FOB: Destination	11	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003	NON-EXEMPT LABOR, ITSS, ITSS FFP Provide USAREC ITSS, IAW the PWS. In accordance with 8(a) STARS III ordering guide, includes any labor subject to Service Contract Labor Standards (SCLS). FOB: Destination	11	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004	TRAVEL AND OTHER DIRECT COSTS, ITSS COST Reference PWS Paragraphs 1.6.13 and 1.6.14. Profit, general and administrative costs, on travel and other direct costs are not allowable under this contract. Government provided not-to-exceed value \$25,000.00 FOB: Destination		Each		

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005	CONTRACT ACCESS FEE (CAF) FFP GSA CAF. CAF is 0.75% applied to the total price for industry partner performance as billed to the Government on task order. FOB: Destination	1	Each		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001		12	Months		
OPTION	INFORMATION TECHNOLOGY SUPPORT SERVICES				
	FFP				
	Provide United States Army Recruiting Command (USAREC) Information Technology Support Services (ITSS), in accordance with (IAW) the Performance Work Statement (PWS) (includes exempt positions).				
	FOB: Destination				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002		12	Months		
OPTION	NON-EXEMPT LABOR, ITSS, ITSS				
	FFP				
	Provide USAREC ITSS, IAW the PWS. In accordance with 8(a) STARS III ordering guide, includes any labor subject to Service Contract Labor Standards (SCLS).				
	FOB: Destination				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1003			Each		
OPTION	TRAVEL AND OTHER DIRECT COSTS, ITSS COST Reference PWS Paragraphs 1.6.13 and 1.6.14. Profit, general and administrative costs, on travel and other direct costs are not allowable under this contract. Government provided not-to-exceed value \$25,000.00 FOB: Destination				
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001		12	Months		
OPTION	INFORMATION TECHNOLOGY SERVICES FFP Provide United States Army Recruiting Command (USAREC) Information Technology Support Services (ITSS), in accordance with (IAW) the Performance Work Statement (PWS) (includes exempt positions). FOB: Destination				

 NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002		12	Months		
OPTION	NON-EXEMPT LABOR, ITSS, ITSS FFP				
	Provide USAREC ITSS, IAW the PWS. In accordance with 8(a) STARS III ordering guide, includes any labor subject to Service Contract Labor Standards (SCLS).				
	FOB: Destination				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2003			Each		
OPTION	TRAVEL AND OTHER DIRECT COSTS, ITSS COST				
	Reference PWS Paragraphs 1.6.13 and 1.6.14. Profit, general and administrative costs, on travel and other direct costs are not allowable under this contract.				
	Government provided not-to-exceed value \$25,000.00				
	FOB: Destination				

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001		12	Months		
OPTION	INFORMATION TECHNOLOGY SUPPORT SERVICES				
	FFP				
	Provide United States Army Recruiting Command (USAREC) Information Technology Support Services (ITSS), in accordance with (IAW) the Performance Work Statement (PWS) (includes exempt positions).				
	FOB: Destination				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002		12	Months		
OPTION	NON-EXEMPT LABOR, ITSS, ITSS				
	FFP				
	Provide USAREC ITSS, IAW the PWS. In accordance with 8(a) STARS III ordering guide, includes any labor subject to Service Contract Labor Standards (SCLS).				
	FOB: Destination				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3003			Each		
OPTION	TRAVEL AND OTHER DIRECT COSTS, ITSS				
	COST				
	Reference PWS Paragraphs 1.6.13 and 1.6.14. Profit, general and administrative costs, on travel and other direct costs are not allowable under this contract.				
	Government provided not-to-exceed value \$25,000.00				
	FOB: Destination				

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001		12	Months		
OPTION	INFORMATION TECHNOLOGY SUPPORT SERVICES FFP Provide United States Army Recruiting Command (USAREC) Information Technology Support Services (ITSS), in accordance with (IAW) the Performance Work Statement (PWS) (includes exempt positions). FOB: Destination				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002		12	Months		
OPTION	NON-EXEMPT LABOR, ITSS, ITSS FFP Provide USAREC ITSS, IAW the PWS. In accordance with 8(a) STARS III ordering guide, includes any labor subject to Service Contract Labor Standards (SCLS). FOB: Destination				

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4003			Each		
OPTION	TRAVEL AND OTHER DIRECT COSTS, ITSS COST				
	Reference PWS Paragraphs 1.6.13 and 1.6.14. Profit, general and administrative costs, on travel and other direct costs are not allowable under this contract.				
	Government provided not-to-exceed value \$25,000.00				
	FOB: Destination				
				ESTIMATED COST	

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
0003	Destination	Government	Destination	Government
0004	Destination	Government	Destination	Government
0005	Destination	Government	Destination	Government
1001	Destination	Government	Destination	Government
1002	Destination	Government	Destination	Government
1003	Destination	Government	Destination	Government
2001	Destination	Government	Destination	Government
2002	Destination	Government	Destination	Government
2003	Destination	Government	Destination	Government
3001	Destination	Government	Destination	Government
3002	Destination	Government	Destination	Government
3003	Destination	Government	Destination	Government
4001	Destination	Government	Destination	Government
4002	Destination	Government	Destination	Government
4003	Destination	Government	Destination	Government

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	DODAAC / CAGE
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0001	POP 01-JAN-2023 TO 31-JAN-2023	N/A	HQ USAREC HQ USAREC 1307 3RD AVENUE FORT KNOX KY 40121-2725 (502)613-7478 FOB: Destination	W58FGZ
0002	POP 01-FEB-2023 TO 31-JAN-2024	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
0003	POP 01-FEB-2023 TO 31-JAN-2024	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
0004	POP 01-FEB-2023 TO 31-JAN-2024	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
0005	POP 01-FEB-2023 TO 31-JAN-2024	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
1001	POP 01-FEB-2024 TO 31-JAN-2025	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
1002	POP 01-FEB-2024 TO 31-JAN-2025	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
1003	POP 01-FEB-2024 TO 31-JAN-2025	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
2001	POP 01-FEB-2025 TO 31-JAN-2026	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
2002	POP 01-FEB-2025 TO 31-JAN-2026	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
2003	POP 01-FEB-2025 TO 31-JAN-2026	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
3001	POP 01-FEB-2026 TO 31-JAN-2027	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
3002	POP 01-FEB-2026 TO 31-JAN-2027	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
3003	POP 01-FEB-2026 TO 31-JAN-2027	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
4001	POP 01-FEB-2027 TO 31-JAN-2028	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
4002	POP 01-FEB-2027 TO 31-JAN-2028	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ
4003	POP 01-FEB-2027 TO 31-JAN-2028	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W58FGZ

CLAUSES INCORPORATED BY REFERENCE

52.204-26	Covered Telecommunications Equipment or Services-- Representation.	OCT 2020
52.209-7	Information Regarding Responsibility Matters	OCT 2018
52.212-4	Contract Terms and Conditions--Commercial Products and Commercial Services	NOV 2021
52.217-5	Evaluation Of Options	JUL 1990
52.246-25	Limitation Of Liability--Services	FEB 1997
52.252-5	Authorized Deviations In Provisions	NOV 2020
252.201-7000	Contracting Officer's Representative	DEC 1991
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011
252.203-7002	Requirement to Inform Employees of Whistleblower Rights	SEP 2013
252.203-7003	Agency Office of the Inspector General	AUG 2019
252.203-7005	Representation Relating to Compensation of Former DoD Officials	NOV 2011
252.204-7000	Disclosure Of Information	OCT 2016
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.204-7004	Antiterrorism Awareness Training for Contractors.	FEB 2019
252.204-7008	Compliance With Safeguarding Covered Defense Information Controls	OCT 2016
252.204-7009	Limitations on the Use or Disclosure of Third-Party Contractor Reported Cyber Incident Information	OCT 2016
252.204-7012	Safeguarding Covered Defense Information and Cyber Incident Reporting	DEC 2019
252.204-7015	Notice of Authorized Disclosure of Information for Litigation Support	MAY 2016
252.204-7016	Covered Defense Telecommunications Equipment or Services -- Representation	DEC 2019
252.204-7017	Prohibition on the Acquisition of Covered Defense Telecommunications Equipment or Services -- Representation	MAY 2021
252.204-7018	Prohibition on the Acquisition of Covered Defense Telecommunications Equipment or Services	JAN 2021
252.204-7019	Notice of NIST SP 800-171 DoD Assessment Requirements	MAR 2022
252.204-7020	NIST SP 800-171 DoD Assessment Requirements	MAR 2022
252.204-7022	Expediting Contract Closeout	MAY 2021
252.205-7000	Provision Of Information To Cooperative Agreement Holders	DEC 1991
252.209-7004	Subcontracting With Firms That Are Owned or Controlled By The Government of a Country that is a State Sponsor of Terrorism	MAY 2019
252.215-7008	Only One Offer	JUL 2019
252.225-7012	Preference For Certain Domestic Commodities	MAR 2022
252.225-7043	Antiterrorism/Force Protection Policy for Defense Contractors Outside the United States	JUN 2015
252.225-7048	Export-Controlled Items	JUN 2013
252.225-7050	Disclosure of Ownership or Control by the Government of a Country that is a State Sponsor of Terrorism	SEP 2021
252.225-7055	Representation Regarding Business Operations with the Maduro Regime	MAY 2022
252.225-7056	Prohibition Regarding Business Operations with the Maduro Regime	MAY 2022

252.226-7001	Utilization of Indian Organizations and Indian-Owned Economic Enterprises, and Native Hawaiian Small Business Concerns	APR 2019
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	DEC 2018
252.232-7010	Levies on Contract Payments	DEC 2006
252.232-7017	Accelerating Payments to Small Business Subcontractors-- Prohibition on Fees and Consideration	APR 2020
252.237-7010	Prohibition on Interrogation of Detainees by Contractor Personnel	JUN 2013
252.237-7023	Continuation of Essential Contractor Services	OCT 2010
252.239-7000	Protection Against Compromising Emanations	OCT 2019
252.239-7001	Information Assurance Contractor Training and Certification	JAN 2008
252.239-7009	Representation of Use of Cloud Computing	SEP 2015
252.239-7010	Cloud Computing Services	OCT 2016
252.239-7017	Notice of Supply Chain Risk	FEB 2019
252.239-7018	Supply Chain Risk	FEB 2019
252.243-7001	Pricing Of Contract Modifications	DEC 1991
252.243-7002	Requests for Equitable Adjustment	DEC 2012
252.244-7000	Subcontracts for Commercial Items	JAN 2021
252.247-7023	Transportation of Supplies by Sea	FEB 2019

CLAUSES INCORPORATED BY FULL TEXT

52.204-24 REPRESENTATION REGARDING CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT (NOV 2021)

The Offeror shall not complete the representation at paragraph (d)(1) of this provision if the Offeror has represented that it "does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument" in paragraph (c)(1) in the provision at 52.204-26, Covered Telecommunications Equipment or Services-- Representation, or in paragraph (v)(2)(i) of the provision at 52.212-3, Offeror Representations and Certifications- Commercial Products and Commercial Services. The Offeror shall not complete the representation in paragraph (d)(2) of this provision if the Offeror has represented that it "does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services" in paragraph (c)(2) of the provision at 52.204-26, or in paragraph (v)(2)(ii) of the provision at 52.212-3.

(a) Definitions. As used in this provision-

Backhaul, covered telecommunications equipment or services, critical technology, interconnection arrangements, reasonable inquiry, roaming, and substantial or essential component have the meanings provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) Prohibition.

(1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Nothing in the prohibition shall be construed to--

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract or extending or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. Nothing in the prohibition shall be construed to--

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) Procedures. The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for "covered telecommunications equipment or services."

(d) Representations. The Offeror represents that--

(1) It [☐] will, [☐] will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument resulting from this solicitation. The Offeror shall provide the additional disclosure information required at paragraph (e)(1) of this section if the Offeror responds "will" in paragraph (d)(1) of this section; and

(2) After conducting a reasonable inquiry, for purposes of this representation, the Offeror represents that--

It [☐] does, [☐] does not use covered telecommunications equipment or services, or use any equipment, system, or service that uses covered telecommunications equipment or services. The Offeror shall provide the additional disclosure information required at paragraph (e)(2) of this section if the Offeror responds "does" in paragraph (d)(2) of this section.

(e) Disclosures.

(1) Disclosure for the representation in paragraph (d)(1) of this provision. If the Offeror has responded "will" in the representation in paragraph (d)(1) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment--

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the original equipment manufacturer (OEM) or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(ii) For covered services--

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the Product Service Code (PSC) of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(2) Disclosure for the representation in paragraph (d)(2) of this provision. If the Offeror has responded "does" in the representation in paragraph (d)(2) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment--

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(ii) For covered services--

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the PSC of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(End of provision)

52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (NOV 2021)

(a) North American Industry Classification System (NAICS) code and small business size standard. The NAICS code(s) and small business size standard(s) for this acquisition appear elsewhere in the solicitation. However, the small business size standard for a concern that submits an offer, other than on a construction or service acquisition, but proposes to furnish an end item that it did not itself manufacture, process, or produce is 500 employees if the acquisition--

(1) Is set aside for small business and has a value above the simplified acquisition threshold;

(2) Uses the HUBZone price evaluation preference regardless of dollar value, unless the offeror waives the price evaluation preference; or

(3) Is an 8(a), HUBZone, service-disabled veteran-owned, economically disadvantaged women-owned, or women-owned small business set-aside or sole-source award regardless of dollar value.

(b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show--

(1) The solicitation number;

(2) The time specified in the solicitation for receipt of offers;

(3) The name, address, and telephone number of the offeror;

(4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;

(5) Terms of any express warranty;

(6) Price and any discount terms;

(7) "Remit to" address, if different than mailing address;

(8) A completed copy of the representations and certifications at Federal Acquisition Regulation (FAR) 52.212-3 (see FAR 52.212-3(b) for those representations and certifications that the offeror shall complete electronically);

(9) Acknowledgment of Solicitation Amendments;

(10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and

(11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.

(c) Period for acceptance of offers. The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.

(d) Product samples. When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, these samples shall be submitted at no expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.

(e) Multiple offers. Offerors are encouraged to submit multiple offers presenting alternative terms and conditions, including alternative line items (provided that the alternative line items are consistent with FAR subpart 4.10), or alternative commercial products or commercial services for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately.

(f) Late submissions, modifications, revisions, and withdrawals of offers:

(1) Offerors are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. If no time is specified in the solicitation, the time for receipt is 4:30 p.m., local time, for the designated Government office on the date that offers or revisions are due.

(2)(i) Any offer, modification, revision, or withdrawal of an offer received at the Government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and--

(A) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers; or

(B) There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or

(C) If this solicitation is a request for proposals, it was the only proposal received.

(ii) However, a late modification of an otherwise successful offer, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.

(3) Acceptable evidence to establish the time of receipt at the Government installation includes the time/date stamp of that installation on the offer wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of Government personnel.

(4) If an emergency or unanticipated event interrupts normal Government processes so that offers cannot be received at the Government office designated for receipt of offers by the exact time specified in the solicitation, and urgent Government requirements preclude amendment of the solicitation or other notice of an extension of the closing date, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal Government processes resume.

(5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.

(g) Contract award (not applicable to Invitation for Bids). The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.

(h) Multiple awards. The Government may accept any item or group of items of an offer, unless the offeror qualifies the offer by specific limitations. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.

(i) Availability of requirements documents cited in the solicitation.

(1)(i) The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to--GSA Federal Supply Service Specifications Section, Suite 8100, 470 East L'Enfant Plaza, SW, Washington, DC 20407, Telephone (202) 619-8925, Facsimile (202) 619-8978.

(ii) If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in this solicitation

may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.

(2) Most unclassified Defense specifications and standards may be downloaded from the following ASSIST websites:

(i) ASSIST (<https://assist.dla.mil/online/start/>).

(ii) Quick Search (<http://quicksearch.dla.mil/>).

(3) Documents not available from ASSIST may be ordered from the Department of Defense Single Stock Point (DoDSSP) by--

(i) Using the ASSIST Shopping Wizard (<https://assist.dla.mil/wizard/index.cfm>);

(ii) Phoning the DoDSSP Customer Service Desk (215) 697-2179, Mon-Fri, 0730 to 1600 EST; or

(iii) Ordering from DoDSSP, Building 4, Section D, 700 Robbins Avenue, Philadelphia, PA 19111-5094, Telephone (215) 697-2667/2179, Facsimile (215) 697-1462.

(4) Nongovernment (voluntary) standards must be obtained from the organization responsible for their preparation, publication, or maintenance.

(j) Unique entity identifier. (Applies to all offers that exceed the micro-purchase threshold, and offers at or below the micro-purchase threshold if the solicitation requires the Contractor to be registered in the System for Award Management (SAM).) The Offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "Unique Entity Identifier" followed by the unique entity identifier that identifies the Offeror's name and address. The Offeror also shall enter its Electronic Funds Transfer (EFT) indicator, if applicable. The EFT indicator is a four-character suffix to the unique entity identifier. The suffix is assigned at the discretion of the Offeror to establish additional SAM records for identifying alternative EFT accounts (see FAR subpart 32.11) for the same entity. If the Offeror does not have a unique entity identifier, it should contact the entity designated at www.sam.gov for unique entity identifier establishment directly to obtain one. The Offeror should indicate that it is an offeror for a Government contract when contacting the entity designated at www.sam.gov for establishing the unique entity identifier.

(k) Reserved.

(l) Debriefing. If a post-award debriefing is given to requesting offerors, the Government shall disclose the following information, if applicable:

(1) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.

(2) The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.

(3) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.

(4) A summary of the rationale for award;

(5) For acquisitions of commercial products, the make and model of the product to be delivered by the successful offeror.

(6) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

(End of provision)

**ADDENDUM FAR PROVISION 52.212-1, INSTRUCTIONS TO OFFERORS COMMERCIAL
PRODUCTS AND COMMERCIAL SERVICES**

TASK ORDER REQUEST

I. IDENTIFYING INFORMATION

Order Request Number: W9124D23R0007

Project Title: Information Technology Support Services, U.S. Army Recruiting Command, Fort Knox, KY (USAREC)

Ordering Agency: Mission and Installation Contracting Command, Fort Knox, KY (MICC-FK)

Ordering Agency Point of Contact:

JoDeen M. Cuffe, Contracting Officer, e-mail jodeen.m.cuffe.civ@army.mil **Deborah R. Davis-Maxwell, Contract Specialist**, e-mail Deborah.r.davis-maxwell.civ@army.mil

Contract Instrument: General Services Administration (GSA) 8(a) STARS III Governmentwide Acquisitions Contract (GWAC)

NAICS Code and Size Standard: The North American Industry Classification System (NAICS) code for this acquisition is 541512. The small business size standard is \$30,000,000.

II. GENERAL INFORMATION

a. Purpose

This is a task order request (TOR) for a task order to be awarded under the contract instrument identified above. The task order will be awarded on a fair opportunity basis pursuant to the Federal Acquisition Regulation (FAR) 16.505 ordering procedures, the applicable terms and conditions of the GSA, 8(a) STARS III GWAC, and the specific requirements of this task order request.

b. Scope

The Government is seeking responses from contractors addressing their technical capabilities and for meeting the Government's requirements outlined in the performance work statement (PWS). The scope of the requirement is for information management support services. Services shall include information technology-related support and services to support the USAREC mission.

c. Task Order Type

The Government contemplates award of a firm-fixed price (FFP) with other direct cost (ODC) contract line items (CLINs) type order.

d. Submission of Written Questions

Contractors shall review the solicitation and its amendments (if applicable) and submit written questions and/or comments with the subject line: W9124D-23-R-0007, ITSS, USAREC, FORT KNOX, KY, QUESTIONS/COMMENTS/EXCEPTIONS. All questions shall be submitted to the attention of the assigned

Contract Specialist and Contracting Officer as outlined herein. **Written questions shall be submitted electronically NO LATER THAN, 09:00 a.m., ET, 19 October 2022. Late submission may not be given consideration.** Questions shall identify the PWS paragraph number or solicitation reference with each question. Responses to questions shall be provided to Contractors simultaneously via amendment, if applicable. KO reserves the right to NOT respond to all questions received. Telephonic inquiries may not be entertained.

III. RESPONSE PREPARATION INSTRUCTIONS AND SUBMISSION

a. General Instructions for Responses

This Task Order Request (TOR) is a commercial acquisition using a combination of FAR Part 12, Acquisition of Commercial Items and FAR Part 16.505, Ordering.

Contractors are strongly encouraged to carefully review the PWS, evaluation factors, and submittal instructions when providing the written response.

Proposals shall conform to all the requirements of this task order request. Failure to conform may result in your proposal being rejected and no longer considered for award.

Contractors must submit their written response in two separate documents – Document 1: non-price technical and Document 2: price. Use letter-sized (8-1/2 X 11”) pages, single-spaced, with one-inch (1”) margins. One-page equals one side of a sheet of paper. Any pages more than the page limitations imposed on the technical submission herein will not be considered.

Number the pages consecutively and use an 11-point font size in an easily readable font, such as Calibri or Arial. Nine (9) point font size and single spacing is acceptable for any tables, graphics, and illustrations; however, do not submit an abundance of information in chart format. The page limitations shown below do not include any “front matter” information such as a cover letter, table of contents, executive summary, and definitions or acronyms. Any technical or pricing information submitted within the “front matter” will not be considered.

Separate from the non-price factor and price factor, Contractors must provide a cover letter addressing the following:

Company Name
Company Address
Point of Contact – authorized to obligate the contractor
Phone Number
E-Mail Address
Unique Entity Identifier
CAGE Code
Tax Identification Number
Confirm Yes or No, regarding participating under Supplier Self-Service Pilot (252.232-7998)
Proposal Acceptance Period shall be identified. Proposal acceptance period shall remain valid for a period of 90 calendar days after the closing date and time identified in the solicitation. Proposals offering less than 90 calendar days may be rejected as non-responsive.
Any assumptions, exceptions, or deviations shall be addressed citing specific solicitation paragraph.
Acknowledge of all amendments (if applicable)

b. Non-Price Factor Submission Instructions

Contractors must address the following (two separate documents):

Document 1:

1.1 Technical capability (Page limit 20 pages):

- (a) Describe the technical approach, plans, and methods for completion of the following tasks identified in PWS Part 5. The tasks are representative of some of the more complex tasks performed as part of overall mission requirements. Information provided should be in sufficient detail that it demonstrates Contractor's technical understanding of the requirements:
 - (i) 5.2.1 Determine, analyze, and validate detailed requirements specifications.
 - (ii) 5.9.1 The contractor shall provide support to establish and maintain standardized project controls for Government assigned projects and ensure that project schedules are maintained and integrated into one master schedule.
 - (iii) 5.16.1 Applies industry-standard strategies and technologies used for the data analysis of business information.
 - (iv) 5.20.1 Contractor shall provide technical resolution for an average of 4,000-6,000 incident tickets per month (incident volume increases during periods such as system upgrades, network disruptions, and asset lifecycle replacement). Incidents are submitted by approximately 13,000 users located within the USAREC Headquarters building (Fort Knox), Army Marksmanship Unit (AMU) (Fort Benning), Special Operations Recruiting Battalion (SORB) (Fort Bragg), Recruiting and Retention Collage (RRC) (Fort Knox), and across USARECs 1800+ Brigades, Battalions, Companies and Stations worldwide. 80% of incidents should be resolved during the first contact and 100% within 72 hours. Contractor must be capable of serving as subject matter experts (SME) on common and advanced incident topics as described below and liaison with external agencies, vendors and key stakeholders to resolve incidents, problems, and events.
 - (v) 5.20.6 Problem and Event Management. Contractor shall identify risks, secondary impacts, and systemic problems that are reported from end users, service providers, other agencies, and commercial vendors. Problems should be promptly reported, assigned/escalated to the appropriate resource for resolution, and tracked through resolution.
 - (vi) 5.22.6.4 Provide configuration, customization, and administration of Army and commercial standard platforms. This may include customizing screens, editing fields, creating workflows, configuring reports, user account management, permissions, and roles, configuring security and privacy settings, and any other functions that would be required to ensure the platforms meet the government's needs.
 - (vii) 5.24.1 Monitor network, system and application performance and work with government identified service providers to resolve issues such as outages, service degradation, upgrades, and maintenance. Networks include but are not limited to commercial and government hardwired and mobile networks providing internet, data, voice, fax, and other telecommunications services. Systems and applications include both GOTS and COTS products.
- (b) Provide clearly defined management and organization structure and procedures that demonstrate Contractor's ability to manage a requirement of this size (annual value of \$3.5 million or greater) and scope (tasks similar in complexity to those outlined in the PWS) as well as quality control matrix that demonstrate Contractor's ability to meet or exceed performance standards.

1.2 Staffing Plan (Page limit 5 pages): Submit staffing plan the Contractor deems appropriate to accomplish requirements outlined in the PWS. At a minimum, Contractor shall submit IDIQ labor categories that correlate to those under the 8(a) STARS III suite, whether prime or subcontractor, labor hours, full-time equivalent (include information for each period of performance). There shall be no reference to price contained therein.

1.3 Experience (Page limit 2 pages): Contractors are requested to submit descriptions of no more than two (2) projects similar in scope (tasks similar in complexity to those outlined in the PWS) and size (annual value of \$3.5 million or greater) performed during the past two (2) years under the 8(a) STARS III suite MA/IDIQ contract, including references. **If no orders have yet been awarded under this MA/IDIQ contract, information may be submitted on work performed outside of this MA/IDIQ contract.**

Document 2: Price Submission Instructions (No page limitation). Price submission shall not be co-mingled with non-price factor submission.

a. Contractors must submit a completed SF 1449, see attached.

RESPONSE DUE DATE, SUBMISSION MODE AND LOCATION

Proposal due date: **October 27, 2022**

Time: **09:00 a.m. ET**

Location: **Electronic transmission via e-mail to—**

Procuring Contracting Officer; JoDeen M. Cuffe, jodeen.m.cuffe.civ@army.mil

Contract Specialist; Deborah R. Davis-Maxwell, Deborah.r.davis-maxwell.civ@army.mil

Files attached in the email that are larger than 20mb cannot be accepted. It is the contractor's responsibility to ensure files are not too large and are Adobe and Microsoft excel formats only. Multiple emails may have to be sent to not exceed the size limit and first in e-mail series shall clearly state number of e-mails to follow, with each subsequent e-mail identifying the submission number in the series (i.e., 1 of 4, 2 of 4, etc.). Subject line for each transmission shall include the solicitation number W9124D-23-R-0007.

52.212-2 EVALUATION--COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (NOV 2021)

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

- (i) Non-Price Factor:
 - Technical capability
 - Staffing Plan
 - Experience

- (ii) Price Factor:

Evaluation will consider non-price factors and price. In the evaluation, Technical capability and Resource Information are of equal importance, and individually more important than Experience. Non-price factors, when combined, are more important than price. However, price will become more important when non-price factors among the responses is more equal. The Government will perform a price/technical trade-off analysis to select the best-suited contractor that provides the best value.

The Government will evaluate the written responses, and price submissions to select the best-suited contractor. The contractor that, in the Government's assessment, provides the greatest overall benefit in response to the requirement will be selected for the task order. The Government will base this determination of which contractor provides the

greatest overall benefit in terms of the evaluation factors stated below and will use the evaluation process described below to arrive at this determination.

(iii) Past performance is not an evaluation factor for this task order request. However, the Government shall assess responsibility under FAR Part 9 of the intended awardee.

NON-PRICE FACTORS	BASIS OF EVALUATION
Technical Capability	Responses shall be evaluated to assess feasibility of the proposed approach, plans, methods, and managerial ability to perform/manage the work, based on the Government's assessment of the work.
Resource Information	Responses shall be evaluated to assess the feasibility of meeting the mission requirements with the proposed staffing plan based on the Government's assessment of the work.
Experience	Responses will be evaluated to assess corporate experience with respect to projects similar in scope (tasks similar in complexity to those outlined in the PWS, Part 5) and size (annual value of \$3.5 million or greater) to the work described herein.

(iv) Evaluation team will use a common set of adjectival ratings to evaluate non- Price Factors. The components of each non-price factor will be assessed for significant strengths, strengths, significant weaknesses, weaknesses, deficiencies, risks, and uncertainties. Each non-price factor will be assigned an adjectival rating based upon these collective findings. The compilation of these non-price factor adjectival ratings will form the basis of the factor rating. Each proposal will be evaluated in accordance with the requirements set forth in the TOR, utilizing adjectival ratings as shown below:

COMBINED NON-PRICE FACTORS/RISK RATINGS	
Rating	Description
Outstanding	Proposal indicates an exceptional approach and understanding of the requirements and contains multiple strengths and/or at least one significant strength, and risk of unsuccessful performance is low.
Good	Proposal indicates a thorough approach and understanding of the requirements and contains at least one strength, and/or at least one significant strength and risk of unsuccessful performance is low to moderate.
Acceptable	Proposal meets requirements and indicates an adequate approach and understanding of the requirements, and risk of unsuccessful performance is no worse than moderate.
Marginal	Proposal has not demonstrated an adequate approach and understanding of the requirements, and/or risk of unsuccessful performance is high.
Unacceptable	Proposal does not meet requirements of the solicitation and thus, contains one or more deficiencies, and/or risk of unsuccessful performance is unacceptable. Proposal is not awardable.

(v) Findings Definitions

Significant Strength. An aspect of an offerors' proposal that has appreciable merit or appreciably exceeds specified performance or capability requirements in a way that will be appreciably advantageous to the Government during contract performance.

Strength. An aspect of an offerors' proposal that has merit or exceeds specified performance or capability requirements in a way that will be advantageous to the Government during contract performance.

Weakness. A flaw in the proposal that increases the risk of unsuccessful contract performance.

Significant Weakness. A flaw in the proposal that appreciably increases the risk of unsuccessful contract performance.

Deficiency. A material failure of a proposal to meet a Government requirement or a combination of significant weaknesses in a proposal that increases the risk of unsuccessful contract performance to an unacceptable level.

Uncertainty. Any aspect of a non-cost/price factor proposal for which the intent of the offeror is unclear (e.g., more than one way to interpret the offer or inconsistencies in the proposal indicating that there may have been an error, omission or mistake).

(vi) Price Evaluation Factor and Evaluation Methodology

Price will not be scored or rated. Evaluation of price will be conducted using one or more of the price analysis techniques outlined in FAR 15.404. Price will be evaluated to determine if the price proposed is fair and reasonable and balanced.

(a) Reasonableness – A price is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person in the conduct of competitive business. The existence of adequate price competition is expected to support a determination of reasonableness. Other price analysis techniques in accordance with FAR 15.404-1(b) may be used to further validate price reasonableness. If adequate price competition is not obtained or if price reasonableness cannot be determined using price analysis of Government obtained information, additional information in accordance with FAR 15.402(a) may be required from the offeror to support the proposed price. Unreasonably high proposed prices may be grounds for eliminating a proposal from competition.

(b) Balanced Pricing – Offerors are cautioned against submitting an offer that contains unbalanced pricing. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more contract line items (including all five (5) years that make up the ordering periods) is significantly overstated or understated as indicated by the application of cost or price analysis techniques. Offers that are determined to be unbalanced may be rejected if the lack of balance poses an unacceptable risk to the Government.

As part of the price analysis, the Government will evaluate its option to extend services (FAR Clause 52.217-8) by adding six months of the offeror's final option period price to the offeror's total price. This will result in a total evaluated price (TEP), by which the determination of which Contractor is best-suited and price reasonableness will be based, in part.

Information in the price response will be shared with the technical evaluators for consideration in determining which contractor is best suited to perform the work. Competition is anticipated.

(vii) SELECTION AND AWARD

(1) Fair Opportunity

This TOR is conducted under the fair opportunity guidelines of FAR 16.505 which outlines the ordering procedures for orders issued under MA/IDIQ contracts as outlined in the GSA 8(a) STARS III GWAC. Award will be based on a determination of best value to the Government, price and other factors considered. "Best value" means the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement. Best value evaluation is, in and of itself, a subjective assessment by the Government of the proposed solution that provides the optimal results to the Government.

This method does not use any aspects of FAR subpart 15.3. The use of this fair opportunity process does not obligate the Government to determine a competitive range, conduct discussions with any contractors, solicit proposals or revisions thereto, or use any other source selection techniques associated with FAR subpart 15.3.

(2) Comparative Analysis

Following receipt of responses to this TOR, the Government will perform a comparative analysis (comparing contractor responses to one another) to select the contractor that is best suited to fulfill the requirements, based on the contractors' responses to the factors outlined in this TOR and their relative importance.

(3) Award on Initial Responses

The Government intends to make award based on the initial proposal submissions without the need for discussions. Therefore, each offer should contain the Offeror's best terms from a price and technical standpoint. However, the Government reserves the right to hold discussions if, during the evaluation, it is determined to be in the best interest of the Government. For purposes of this action, discussions are fluid interaction(s) between the Contracting Officer (KO) and the contractors that may address any aspect of the proposal. The Government reserves the right to conduct discussions using Evaluation Notices (EN). Offeror responses to ENs will be considered in making the order selection decision. Discussions may be conducted with one, some or all offerors as the Government is not required to conduct discussions with any or all contractors responding to this TOR.

(b) Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of provision)

52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES (MAY 2022)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

(1) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (JAN 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).

(2) 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab and Other Covered Entities (NOV 2021) (Section 1634 of Pub. L. 115-91).

(3) 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment. (NOV 2021) (Section 889(a)(1)(A) of Pub. L. 115-232).

(4) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (Nov 2015).

(5) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(6) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Public Laws 108-77 and 108-78 (19 U.S.C. 3805 note)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services: [Contracting Officer check as appropriate.]

XX (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (JUN 2020), with Alternate I (NOV 2021) (41 U.S.C. 4704 and 10 U.S.C. 2402).

XX (2) 52.203-13, Contractor Code of Business Ethics and Conduct (NOV 2021) (41 U.S.C. 3509).

N/A (3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (JUN 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

XX (4) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (JUN 2020) (Pub. L. 109-282) (31 U.S.C. 6101 note).

N/A (5) [Reserved]

N/A (6) 52.204-14, Service Contract Reporting Requirements (Oct 2016) (Pub. L. 111-117, section 743 of Div. C).

N/A (7) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (Oct 2016) (Pub. L. 111-117, section 743 of Div. C).

XX (8) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment. (NOV 2021) (31 U.S.C. 6101 note).

XX (9) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (OCT 2018) (41 U.S.C. 2313).

N/A (10) [Reserved]

N/A (11) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (SEP 2021) (15 U.S.C. 657a).

N/A (12) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (SEP 2021) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

N/A (13) [Reserved]

N/A (14)(i) 52.219-6, Notice of Total Small Business Set-Aside (NOV 2020) (15 U.S.C. 644).

N/A (ii) Alternate I (MAR 2020) of 52.219-6.

N/A (15)(i) 52.219-7, Notice of Partial Small Business Set-Aside (NOV 2020) (15 U.S.C. 644).

N/A (ii) Alternate I (MAR 2020) of 52.219-7.

XX (16) 52.219-8, Utilization of Small Business Concerns (OCT 2018) (15 U.S.C. 637(d)(2) and (3)).

N/A (17)(i) 52.219-9, Small Business Subcontracting Plan (NOV 2021) (15 U.S.C. 637(d)(4)).

N/A (ii) Alternate I (NOV 2016) of 52.219-9.

N/A (iii) Alternate II (NOV 2016) of 52.219-9.

N/A (iv) Alternate III (JUN 2020) of 52.219-9.

N/A (v) Alternate IV (SEP 2021) of 52.219-9.

N/A (18) (i) 52.219-13, Notice of Set-Aside of Orders (MAR 2020) (15 U.S.C. 644(r)).

N/A (ii) Alternate I (MAR 2020) of 52.219-13.

XX (19) 52.219-14, Limitations on Subcontracting (SEP 2021) (15 U.S.C. 657s).

N/A (20) 52.219-16, Liquidated Damages—Subcontracting Plan (SEP 2021) (15 U.S.C. 637(d)(4)(F)(i)).

N/A (21) 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (SEP 2021) (15 U.S.C. 657f).

XX (22) (i) 52.219-28, Post-Award Small Business Program Rerepresentation (SEP 2021) (15 U.S.C. 632(a)(2)).

N/A (ii) Alternate I (MAR 2020) of 52.219-28.

N/A (23) 52.219-29, Notice of Set-Aside for, or Sole-Source Award to, Economically Disadvantaged Women-Owned Small Business Concerns (SEP 2021) (15 U.S.C. 637(m)).

N/A (24) 52.219-30, Notice of Set-Aside for, or Sole-Source Award to, Women-Owned Small Business Concerns Eligible Under the Women-Owned Small Business Program (SEP 2021) (15 U.S.C. 637(m)).

N/A (25) 52.219-32, Orders Issued Directly Under Small Business Reserves (MAR 2020) (15 U.S.C. 644(r)).

N/A (26) 52.219-33, Nonmanufacturer Rule (SEP 2021) (15 U.S.C. 657s).

XX (27) 52.222-3, Convict Labor (JUN 2003) (E.O. 11755).

XX(28) 52.222-19, Child Labor--Cooperation with Authorities and Remedies (JAN 2022) (E.O. 13126).

XX (29) 52.222-21, Prohibition of Segregated Facilities (APR 2015).

XX (30)(i) 52.222-26, Equal Opportunity (SEPT 2016) (E.O. 11246).

N/A (ii) Alternate I (FEB 1999) of 52.222-26.

XX (31)(i) 52.222-35, Equal Opportunity for Veterans (JUN 2020) (38 U.S.C. 4212).

N/A (ii) Alternate I (JUL 2014) of 52.222-35.

XX (32)(i) 52.222-36, Equal Opportunity for Workers with Disabilities (JUN 2020) (29 U.S.C. 793).

N/A (ii) Alternate I (JUL 2014) of 52.222-36.

XX (33) 52.222-37, Employment Reports on Veterans (JUN 2020) (38 U.S.C. 4212).

XX (34) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (DEC 2010) (E.O. 13496).

XX (35)(i) 52.222-50, Combating Trafficking in Persons (NOV 2021) (22 U.S.C. chapter 78 and E.O. 13627).

N/A (ii) Alternate I (MAR 2015) of 52.222-50 (22 U.S.C. chapter 78 and E.O. 13627).

N/A (36) 52.222-54, Employment Eligibility Verification (MAY 2022). (E. O. 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial products or commercial services as prescribed in FAR 22.1803.)

N/A (37)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (MAY 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

N/A (ii) Alternate I (MAY 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

N/A (38) 52.223-11, Ozone-Depleting Substances and High Global Warming Potential Hydrofluorocarbons (JUN 2016) (E.O. 13693).

N/A (39) 52.223-12, Maintenance, Service, Repair, or Disposal of Refrigeration Equipment and Air Conditioners (JUN 2016) (E.O. 13693).

N/A (40) (i) 52.223-13, Acquisition of EPEAT® Registered Imaging Equipment (JUN 2014) (E.O.s 13423 and 13514).

N/A (ii) Alternate I (OCT 2015) of 52.223-13.

N/A (41)(i) 52.223-14, Acquisition of EPEAT® Registered Televisions (JUN 2014) (E.O.s 13423 and 13514).

N/A (ii) Alternate I (JUN 2014) of 52.223-14.

N/A (42) 52.223-15, Energy Efficiency in Energy-Consuming Products (MAY 2020) (42 U.S.C. 8259b).

N/A (43)(i) 52.223-16, Acquisition of EPEAT®-Registered Personal Computer Products (OCT 2015) (E.O.s 13423 and 13514).

N/A (ii) Alternate I (JUN 2014) of 52.223-16.

XX (44) 52.223-18, Encouraging Contractor Policies to Ban Text Messaging While Driving (JUN 2020) (E.O. 13513).

N/A (45) 52.223-20, Aerosols (JUN 2016) (E.O. 13693).

N/A (46) 52.223-21, Foams (JUN 2016) (E.O. 13693).

XX (47)(i) 52.224-3, Privacy Training (JAN 2017) (5 U.S.C. 552a).

N/A (ii) Alternate I (JAN 2017) of 52.224-3.

N/A (48) 52.225-1, Buy American--Supplies (NOV 2021) (41 U.S.C. chapter 83).

N/A (49) (i) 52.225-3, Buy American--Free Trade Agreements--Israeli Trade Act (NOV 2021) (41 U.S.C. chapter 83, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, Pub. L. 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43).

N/A (ii) Alternate I (JAN 2021) of 52.225-3.

N/A (iii) Alternate II (JAN 2021) of 52.225-3.

N/A (iv) Alternate III (JAN 2021) of 52.225-3.

N/A (50) 52.225-5, Trade Agreements (OCT 2019) 19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

XX (51) 52.225-13, Restrictions on Certain Foreign Purchases (FEB 2021) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

N/A (52) 52.225-26, Contractors Performing Private Security Functions Outside the United States (OCT 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

N/A (53) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (NOV 2007) (42 U.S.C. 5150

N/A (54) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (NOV 2007) (42 U.S.C. 5150).

N/A (55) 52.229-12, Tax on Certain Foreign Procurements (FEB 2021).

N/A (56) 52.232-29, Terms for Financing of Purchases of Commercial Products and Commercial Services (NOV 2021) (41 U.S.C. 4505, 10 U.S.C. 2307(f)).

N/A (57) 52.232-30, Installment Payments for Commercial Products and Commercial Services (NOV 2021) (41 U.S.C. 4505, 10 U.S.C. 2307(f)).

XX (58) 52.232-33, Payment by Electronic Funds Transfer—System for Award Management (OCT 2018) (31 U.S.C. 3332).

N/A (59) 52.232-34, Payment by Electronic Funds Transfer—Other than System for Award Management (JUL 2013) (31 U.S.C. 3332).

N/A (60) 52.232-36, Payment by Third Party (MAY 2014) (31 U.S.C. 3332).

XX (61) 52.239-1, Privacy or Security Safeguards (AUG 1996) (5 U.S.C. 552a).

N/A (62) 52.242-5, Payments to Small Business Subcontractors (JAN 2017)(15 U.S.C. 637(d)(13)).

N/A (63)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (NOV 2021) (46 U.S.C. 55305 and 10 U.S.C. 2631).

N/A (ii) Alternate I (APR 2003) of 52.247-64.

N/A (iii) Alternate II (NOV 2021) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services: [Contracting Officer check as appropriate.]

XX (1) 52.222-41, Service Contract Labor Standards (AUG 2018) (41 U.S.C. chapter 67).

XX (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (MAY 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

This Statement is for Information Only. It is not a Wage Determination.

For Informational Purposes Only

<u>Employee Class</u>	<u>Monetary Wage</u>	<u>Fringe Benefits</u>
Helpdesk Specialist	\$24.09	36.25%
IT Admin Specialist	\$28.15	36.25%

XX (3) 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards--Price Adjustment (Multiple Year and Option Contracts) (AUG 2018) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

N/A (4) 52.222-44, Fair Labor Standards Act and Service Contract Labor Standards--Price Adjustment (MAY 2014) (29 U.S.C 206 and 41 U.S.C. chapter 67).

N/A (5) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (MAY 2014) (41 U.S.C. chapter 67).

N/A (6) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Requirements (MAY 2014) (41 U.S.C. chapter 67).

XX (7) 52.222-55, Minimum Wages for Contractor Workers Under Executive Order 14026 (JAN 2022) (E.O. 13658).

XX (8) 52.222-62, Paid Sick Leave Under Executive Order 13706 (JAN 2022) (E.O. 13706).

N/A (9) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (JUN 2020) (42 U.S.C. 1792).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, as defined in FAR 2.101, on the date of award of this contract, and does not contain the clause at 52.215-2, Audit and Records--Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial products or commercial services. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (NOV 2021) (41 U.S.C. 3509).

(ii) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (JAN 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).

(iii) 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab and Other Covered Entities (NOV 2021) (Section 1634 of Pub. L. 115-91).

(iv) 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment. (NOV 2021) (Section 889(a)(1)(A) of Pub. L. 115-232).

(v) 52.219-8, Utilization of Small Business Concerns (Oct 2018) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds the applicable threshold specified in FAR 19.702(a) on the date of subcontract award, the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(vi) 52.222-21, Prohibition of Segregated Facilities (Apr 2015).

(vii) 52.222-26, Equal Opportunity (Sep 2016) (E.O. 11246).

(viii) 52.222-35, Equal Opportunity for Veterans (JUN 2020) (38 U.S.C. 4212).

(ix) 52.222-36, Equal Opportunity for Workers with Disabilities (JUN 2020) (29 U.S.C. 793).

(x) 52.222-37, Employment Reports on Veterans (JUN 2020) (38 U.S.C. 4212).

(xi) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(xii) 52.222-41, Service Contract Labor Standards (Aug 2018), (41 U.S.C. chapter 67).

(xiii) (A) 52.222-50, Combating Trafficking in Persons (NOV 2021) (22 U.S.C. chapter 78 and E.O. 13627).

(B) Alternate I (March 2, 2015) of 52.222-50 (22 U.S.C. chapter 78 and E.O. 13627).

(xiv) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (May 2014) (41 U.S.C. chapter 67.)

(xv) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Requirements (May 2014) (41 U.S.C. chapter 67)

(xvi) 52.222-54, Employment Eligibility Verification (MAY 2022) (E. O. 12989).

(xvii) 52.222-55, Minimum Wages for Contractor Workers Under Executive Order 14026 (JAN 2022) (E.O. 13658).

(xviii) [52.222-62](#), Paid Sick Leave Under Executive Order 13706 (JAN 2022) (E.O. 13706).

(xix) (A) [52.224-3](#), Privacy Training (Jan 2017) ([5 U.S.C. 552a](#)).

(B) Alternate I (Jan 2017) of [52.224-3](#).

(xx) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Oct 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

(xxi) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (JUN 2020) (42 U.S.C. 1792). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xxii) 52.247-64, Preference for Privately-Owned U.S. Flag Commercial Vessels (NOV 2021) (46 U.S.C. 55305 and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the Contractor may include in its subcontracts for commercial products and commercial services a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a Firm Fixed Price (FFP) contract with Other Direct Cost (ODC) CLINs resulting from this solicitation.

(End of provision)

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

(End of clause)

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days from the end of the contract period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years.

(End of clause)

52.233-2 SERVICE OF PROTEST (SEP 2006)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from::

Mission and Installation Contracting Command (MICC) – Fort Knox
ATTN: Ms. JoDeen M. Cuffe
199 6th AVE. Rm 250
Fort Knox, KY 40121

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(End of provision)

52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions 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. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

<https://www.acquisitions.gov>

(End of provision)

52.252-2 CLAUSES INCORPORATED BY REFERENCE (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/these address(es):

<https://www.acquisitions.gov>

(End of clause)

52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (NOV 2020)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any Defense Federal Acquisition Regulation (48 CFR Chapter 2) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (DEC 2018)

(a) Definitions. As used in this clause—

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

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

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

“Payment request” and “receiving report” are defined in the clause at 252.232-7003, Electronic Submission of Payment Requests and Receiving Reports.

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

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

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

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

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

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

(f) WAWF payment instructions. The Contractor shall use the following information when submitting payment requests and receiving reports in WAWF for this contract or task or delivery order:

(1) Document type. The Contractor shall submit payment requests using the following document type(s):

(i) For cost-type line items, including labor-hour or time-and-materials, submit a cost voucher.

(ii) For fixed price line items—

(A) That require shipment of a deliverable, submit the invoice and receiving report specified by the Contracting Officer.

(B) For services that do not require shipment of a deliverable, submit either the Invoice 2in1, which meets the requirements for the invoice and receiving report, or the applicable invoice and receiving report, as specified by the Contracting Officer.

Invoice 2in1

(iii) For customary progress payments based on costs incurred, submit a progress payment request.

(iv) For performance based payments, submit a performance based payment request.

(v) For commercial item financing, submit a commercial item financing request.

(2) Fast Pay requests are only permitted when Federal Acquisition Regulation (FAR) 52.213-1 is included in the contract.

[Note: The Contractor may use a WAWF “combo” document type to create some combinations of invoice and receiving report in one step.]

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

Routing Data Table*

<i>Field Name in WAWF</i>	<i>Data to be entered in WAWF</i>
Pay Official DoDAAC	HQ490
Issue By DoDAAC	W9124D
Admin DoDAAC**	W9124D
Inspect By DoDAAC	W58FGZ
Ship To Code	N/A
Ship From Code	N/A
Mark For Code	N/A
Service Approver (DoDAAC)	W58FGZ
Service Acceptor (DoDAAC)	W58FGZ
Accept at Other DoDAAC	N/A
LPO DoDAAC	N/A
DCAA Auditor DoDAAC	N/A
Other DoDAAC(s)	N/A

(*Contracting Officer: Insert applicable DoDAAC information. If multiple ship to/acceptance locations apply, insert “See Schedule” or “Not applicable.”)

(**Contracting Officer: If the contract provides for progress payments or performance-based payments, insert the DoDAAC for the contract administration office assigned the functions under FAR 42.302(a)(13).)

(4) Payment request. The Contractor shall ensure a payment request includes documentation appropriate to the type of payment request in accordance with the payment clause, contract financing clause, or Federal Acquisition Regulation 52.216-7, Allowable Cost and Payment, as applicable.

(5) Receiving report. The Contractor shall ensure a receiving report meets the requirements of DFARS Appendix F.

(g) WAWF point of contact.

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

(Contracting Officer: Insert applicable information or "Not applicable.")

(2) Contact the WAWF helpdesk at 866-618-5988, if assistance is needed.

(End of clause)

5152.233-4000 AMC-LEVEL PROTEST PROGRAM (Sep 2011) (LOCAL CLAUSE)

If you have complaints about this procurement, it is preferable that you first attempt to resolve those concerns with the responsible contracting officer. However, you can also protest to Headquarters (HQ), Army Materiel Command (AMC). The HQ AMC-Level Protest Program is intended to encourage interested parties to seek resolution of their concerns within AMC as an Alternative Dispute Resolution forum, rather than filing a protest with the Government Accountability Office (GAO) or other external forum. Contract award or performance is suspended during the protest to the same extent, and within the same time periods, as if filed at the GAO. The AMC protest decision goal is to resolve protests within 20 working days from filing. To be timely, protests must be filed within the periods specified in FAR 33.103. If you want to file a protest under the HQ AMC-Level Protest Program, the protest must request resolution under that program and be sent to the address below. All other agency-level protests should be sent to the contracting officer for resolution.

Headquarters U.S. Army Materiel Command
Office of Command Counsel- Deputy Command Counsel
4400 Martin Road
Rm: A6SE040.001
Redstone Arsenal, AL 35898-5000
Fax: (256) 450-8840 or e-mail: usarmy.redstone.usamc.mbx.protests@mail.mil

Packages sent by FedEx or UPS should be addressed to:
Headquarters U.S. Army Materiel Command
Office of Command Counsel- Deputy Command Counsel
4400 Martin Road
Rm: A6SE040.001
Redstone Arsenal, AL 35898-5000
Fax: (256) 450-8840

The AMC-Level Protest procedures are found at: <http://www.amc.army.mil/pa/COMMANDCOUNSEL.asp>.

If internet access is not available, contact the contracting officer or HQ, AMC to obtain the HQ AMC-Level Protest Procedures.

Exhibit/Attachment Table of Contents

DOCUMENT TYPE	DESCRIPTION	PAGES	DATE
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TECHNICAL EXHIBIT A
PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

PERFORMANCE OBJECTIVE	PERFORMANCE STANDARD	PERFORMANCE THRESHOLD	INCENTIVE / DISINCENTIVE
Functional Support Reference: PWS 5.1	The contractor shall provide support services to the USAREC IT Projects, Programs, and Planning Division (P3MD).	The contractor shall meet a minimum of 95% of all assigned project and task associated timelines	Contractor compliance will be monitored for CPAR reporting.
Requirements Engineering Reference: PWS 5.2	Conduct or support formal Requirement Review for each software engineering project; all projects must be traceable between requirements	The contractor shall meet 100% of Business Enterprise Architecture 5.0 requirements and a minimum of 95% of all assigned Business Modeling project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Business Process Modeling Reference: PWS 5.3	Develop, document, and integrate Business Process Models (BPM). BPMs shall be constructed with IAW Government guidelines and instructions	The contractor shall meet a minimum of 95% of all software engineering project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Software Engineering Reference PWS 5.4	Conduct or support formal Requirement Review for each software engineering project; all projects must be traceable between requirements	The contractor shall meet a minimum of 95% of all software engineering project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Applications and Web Integration Reference: PWS 5.5	Develop and maintain the USAREC G6 Enterprise Technical Architecture; ensure web operation is effective and supports the entire command	The contractor shall meet a minimum of 95% of all Applications and Web integration project tasks and milestones	Contractor compliance will be monitored for CPAR reporting

Data Engineering Reference PWS 5.6:	Logical and physical data models will conform with DOD Enterprise Data Model Standards	The contractor shall meet 100% of DOD Enterprise Data Model Standards requirements and 95% of all data engineering project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Data Base Management and Admin Reference PWS 5.7:	Data management follows DOD Data Standards	The contractor shall meet 100% of DOD Data Standards and 95% of all data management project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Project Management Reference PWS 5.8	All projects are managed using an Integrated Master Schedule for the life cycle of the project	The contractor shall meet 95% of all project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Project Control Reference PWS 5.9	Standardized project controls for assigned projects into a single master schedule	The contractor shall incorporate all projects into the master schedule within 10 workdays of identification; meet 95% of all project control tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Software Integration Engineering Reference PWS 5.10	Coordinate technical architecture and technical architecture within the Enterprise Architecture	The contractor shall meet 95% of all Software Integration Engineering tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Training Support Services for Recruiting and Retention College (RRC) Reference: PWS 5.11	Training Support Services for Recruiting and Retention College (RRC)	The contractor shall meet 95% of all project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Reference PWS 5.12: Process Improvement	Provide Process Improvement	The contractor shall meet 95% of all project tasks and milestones	Contractor compliance will be monitored for CPAR reporting

Information Technology Asset Coordinator Reference PWS 5.13	Document, track, issue, and maintain records of information technology assets.	The contractor shall meet a minimum of 95% of all Configuration Management project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Telecommunications Control Officer (TCCO) Reference PWS 5.14	Provide procedures that ensure telephone lines and smartphone, and tablet data transmissions are properly controlled and use the most economical communications means available and users are compliant.	Maintain support documents and reports, identify, and notify users of problems, and maintain usage reports.	Contractor compliance will be monitored for CPAR reporting
Test and Evaluation Reference PWS 5.15	Ensure coordination between the development and deployment of hardware and software products	The contractor shall ensure 100% of all hardware and software products are coordinated before release; meet a minimum of 95% of all project tasks and milestones are	Contractor compliance will be monitored for CPAR reporting
Business Intelligence Experience Reference PWS 5.16	Conduct Oracle-based OBIEE applications and configurations integrating Metadata Repository data	The contractor shall ensure 100% of all hardware and software products are coordinated before release; meet a minimum of 95% of all project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
General System Support Reference PWS 5.17	Provide management/user in resolving complex automated support problems	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Computer Graphics (CG) Reference PWS 5.18	Applications used include, but are not limited to, Adobe Photoshop; Adobe Illustrator; Adobe Premiere	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.

Technical Writers Reference PWS 5.19	The contractor shall provide qualified personnel to maintain and manage the yearly updating regulations, manuals, memorandums, and forms. The contractor shall submit all work products to the COR or designated Government representative for review and approval	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Incident Management Reference PWS 5.20	Contractor shall: provide helpdesk technicians in support of incident management tasks; maintain knowledge articles related to incidents; contractor shall maintain expertise in incident types.	The contractor shall resolve 80% of incidents upon first contact and 100% within 3 business days of initial contact.	Contractor compliance will be monitored for CPAR reporting.
IT Information Management Reference PWS 5.21	Maintain awareness of policies, statutory law, regulations, organizational, and government-wide issues that impact the various Administrative Services Programs	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Support the administration of the IT workforce readiness Reference PWS 5.22	Provide configuration, customization, and administration of Army and commercial standard platforms.	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Administrative Support Reference PWS 5.23	The Contractor shall coordinate calendars to include setting and confirming appointments. Meeting preparation to include collecting and distributing read-a heads, appointment reminders, and connecting comms.	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Network Operations Reference PWS 5.24	Contractor shall manage IT operations, monitor network/system/application performance and coordinate on behalf of G6 with service providers, external agencies, and service providers.	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.

Cyber Security Reference PWS 2.25	Contractor shall protect USAREC users, devices, systems, and data from unauthorized access or criminal use through timely resolution of user requests, investigation of potential threats, user training programs, support for audits and inspections, and communications/notifications/reporting	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Contract Deliverables Reference PWS 5.26	Satisfactory service(s) is/are considered the acceptable deliverable(s). Specific requirements shall be forwarded, to the COR (in writing), as work orders and presented to the contractor for evaluation.	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Minimum Qualifications Reference PWS 5.27	By DOD Regulation 8570.01-M paragraphs C1.4.4.12, C7.3.4.4, C1.4.4.5, C2.1.5, C1.4.4.12, C3.2.4.8.1 and C4.2.3.1, contractor employees with privileged access to any information system, contractors performing described Information Assurance (IA) functions must satisfy both preparatory and sustaining DOD IA training and certification requirements	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.

TECHNICAL EXHIBIT B
DELIVERABLES SCHEDULE

Quality Control PWS Paragraph 1.6.1.	Within 5 businessdays of the contract award	(2) copies	PDF	Contracting Officer& Contracting Officer Representative
Personnel Access PWS Paragraph 1.6.7.2.	Within 5 businessdays of the contract award	(1) per employee	Microsoft Excel	Contracting Officer Representative
Anti-Terrorism and Information Assurance Training PWS Paragraph 1.6.7.4.	Within 30 calendar days after the contract date	(1) certificate per employee	Certificate	Contracting Officer Representative
Contractor Travel PWS Paragraph 1.6.13.	Prior approval required by COR	(1) copy	Email	Contracting Officer Representative
Monthly Technical Summary PWS Paragraph 5.17.14.2.	Due on the 5th workday of the new month	(1) copy	PDF	Contracting Officer Representative
Meeting Summary PWS Paragraph 5.23	Within 3 business days after meeting.	(1) copy	One Note, Email or Word/A365	G6 Contracting Officer Representative
Configuration Management Report PWS Paragraph 5.4.10	Within 3 business days of receipt	(1) Copy each item	Email/A365	G6 Contracting Officer Representative
Architectural Designs PWS Paragraph 5.4.5	Within 1 business day	(1) Copy	Email/A365	G6 Contracting Officer Representative
Change Management PWS 5.3.2.6	Within 3 business days	(1) Copy	Email/A365	G6 Contracting Officer Representative

TECHNICAL EXHIBIT C
ESTIMATED WORKLOAD DATA

Transactional workload data is provided below. Please note that not all tasks in PWS Section 5 are transactional in nature and therefore difficult to quantify in terms of incidents.

Incident Management: (PWS- 5.13; 5.14; 5.20); USAREC receives an average of 4,000-6,000 technical support incidents per month (incident volume increases during periods such as system upgrades, network disruptions, and asset lifecycle replacement). Incidents are submitted by approximately 13,000 users located within the USAREC Headquarters building (Fort Knox), Army Marksmanship Unit (AMU) (Fort Benning), Special Operations Recruiting Battalion (SORB) (Fort Bragg), Recruiting and Retention Collage (RRC) (Fort Knox), and across USARECs Brigades, Battalions, Companies and Stations worldwide. Common general IT incidents are provided below.

Desktop Support (hardware troubleshooting, provisioning, etc.).	Reporting and Analytics (e.g., usage reports, compliance reports)
IN/OUT Processing	Account/License/Entitlement Management
Asset Management	Biometric Program Support
Software & License Management	Waivers/Exceptions
Mobile Program Support	Mobile Apps
Network Support	Mobile MACD (move, add, change, disconnect)
Application/System Support (COTS and GOTS)	Mobile and Network Coverage Issues
SHB/OS Support	New IT Product Fielding
SaaS and Cloud Support	IT Lifecycle Replacement
General IT support	Email, Mailbox, Distribution Lists
User Training	SharePoint
Telecommunications Requests for Service	IT Support for Facility Moves/Relocations
Requests to Purchase IT	IT Product Research

Cyber Security: (PWS: 5.25) USAREC receives an average of 2,000-3,500 cyber support incidents per month. Incidents are submitted by approximately 13,000 users located across USAREC. Common cyber incidents are provided below.

Type of Request	Average Quantity per Month
New User Accounts	108
ACTCS	682
Request Accounts	579
ACAS	20
Remedy	140
Social Media Threats	759
VIP Reports	2
CAC Registration	12
General Cyber Inquiries	924
User Violation Notifications	5
VIP Database Inputs	1

IT Operations: (PWS section 5.14 and 5.24) IT Operations tasks are routine rather than transactional and therefore cannot be measured by number of incidents. There are 1,640 circuits monitored across the USAREC and over 30 GOTS applications/systems. Historically an annual average workload of 6,240 hours is required to perform tasks which are outlined below.

Operational Task	Annual Average
Network or Application Monitoring	2080 hours annually
Critical Infrastructure Monitoring	2080 hours annually

Mission Impact and Continuity of Operations	On Demand
Network Connectivity	2080 hours annually
Stakeholder Engagements	On Demand
Operational Reporting/Assessments	On Demand
Requests for Information	On Demand
IT Health Assessments	On Demand
Taskings and OPORDS	On Demand

Information Management (IM): (PWS 5.19; 5.21; 5.22); USAREC manages approximately 52 administrative and doctrinal Army publications and 220 official forms that require regular review and renewal IAW Army publications regulations. The IM team also processes orders for Recruiter business cards, resolves FOIA and Privacy Act inquiries and will be tasked with executing the Army's records management program.

The following chart illustrates the scope for these programs.

Operational Task	Annual Average
Business Cards	Process 10,000-14,000 user requests for business cards with multiple entitlements annually
FOIA and Privacy Act	Resolve 54 FOIA / 250 non-FOIA requests from the public annually; unspecified Privacy Act requests
IT Workforce Development	Provide 200 IT professionals with mandatory training and certification requirements
Army Records	This is a new program with yet to be specified scope/scale.

Project Management (PWS-5.1; 5.2; 5.3; 5.4; 5.5; 5.8; 5.9; 5.10; 5.12; 5.15) USAREC's Projects Division manages a wide variety of projects that vary in scale, scope, duration, outcome, and value.

Project Scale	Project Duration	Project Value
From 0 to 15,000 end users From 0 to 1,800 worldwide locations Excess of 60,000 IT assets	Projects vary from two weeks to many years	From \$0 to \$10M

Clerk: (PWS-5.25) Provide administrative and office support such as coordinating calendars to include setting and confirming appointments. Meeting preparation to include collecting and distributing read-a heads, appointment reminders, and connecting comms. Preparing documentation to include letters, memoranda, and briefings.

Operational Task	Daily Average
Confirming appointments	45 min
Answering phone calls	45 min
Calendar scheduling	30 min
Meeting preparation	60 min
Meeting Attendance	60 min
Appointment reminders	30 min
Connecting Communications	30 min
Prepare and Manage Correspondence	180 min

Business Intelligence Experience: (PWS- 5.16; 5.17) G6 Power BI Developer:

The OBIEE position in G6 has been primarily using Power BI to build reports and dashboards for the G6 data visualization. These reports include:

- Cell phone coverage maps which provide insight into coverage for recruiters nationwide and provide a comparison for AT&T, T-Mobile, and Verizon.

- Cell phone enrollment in management and tracking systems.
- Tracking the migration process from mail.mil to army.mil (365 upgrades)
- A calculation tool that provides insight into the cost of deploying new recruiting assets worldwide (Recruiter, Recruiting Company, Recruiting Station, Battalion, Brigade, MEPS, and Guidance Counselors)
- Tracking tool to visualization machines that are quarantined and the reasons/remediation to bring the computer back to operational status.
- Lost/stolen devices report to provide insight into the trends of lost and stolen equipment yearly.
- Report which tracks Requests for Service and provides insight into trends and scheduling.
- Productivity reports for recruiting stations
- Other ad-hoc reports created for information on demand

The Power BI Developer uses data connectors such as Excel, SQL, Access, Web, Restful API, Active Directory, and more.

Operational Task	Annual Average
Develop Power BI databases	Approximately 80 hours x 10 dashboards= 800 hours (dependent on need)
Develop HSD databases / all directorates	Approximately 160 hours (dependent on need)
Answer RFIs	This is a new program with yet to be specified scope/scale
Provide Training	This is a new program with yet to be specified scope/scale (Dependent on needs of others for training)

TECHNICAL EXHIBIT D

DIVISIONS

Six divisions are tasked with performing planning functions and establishing the future direction of the G6 and report directly to the CIO. They are staffed and maximally charged with various duties:

Cyber Division

- Advise CIO Management Team
- Acceptable User Policy Management
- Development of Security and Information Assurance Policy
- Management and Oversight of Command elevated users
- Attend service provider IA briefings
- Recommend future direction
- Policy & Compliance Management
- Compliance with IT Regulations and public law
- Accounts Management Cyber Security Branch
- Information Security- response to SIR's
- Cyber Awareness Training Management
- Cyber Tasking's
- CCRI preparation
- TRADOC Cyber COE Training Attendance
- PII in Digital Communication CIO Governance Division
- Accounts Management (non-RSN)
- Compliance with IT Regulations and public law (non-RSN)
- GoArmy.com domain
- SharePoint Domain
- Cloud Environment
- Technology Research

CIO Operations Division Network and Systems Division

- Network performance monitoring and reporting
- Maintenance schedules
- Network Operations Synchronization w/ service provider
- Responsible for planning and execution of CIO/BDE S6 Synchronization Meetings
- Critical Information Alerts
- Attend daily service provider Network Operations Center briefings
- Network Outages
- Calendar for Maintenance
- Monthly Maintenance Calendar Planning Meetings IT Plans Branch
- Operations Orders
- Internal and External Tasking's
- Trip Book preparations
- PAE planning and coordination
- Attendance at G3 operational planning call meetings
- Internal G6 task tracking
- BDE OUB reviews and preparation of response/status
- S6 brown bag training
- Leadership G6 training
- Mission & Vision
- Needs assessment
- Staff Development
- Attend weekly PAE meetings
- Attend monthly G4 sync meetings
- G6 Expendable Tracker

IT Business Office

- IT Hardware Lease and Lifecycle (LCR) Program
- IT Acquisitions
- Contract Management
- Budget Planning and Execution
- Market Research
- Vendor Relationship Management
- IT Equipment Fielding
- IT Logistics
- Enterprise IT Requirements Management
- Emerging Technology
- IT Acquisition Policy/Doctrine

Integrated Solutions Division

- Customer Support
- Troubleshooting
- Site Surveys
- Solutions identification
- Tickets
- Incident solutions
- Technical assistance
- Command Group assistance
- Testing
- Release Management Device Management Branch
- IT Asset Management Coordinator
- All Device Management
- Enrollments
- Change user requests
- Audits and reports
- Verizon MiFi's/Sprint Phones
- Wireless Connectivity support Project Management Division

Enterprise Project and Programs Division

- Project initiation
- Project planning
- Project execution
- Project closure
- Tasking authority internal to G6 supporting CIO approved projects
- Coordination of all project support requirements with the service provider
- Attend service provider CIOSD G6 synchronization meetings
- Attend ACQUIRE working group meetings
- Effective Stakeholder relationships
- Lifecycle planning
- Technology re-search Business Analysts
- Requirements collection
- All business/operational requirements entry point

Information Management Division

- Gather user requirements CIO Administrative Services Division Publications Branch
- Publications
- Records Management
- Office Symbol
- Dynamic publications
- Business card review and corrections Administrative Branch
- Weekly G6 SIGACTS reports
- Structure, RPAs, Blue Tops, Table 30
- FOIA and Privacy Act

"REGISTER OF WAGE DETERMINATIONS UNDER THE SERVICE CONTRACT ACT By direction of the Secretary of Labor		U.S. DEPARTMENT OF LABOR EMPLOYMENT STANDARDS ADMINISTRATION WAGE AND HOUR DIVISION WASHINGTON D.C. 20210
Daniel W. Simms Division of Director Wage Determinations		Wage Determination No.: 2015-4681 Revision No.: 17 Date Of Last Revision: 08/26/2022

Note: Contracts subject to the Service Contract Act are generally required to pay at least the applicable minimum wage rate required under Executive Order 14026 or Executive Order 13658.

If the contract is entered into on or after January 30 2022 or the contract is renewed or extended (e.g. an option is exercised) on or after January 30 2022: 	With certain exceptions Executive Order 14026 applies to the contract. The contractor must pay all covered workers at least \$15.00 per hour (or the applicable wage rate listed on this wage determination if it is higher) for all hours spent performing on the contract in 2022.	
If the contract was awarded on or between January 1 2015 and January 29 2022 and the contract is not renewed or extended on or after January 30 2022: 	With certain exceptions Executive Order 13658 applies to the contract. The contractor must pay all covered workers at least \$11.25 per hour (or the applicable wage rate listed on this wage determination if it is higher) for all hours spent performing on the contract in 2022.	

The applicable Executive Order minimum wage rate will be adjusted annually. Additional information on contractor requirements and worker protections under the Executive Orders is available at <https://www.dol.gov/agencies/whd/government-contracts>.

State: Kentucky

Area: Kentucky Counties of Hardin Larue Meade

****Fringe Benefits Required Follow the Occupational Listing****

OCCUPATION CODE - TITLE
FOOTNOTE

RATE

01000 - Administrative Support And Clerical Occupations

01011 - Accounting Clerk I	14.77***
01012 - Accounting Clerk II	16.58
01013 - Accounting Clerk III	18.56
01020 - Administrative Assistant	22.75
01035 - Court Reporter	18.19
01041 - Customer Service Representative I	13.32***
01042 - Customer Service Representative II	14.53***
01043 - Customer Service Representative III	16.31
01051 - Data Entry Operator I	13.28***
01052 - Data Entry Operator II	14.49***
01060 - Dispatcher Motor Vehicle	21.21
01070 - Document Preparation Clerk	15.39
01090 - Duplicating Machine Operator	15.39
01111 - General Clerk I	13.21***
01112 - General Clerk II	14.41***
01113 - General Clerk III	16.17
01120 - Housing Referral Assistant	20.99
01141 - Messenger Courier	11.81***
01191 - Order Clerk I	13.99***
01192 - Order Clerk II	16.68
01261 - Personnel Assistant (Employment) I	18.90
01262 - Personnel Assistant (Employment) II	21.14
01263 - Personnel Assistant (Employment) III	23.56
01270 - Production Control Clerk	25.21
01290 - Rental Clerk	13.73***
01300 - Scheduler Maintenance	16.39
01311 - Secretary I	16.39
01312 - Secretary II	18.99
01313 - Secretary III	20.99
01320 - Service Order Dispatcher	18.97
01410 - Supply Technician	22.75
01420 - Survey Worker	18.19
01460 - Switchboard Operator/Receptionist	13.18***
01531 - Travel Clerk I	14.71***
01532 - Travel Clerk II	15.35
01533 - Travel Clerk III	16.10
01611 - Word Processor I	14.49***
01612 - Word Processor II	16.26
01613 - Word Processor III	18.19
05000 - Automotive Service Occupations	
05005 - Automobile Body Repairer Fiberglass	21.11
05010 - Automotive Electrician	20.33
05040 - Automotive Glass Installer	19.78
05070 - Automotive Worker	19.35
05110 - Mobile Equipment Servicer	17.20
05130 - Motor Equipment Metal Mechanic	21.11

05160 - Motor Equipment Metal Worker	19.35
05190 - Motor Vehicle Mechanic	21.11
05220 - Motor Vehicle Mechanic Helper	16.14
05250 - Motor Vehicle Upholstery Worker	18.36
05280 - Motor Vehicle Wrecker	19.35
05310 - Painter Automotive	20.33
05340 - Radiator Repair Specialist	19.35
05370 - Tire Repairer	13.74***
05400 - Transmission Repair Specialist	21.11
07000 - Food Preparation And Service Occupations	
07010 - Baker	16.94
07041 - Cook I	11.99***
07042 - Cook II	13.63***
07070 - Dishwasher	11.28***
07130 - Food Service Worker	11.01***
07210 - Meat Cutter	16.99
07260 - Waiter/Waitress	9.19***
09000 - Furniture Maintenance And Repair Occupations	
09010 - Electrostatic Spray Painter	22.01
09040 - Furniture Handler	15.51
09080 - Furniture Refinisher	22.01
09090 - Furniture Refinisher Helper	17.19
09110 - Furniture Repairer Minor	20.06
09130 - Upholsterer	22.01
11000 - General Services And Support Occupations	
11030 - Cleaner Vehicles	12.97***
11060 - Elevator Operator	14.12***
11090 - Gardener	17.91
11122 - Housekeeping Aide	14.12***
11150 - Janitor	14.12***
11210 - Laborer Grounds Maintenance	14.39***
11240 - Maid or Houseman	11.13***
11260 - Pruner	13.23***
11270 - Tractor Operator	16.70
11330 - Trail Maintenance Worker	14.39***
11360 - Window Cleaner	15.37
12000 - Health Occupations	
12010 - Ambulance Driver	18.28
12011 - Breath Alcohol Technician	20.12
12012 - Certified Occupational Therapist Assistant	27.61
12015 - Certified Physical Therapist Assistant	29.45
12020 - Dental Assistant	17.27
12025 - Dental Hygienist	31.21
12030 - EKG Technician	30.50
12035 - Electroneurodiagnostic Technologist	30.50
12040 - Emergency Medical Technician	18.28
12071 - Licensed Practical Nurse I	17.98
12072 - Licensed Practical Nurse II	20.12

12073 - Licensed Practical Nurse III	22.43
12100 - Medical Assistant	14.68***
12130 - Medical Laboratory Technician	24.23
12160 - Medical Record Clerk	20.22
12190 - Medical Record Technician	22.61
12195 - Medical Transcriptionist	17.98
12210 - Nuclear Medicine Technologist	44.22
12221 - Nursing Assistant I	12.60***
12222 - Nursing Assistant II	14.16***
12223 - Nursing Assistant III	15.45
12224 - Nursing Assistant IV	17.34
12235 - Optical Dispenser	19.80
12236 - Optical Technician	17.98
12250 - Pharmacy Technician	15.39
12280 - Phlebotomist	17.98
12305 - Radiologic Technologist	26.87
12311 - Registered Nurse I	24.66
12312 - Registered Nurse II	30.16
12313 - Registered Nurse II Specialist	30.16
12314 - Registered Nurse III	36.50
12315 - Registered Nurse III Anesthetist	36.50
12316 - Registered Nurse IV	43.74
12317 - Scheduler (Drug and Alcohol Testing)	24.93
12320 - Substance Abuse Treatment Counselor	21.18
13000 - Information And Arts Occupations	
13011 - Exhibits Specialist I	23.44
13012 - Exhibits Specialist II	29.03
13013 - Exhibits Specialist III	35.51
13041 - Illustrator I	23.44
13042 - Illustrator II	29.03
13043 - Illustrator III	35.51
13047 - Librarian	32.15
13050 - Library Aide/Clerk	17.89
13054 - Library Information Technology Systems Administrator	29.03
13058 - Library Technician	21.60
13061 - Media Specialist I	20.96
13062 - Media Specialist II	23.44
13063 - Media Specialist III	26.13
13071 - Photographer I	20.96
13072 - Photographer II	23.44
13073 - Photographer III	29.03
13074 - Photographer IV	35.51
13075 - Photographer V	42.97
13090 - Technical Order Library Clerk	20.94
13110 - Video Teleconference Technician	20.96
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.83

14042 - Computer Operator II	21.06
14043 - Computer Operator III	23.48
14044 - Computer Operator IV	26.10
14045 - Computer Operator V	28.90
14071 - Computer Programmer I (see 1)	21.18
14072 - Computer Programmer II (see 1)	26.25
14073 - Computer Programmer III (see 1)	
14074 - Computer Programmer IV (see 1)	
14101 - Computer Systems Analyst I (see 1)	
14102 - Computer Systems Analyst II (see 1)	
14103 - Computer Systems Analyst III (see 1)	
14150 - Peripheral Equipment Operator	18.83
14160 - Personal Computer Support Technician	26.10
14170 - System Support Specialist	28.90
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	30.52
15020 - Aircrew Training Devices Instructor (Rated)	36.92
15030 - Air Crew Training Devices Instructor (Pilot)	44.26
15050 - Computer Based Training Specialist / Instructor	30.52
15060 - Educational Technologist	40.40
15070 - Flight Instructor (Pilot)	44.26
15080 - Graphic Artist	21.68
15085 - Maintenance Test Pilot Fixed Jet/Prop	44.26
15086 - Maintenance Test Pilot Rotary Wing	44.26
15088 - Non-Maintenance Test/Co-Pilot	44.26
15090 - Technical Instructor	21.08
15095 - Technical Instructor/Course Developer	25.79
15110 - Test Proctor	17.02
15120 - Tutor	17.02
16000 - Laundry Dry-Cleaning Pressing And Related Occupations	
16010 - Assembler	11.23***
16030 - Counter Attendant	11.23***
16040 - Dry Cleaner	14.15***
16070 - Finisher Flatwork Machine	11.23***
16090 - Presser Hand	11.23***
16110 - Presser Machine Drycleaning	11.23***
16130 - Presser Machine Shirts	11.23***
16160 - Presser Machine Wearing Apparel Laundry	11.23***
16190 - Sewing Machine Operator	15.02
16220 - Tailor	15.84
16250 - Washer Machine	12.28***
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	23.66
19040 - Tool And Die Maker	27.69
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	16.46
21030 - Material Coordinator	25.21
21040 - Material Expediter	25.21

21050 - Material Handling Laborer	14.28***
21071 - Order Filler	13.63***
21080 - Production Line Worker (Food Processing)	16.46
21110 - Shipping Packer	18.05
21130 - Shipping/Receiving Clerk	18.05
21140 - Store Worker I	16.63
21150 - Stock Clerk	20.30
21210 - Tools And Parts Attendant	16.46
21410 - Warehouse Specialist	16.46
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	28.27
23019 - Aircraft Logs and Records Technician	23.97
23021 - Aircraft Mechanic I	27.06
23022 - Aircraft Mechanic II	28.27
23023 - Aircraft Mechanic III	29.68
23040 - Aircraft Mechanic Helper	20.35
23050 - Aircraft Painter	26.18
23060 - Aircraft Servicer	23.97
23070 - Aircraft Survival Flight Equipment Technician	26.18
23080 - Aircraft Worker	24.76
23091 - Aircrew Life Support Equipment (ALSE) Mechanic I	24.76
23092 - Aircrew Life Support Equipment (ALSE) Mechanic II	27.06
23110 - Appliance Mechanic	23.66
23120 - Bicycle Repairer	19.80
23125 - Cable Splicer	36.67
23130 - Carpenter Maintenance	19.73
23140 - Carpet Layer	22.51
23160 - Electrician Maintenance	25.67
23181 - Electronics Technician Maintenance I	22.51
23182 - Electronics Technician Maintenance II	23.66
23183 - Electronics Technician Maintenance III	24.60
23260 - Fabric Worker	21.19
23290 - Fire Alarm System Mechanic	24.60
23310 - Fire Extinguisher Repairer	19.80
23311 - Fuel Distribution System Mechanic	24.60
23312 - Fuel Distribution System Operator	19.80
23370 - General Maintenance Worker	19.06
23380 - Ground Support Equipment Mechanic	27.06
23381 - Ground Support Equipment Servicer	23.97
23382 - Ground Support Equipment Worker	24.76
23391 - Gunsmith I	19.80
23392 - Gunsmith II	22.51
23393 - Gunsmith III	24.60
23410 - Heating Ventilation And Air-Conditioning Mechanic	23.53
23411 - Heating Ventilation And Air Contidioning	24.54

Mechanic (Research Facility)	
23430 - Heavy Equipment Mechanic	26.78
23440 - Heavy Equipment Operator	22.54
23460 - Instrument Mechanic	25.43
23465 - Laboratory/Shelter Mechanic	23.66
23470 - Laborer	14.28***
23510 - Locksmith	23.66
23530 - Machinery Maintenance Mechanic	25.67
23550 - Machinist Maintenance	22.54
23580 - Maintenance Trades Helper	18.47
23591 - Metrology Technician I	25.43
23592 - Metrology Technician II	26.40
23593 - Metrology Technician III	27.54
23640 - Millwright	24.90
23710 - Office Appliance Repairer	23.63
23760 - Painter Maintenance	23.00
23790 - Pipefitter Maintenance	27.89
23810 - Plumber Maintenance	26.16
23820 - Pneudraulic Systems Mechanic	24.60
23850 - Rigger	24.60
23870 - Scale Mechanic	22.51
23890 - Sheet-Metal Worker Maintenance	23.95
23910 - Small Engine Mechanic	22.51
23931 - Telecommunications Mechanic I	23.11
23932 - Telecommunications Mechanic II	24.10
23950 - Telephone Lineman	24.29
23960 - Welder Combination Maintenance	24.79
23965 - Well Driller	24.60
23970 - Woodcraft Worker	24.60
23980 - Woodworker	19.80
24000 - Personal Needs Occupations	
24550 - Case Manager	14.65***
24570 - Child Care Attendant	11.05***
24580 - Child Care Center Clerk	13.78***
24610 - Chore Aide	12.67***
24620 - Family Readiness And Support Services Coordinator	14.65***
24630 - Homemaker	14.65***
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	24.60
25040 - Sewage Plant Operator	21.53
25070 - Stationary Engineer	24.60
25190 - Ventilation Equipment Tender	18.47
25210 - Water Treatment Plant Operator	21.53
27000 - Protective Service Occupations	
27004 - Alarm Monitor	17.97
27007 - Baggage Inspector	16.06
27008 - Corrections Officer	20.89

27010 - Court Security Officer	20.89
27030 - Detection Dog Handler	17.97
27040 - Detention Officer	20.89
27070 - Firefighter	22.65
27101 - Guard I	16.06
27102 - Guard II	17.97
27131 - Police Officer I	20.54
27132 - Police Officer II	22.83
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	12.73***
28042 - Carnival Equipment Repairer	13.65***
28043 - Carnival Worker	10.09***
28210 - Gate Attendant/Gate Tender	15.40
28310 - Lifeguard	13.32***
28350 - Park Attendant (Aide)	17.23
28510 - Recreation Aide/Health Facility Attendant	13.43***
28515 - Recreation Specialist	19.03
28630 - Sports Official	13.72***
28690 - Swimming Pool Operator	16.06
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	22.51
29020 - Hatch Tender	22.51
29030 - Line Handler	22.51
29041 - Stevedore I	21.19
29042 - Stevedore II	23.66
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist Center (HFO) (see 2)	41.27
30011 - Air Traffic Control Specialist Station (HFO) (see 2)	28.46
30012 - Air Traffic Control Specialist Terminal (HFO) (see 2)	31.33
30021 - Archeological Technician I	18.17
30022 - Archeological Technician II	20.32
30023 - Archeological Technician III	25.19
30030 - Cartographic Technician	25.19
30040 - Civil Engineering Technician	24.71
30051 - Cryogenic Technician I	21.59
30052 - Cryogenic Technician II	23.85
30061 - Drafter/CAD Operator I	18.17
30062 - Drafter/CAD Operator II	20.32
30063 - Drafter/CAD Operator III	22.67
30064 - Drafter/CAD Operator IV	27.88
30081 - Engineering Technician I	19.98
30082 - Engineering Technician II	22.43
30083 - Engineering Technician III	25.09
30084 - Engineering Technician IV	31.08
30085 - Engineering Technician V	38.03
30086 - Engineering Technician VI	46.01
30090 - Environmental Technician	21.05
30095 - Evidence Control Specialist	19.49

30210 - Laboratory Technician	27.95
30221 - Latent Fingerprint Technician I	21.59
30222 - Latent Fingerprint Technician II	23.85
30240 - Mathematical Technician	26.61
30361 - Paralegal/Legal Assistant I	21.00
30362 - Paralegal/Legal Assistant II	26.15
30363 - Paralegal/Legal Assistant III	31.83
30364 - Paralegal/Legal Assistant IV	38.50
30375 - Petroleum Supply Specialist	23.85
30390 - Photo-Optics Technician	25.19
30395 - Radiation Control Technician	23.85
30461 - Technical Writer I	19.73
30462 - Technical Writer II	24.14
30463 - Technical Writer III	29.20
30491 - Unexploded Ordnance (UXO) Technician I	26.22
30492 - Unexploded Ordnance (UXO) Technician II	31.73
30493 - Unexploded Ordnance (UXO) Technician III	38.03
30494 - Unexploded (UXO) Safety Escort	26.22
30495 - Unexploded (UXO) Sweep Personnel	26.22
30501 - Weather Forecaster I	27.88
30502 - Weather Forecaster II	33.91
30620 - Weather Observer Combined Upper Air Or Surface Programs (see 2)	22.67
30621 - Weather Observer Senior (see 2)	24.33
31000 - Transportation/Mobile Equipment Operation Occupations	
31010 - Airplane Pilot	31.73
31020 - Bus Aide	13.88***
31030 - Bus Driver	19.94
31043 - Driver Courier	14.49***
31260 - Parking and Lot Attendant	12.78***
31290 - Shuttle Bus Driver	16.11
31310 - Taxi Driver	13.57***
31361 - Truckdriver Light	16.35
31362 - Truckdriver Medium	17.50
31363 - Truckdriver Heavy	22.30
31364 - Truckdriver Tractor-Trailer	22.30
99000 - Miscellaneous Occupations	
99020 - Cabin Safety Specialist	15.47
99030 - Cashier	10.73***
99050 - Desk Clerk	10.91***
99095 - Embalmer	26.22
99130 - Flight Follower	26.22
99251 - Laboratory Animal Caretaker I	19.80
99252 - Laboratory Animal Caretaker II	21.14
99260 - Marketing Analyst	25.83
99310 - Mortician	26.22
99410 - Pest Controller	18.91
99510 - Photofinishing Worker	13.78***

99710 - Recycling Laborer	18.79
99711 - Recycling Specialist	21.80
99730 - Refuse Collector	17.27
99810 - Sales Clerk	12.99***
99820 - School Crossing Guard	17.27
99830 - Survey Party Chief	20.31
99831 - Surveying Aide	17.82
99832 - Surveying Technician	18.39
99840 - Vending Machine Attendant	21.80
99841 - Vending Machine Repairer	26.57
99842 - Vending Machine Repairer Helper	21.80

***Workers in this classification may be entitled to a higher minimum wage under Executive Order 14026 (\$15.00 per hour) or 13658 (\$11.25 per hour). Please see the Note at the top of the wage determination for more information. Please also note that the minimum wage requirements of Executive Order 14026 and 13658 are not currently being enforced as to contracts or contract-like instruments entered into with the federal government in connection with seasonal recreational services or seasonal recreational equipment rental for the general public on federal lands.

Note: Executive Order (EO) 13706 Establishing Paid Sick Leave for Federal Contractors applies to all contracts subject to the Service Contract Act for which the contract is awarded (and any solicitation was issued) on or after January 1 2017. If this contract is covered by the EO the contractor must provide employees with 1 hour of paid sick leave for every 30 hours they work up to 56 hours of paid sick leave each year. Employees must be permitted to use paid sick leave for their own illness injury or other health-related needs including preventive care; to assist a family member (or person who is like family to the employee) who is ill injured or has other health-related needs including preventive care; or for reasons resulting from or to assist a family member (or person who is like family to the employee) who is the victim of domestic violence sexual assault or stalking. Additional information on contractor requirements and worker protections under the EO is available at www.dol.gov/whd/govcontracts.

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$4.80 per hour up to 40 hours per week or \$192.00 per week or \$832.00 per month

HEALTH & WELFARE EO 13706: \$4.41 per hour up to 40 hours per week or \$176.40 per week or \$764.40 per month*

*This rate is to be used only when compensating employees for performance on an SCA-covered contract also covered by EO 13706 Establishing Paid Sick Leave for Federal Contractors. A contractor may not receive credit toward its SCA obligations for any paid sick leave provided pursuant to EO 13706.

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor 3 weeks after 10 years and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor wherever employed and with the predecessor contractors in the performance of similar work at the same Federal facility. (See 29 CFR 4.173)

HOLIDAYS: A minimum of twelve paid holidays per year: New Year's Day Martin Luther King Jr's Birthday Washington's Birthday Good Friday Memorial Day Juneteenth National Independence Day Independence Day Labor Day Columbus Day Veterans' Day Thanksgiving Day and Christmas Day. A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: This wage determination does not apply to any individual employed in a bona fide executive administrative or professional capacity as defined in 29 C.F.R. Part 541. (See 41 C.F.R. 6701(3)). Because most Computer Systems Analysts and Computer Programmers who are paid at least \$27.63 per hour (or at least \$684 per week if paid on a salary or fee basis) likely qualify as exempt computer professionals under 29 U.S.C. 213(a)(1) and 29 U.S.C. 213(a)(17) this wage determination may not include wage rates for all occupations within those job families. In such instances a conformance will be necessary if there are nonexempt employees in these job families working on the contract.

Job titles vary widely and change quickly in the computer industry and are not determinative of whether an employee is an exempt computer professional. To be exempt computer employees who satisfy the compensation requirements must also have a primary duty that consists of:

(1) The application of systems analysis techniques and procedures including consulting with users to determine hardware software or system functional specifications;

(2) The design development documentation analysis creation testing or modification of computer systems or programs including prototypes based on and related to user or system design specifications;

(3) The design documentation testing creation or modification of computer programs related to machine operating systems; or

(4) A combination of the aforementioned duties the performance of which requires the same level of skills. (29 C.F.R. 541.400).

Any computer employee who meets the applicable compensation requirements and the above duties test qualifies as an exempt computer professional under both section 13(a)(1) and section 13(a)(17) of the Fair Labor Standards Act. (Field Assistance Bulletin No. 2006-3 (Dec. 14 2006)). Accordingly this wage determination will not apply to any exempt computer employee regardless of which of these two exemptions is utilized.

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

**** HAZARDOUS PAY DIFFERENTIAL ****

An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance explosives and incendiary materials. This includes work such as screening blending dying mixing and pressing of sensitive ordnance explosives and pyrotechnic compositions such as lead azide black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization modification renovation demolition and maintenance operations on sensitive ordnance explosives and incendiary materials. All operations involving re-grading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with or in close proximity to ordnance (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands face or arms of the employee engaged in the operation irritation of the skin minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving unloading storage and hauling of ordnance explosive and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance explosives and incendiary material differential pay.

**** UNIFORM ALLOWANCE ****

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract by the employer by the state or local law etc.) the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition where uniform cleaning and maintenance is made the responsibility of the employee all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount or the furnishing of contrary affirmative proof as to the actual cost) reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However in those instances where the uniforms furnished are made of ""wash and wear"" materials may be routinely washed and dried with other personal garments and do not require any special treatment such as dry cleaning daily washing or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract by the contractor by law or by the nature of the work there is no requirement that employees be reimbursed For uniform maintenance costs.

**** SERVICE CONTRACT ACT DIRECTORY OF OCCUPATIONS ****

The duties of employees under job titles listed are those described in the ""Service Contract Act Directory of Occupations"" Fifth Edition (Revision 1) dated September 2015 unless otherwise indicated.

**** REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE Standard**

Form 1444 (SF-1444) **

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e. the work to be performed is not performed by any classification listed in the wage determination) be classified by the contractor so as to provide a reasonable relationship (i.e. appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination (See 29 CFR 4.6(b)(2)(i)). Such conforming procedures shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees (See 29 CFR 4.6(b)(2)(ii)). The Wage and Hour Division shall make a final determination of conformed classification wage rate and/or fringe benefits which shall be paid to all employees performing in the classification from the first day of work on which contract work is performed by them in the classification. Failure to pay such unlisted employees the compensation agreed upon by the interested parties and/or fully determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Act and this contract. (See 29 CFR 4.6(b)(2)(v)). When multiple wage determinations are included in a contract a separate SF-1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award the contractor prepares a written report listing in order the proposed classification title(s) a Federal grade equivalency (FGE) for each proposed classification(s) job description(s) and rationale for proposed wage rate(s) including information regarding the agreement or disagreement of the authorized representative of the employees involved or where there is no authorized representative the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action together with the agency's recommendations and pertinent information including the position of the contractor and the employees to the U.S. Department of Labor Wage and Hour Division for review (See 29 CFR 4.6(b)(2)(ii)).
- 4) Within 30 days of receipt the Wage and Hour Division approves modifies or disapproves the action via transmittal to the agency contracting officer or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour Division's decision to the contractor.
- 6) Each affected employee shall be furnished by the contractor with a written copy of such determination or it shall be posted as a part of the wage determination (See 29 CFR 4.6(b)(2)(iii)).

Information required by the Regulations must be submitted on SF-1444 or bond paper.

When preparing a conformance request the ""Service Contract Act Directory of Occupations"" should be used to compare job definitions to ensure that duties requested are not performed by a classification already listed in the wage determination. Remember it is not the job title but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split combine or subdivide classifications listed in the wage determination (See 29 CFR 4.152(c)(1))."

Information Technology Support Services
HQs, USAREC, G6

PART 1
GENERAL INFORMATION

1. GENERAL: This is a non-personal services contract to provide U.S. Army Recruiting Command (USAREC) Information Technology Support Services (ITSS). This contract is not for personal services, the Government will not exercise supervision or control over contractor personnel. The contractor is responsible for the conduct and performance of its personnel.

1.1. Description of Services/Introduction: The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform U.S. Army Recruiting Command (USAREC) Information Technology Support Services (ITSS) as defined in this Performance Work Statement except for those items specified as Government-furnished property and services. The contractor shall perform to the standards in this contract.

1.2. Background: USAREC is at the center of the Army's initiative to mold military personnel functions into an improved structure, enabling efficient and effective management of accessioning Army active duty and Reserve Soldiers worldwide. USAREC's focus is on the integration and coordination of military personnel accessioning systems and to develop/optimize and provide the strength of Army accessioning in peacetime and war. The Command performs all accessioning functions for the distribution, development, and transition to Active duty, including Reserve Soldiers. The primary location of the accessioning mission is Fort Knox, KY; with a small number of resources in several locations in the Continental U.S. (CONUS) and Outside the Continental U.S. (OCONUS) locations. The footprint of the accessioning mission is worldwide.

1.3. Objectives: To provide USAREC with ongoing ITSS for the USAREC for joint recruiting services through innovation, responsiveness, flexibility, and reliability while delivering a fully integrated environment supporting anytime, anywhere IT services.

- 1.3.1 Functional Support.
- 1.3.2 Requirements Engineering.
- 1.3.3 Business Process Modeling.
- 1.3.4 Software Engineering.
- 1.3.5 Applications and Web Integration.
- 1.3.6 Data Engineering.
- 1.3.7 Database Management and Administration.
- 1.3.8 Project Management.
- 1.3.9 Project Control
- 1.3.10 Software Integration Engineering.
- 1.3.11 Training Support Services for Recruiting and Retention College (RRC).
- 1.3.12 Process Improvement
- 1.3.13 Information Technology Asset Coordinator
- 1.3.14 Telecommunications Control Officer (TCCO)
- 1.3.15 Test and Evaluation

- 1.3.16 Business Intelligence
- 1.3.17 General System Support
- 1.3.18 Helpdesk Support
- 1.3.19 IT Administrative Support Services

1.4. Scope: Information management support services. Services shall include information technology-related support and services to support the USAREC mission.

1.5. RESERVED

1.6. General Information

1.6.1. Quality Control (QC): The contractor shall develop and maintain an effective quality control program to ensure services are performed by this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure the non-recurrence of defective services. The contractor's quality control program is how the contractor assures that work complies with the requirement of the contract. The contractor quality control plan shall be delivered to the contracting office no later than 15 days following contract award. After acceptance of the quality control plan, the contractor shall receive the contracting officer's acceptance in writing of any proposed change to the QC system.

1.6.2. Quality Assurance: The government shall evaluate the contractor's performance under this contract by the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the contractor has performed by the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.6.3. Recognized Holidays:

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day
Juneteenth	

1.6.4. Hours of Operation: The contractor is responsible for conducting regular business, between the hours of 0730 and 1730 local time (report times are flexible for select personnel), Monday thru Friday except for Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor must always maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons.

1.6.5. Place of Performance:

1.6.5.1 United States Army Recruiting Command Headquarters, 1307 Third Avenue, Fort Knox, KY 40121

1.6.5.2 Recruiting Army Marksmanship Unit Recruiting Battalion Building 243, Bill Street, (Sharpe Hall) Fort Benning GA 31905

1.6.5.3 Special Operations Recruiting Battalion, 1105 El Salvador Street, Building E3323, Fort Bragg NC 28310

1.6.5.4 Retention College (Building 1929) Old Ironsides Avenue, Ft Knox, Kentucky, 40121

1.6.5.5 Telework and Alternate Job Locations: In the event of a national crisis, or other unforeseen circumstances involving occupational health and safety concerns that would impact the contractor's ability to perform the services at the authorized locations listed herein, the government reserves the right to request contractors to telework on an as-needed basis. Approval of and duration of each telework instance shall be specified in writing by the Contracting Officer Representative with Contracting Officer concurrence.

1.6.6. Type of Contract: The government will award a FFP (firm-fixed price) contract with Other Direct Cost contract line items.

1.6.7. Security Requirements: IAW AR 25-2 and HSPD-12, Installation Security Office will submit all background investigations on prospective contractors requiring CAC and/or network access. Provost Marshal's Office will conduct NCIC-III background checks on all other contractor personnel. For contractor personnel, the minimum requirement for access to unclassified federal information systems is as follows: IT-I access, a Single Scope Background Investigation (SSBI/SF 86); IT-II access, a NACLIC (SF 86); and IT-III access, a NACI (SF 85P). Before CAC issuance, the NAC (FBI 10-point FBI fingerprint check) must be completed without adverse comment, and the NACI or equivalent must be initiated. CACs will not be issued before the fingerprint check results have been completed and the investigation has been submitted. Fingerprints and the appropriate investigation will be submitted by the Government.

1.6.7.1 Status of Forces Agreement (SOFA). Contractor shall comply with the provisions of current SOFAs of host nations identified in the PWS.

1.6.7.2. PHYSICAL Security: The contractor shall be responsible for safeguarding all government equipment, information, and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured.

1.6.7.3. In the event keys, other than master keys, are lost or duplicated, the Contractor shall, upon the direction of the Contracting Officer, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due to the Contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government, and the total cost deducted from the monthly payment due to the Contractor.

1.6.7.4. The Contractor shall prohibit the use of Government-issued keys/key cards by any persons other than the Contractor's employees. The Contractor shall prohibit the opening of locked areas by Contractor employees to permit the entrance of persons other than Contractor employees engaged in the performance of assigned work in those areas, or personnel authorized entrance by the Contracting Officer.

1.6.7.5. Anti-Terrorism and Information Assurance Training.

1.6.7.6. AT Level I Training: All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete AT Level I awareness training within 30 calendar days after the contract start date or the effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or the contracting officer, if a COR is not assigned, within 30 calendar days after completion of training by all employees and subcontractor personnel. AT Level I awareness training is available at the following website: <https://jkdirect.jten.mil/>.

1.6.7.7. AT Awareness Training for Contractor Personnel Traveling Overseas: US-based contractor employees and associated sub-contractor employees to make available and receive government-provided area of responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit ATO being the local point of contact.

1.6.7.8. Access and General Protection/Security Policy and Procedures: Contractor and all associated sub-contractor's employees shall comply with applicable installation, facility, and area commander installation/facility access, and local security policies and procedures. The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by the installation Provost Marshal Office, Director of Emergency Services, or Security Office. The contractor workforce must comply with all personal identity verification requirements as directed by DOD, HQDA, and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.6.7.9. iWATCH Training: The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This locally developed training will be used

to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 60 calendar days of contract award and within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 30 calendar days after contract award.

1.6.7.10. Contractor Employees Who Require Access to Government Information Systems: All contractor employees with access to a government info system must be registered in the ATCTS (Army Training Certification Tracking System) <https://atc.us.army.mil/iastar/index.php> at the commencement of services and must complete the DOD Information Assurance Awareness before access to the information systems and then annually thereafter.

1.6.7.11. Global Address Listing (GAL): All contract employees who require access to Government Information Systems shall update their profile and Global Address Listing (GAL) information: <https://www.dmdc.osd.mil/milconnect> within 10 working days of being granted IT access.

1.6.7.12. OPSEC Training: Per AR 530-1, Operations Security, the contractor employees must complete Level I OPSEC Awareness training. New employees must be trained within 30 calendar days of their reporting for duty and annually thereafter.

1.6.7.13. RESERVED

1.6.7.14. Threat Awareness and Reporting Program (TARP). DA contract employees possessing a security clearance shall receive annual TARP training instructed by a CI agent or other trainer as specified in AR381-12,2-4b. Training shall be accomplished annually during the organization's scheduled TARP training session. In those instances where live training is not possible, such as in deployed theaters of operation, CI units may, in coordination with appropriate commanders, develop alternative means to conduct threat awareness training and meet the requirements of this AR 381-12.

1.6.7.15. Information assurance (IA)/information technology (IT) training: All contractor employees and associated sub-contractor employees must complete the DoD IA awareness training before issuance of network access and annually thereafter. All contractor employees working in IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M, and AR 25-2 within 30 days of starting employment.

1.6.7.16. Annual Cyber Awareness Training: All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete the Annual Cyber Awareness Training located at the US Army IA Training Center website listed below (previous training expires 25/Nov/13): Link: <https://ia.signal.army.mil/DoDIAA/default.asp>.

1.6.7.17. Acceptable Use Policy: All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete a new Acceptable Use Policy (Annual Requirement) at the same website: Link: <https://ia.signal.army.mil/DoDIAA/default.asp>. (Click "Login", Log in with CAC, confirm the information on-page, and click on "View and Sign AUP".

1.6.8. Special Qualifications: All contractor employees shall adhere to the requirements of DoDD 8570.01- M and AR 25-2 training and qualification requirements for each position classification. Contractors shall obtain any certifications inherent with job/position functions.

1.6.9. Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post-award conference convened by the contracting activity or contract administration office by Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.6.10. Contracting Officer Representative (COR): The (COR) will be identified in a separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any

deficiencies; coordinate availability of government-furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially about changes in cost or price, estimates, or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

1.6.11. Key Personnel: The following personnel is considered key personnel by the Government: The contractor shall provide an on-site Program Manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The Program Manager or alternate shall have full authority to act for the contractor on all contract matters relating to the daily operation of this contract. The Program Manager or alternate shall be available between 0730-1730, Monday thru Friday except on Federal holidays or when the Government facility is closed for administrative reasons.

1.6.12. Identification of Contractor Employees: All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.6.13. Contractor Travel: The contractor shall be required to travel to CONUS and OCONUS during the performance of this contract to attend events such as meetings, conferences, and training, and to provide technical support as required. OCONUS USAREC locations include Puerto Rico, Virgin Islands, Germany, Italy, Guam, American Samoa, Korea, and Japan. The contractor may be required to travel to off-site training locations and to ship training aids to these locations in support of this PWS. The contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires Government approval/authorization and notification to the COR.

1.6.14. Other Direct Costs: This category includes travel (outlined in 1.6.13), reproduction, and shipping expenses associated with training activities and visits to contractor facilities. It could also entail the renting of suitable training venues.

1.6.15. Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, including the source codes of any software, produced under this contract shall be Government-owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.6.16. Organizational Conflict of Interest: Contractor and subcontractor personnel performing work under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications, or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The Contractor shall notify the Contracting Officer immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the Contracting Officer to avoid or mitigate any such OCI. The Contractor's mitigation plan will be determined to be accepted solely at the discretion of the Contracting Officer and in the event, the Contracting Officer unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the Contracting Officer may affect other remedies as he or she deems necessary, including prohibiting the Contractor from participation in subsequently contracted requirements which may be affected by the OCI.

1.6.17. PHASE IN /PHASE OUT PERIOD: To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board, during the 30-day phase-in/ phase-out periods. During the phase-in period, the Contractor shall become familiar with performance requirements to commence full performance of services on the contract start date.

PART 2

DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

2. DEFINITIONS, ACRONYMS, AND ABBREVIATIONS:

2.1. DEFINITIONS:

2.1.1. **CONTRACTOR.** A supplier or vendor is awarded a contract to provide specific supplies or services to the government. The term used in this contract refers to the prime.

2.1.2. **CONTRACTING OFFICER.** A person with authority to enter, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3. **CONTRACTING OFFICER'S REPRESENTATIVE (COR).** An employee of the U.S. Government is appointed by the contracting officer to assist in the administration of the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has the authority to provide technical direction to the Contractor if that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. **DEFECTIVE SERVICE.** A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5. **DELIVERABLE.** Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

2.1.6. **KEY PERSONNEL.** Personnel specified as key are considered essential to the work being performed under the contract.

2.1.7. **PHYSICAL SECURITY.** Actions that prevent the loss or damage of Government property.

2.1.8. **QUALITY ASSURANCE.** The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9. **QUALITY ASSURANCE Surveillance Plan (QASP).** An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10. **QUALITY CONTROL.** All necessary measures are taken by the Contractor to assure that the quality of a product or service shall meet contract requirements.

2.1.11. **SUBCONTRACTOR.** One that enters a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.12. **WORKDAY.** The number of hours per day the Contractor provides services by the contract.

2.1.12. **WORK WEEK.** Monday through Friday, unless specified otherwise.

2.2. ACRONYMS AND ABBREVIATIONS:

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CCE	Contracting Center of Excellence
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List

DFARS	Defense Federal Acquisition Regulation Supplement
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
ITSS	Information Technology Support Services
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
TE	Technical Exhibit
USAREC	United States Army Recruiting Command

PART 3 GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT-FURNISHED ITEMS AND SERVICES:

3.1. Services: None.

3.2. Facilities: The Government will provide the necessary workspace for the contractor staff to provide the support outlined in the PWS to include desk space, telephones, computers, and other items necessary to maintain an office environment.

3.3. Utilities: The Government will provide all utilities required to perform under this contract. The contractor (to include sub-contractors) shall instruct employees in utility conservation practices. The contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

3.4. Equipment: The Government will provide the necessary computing and telecommunications equipment to perform services under this PWS.

3.5. Materials: None

PART 4 CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1 General: The Contractor shall furnish all necessary supplies, equipment, and services required to perform work under this contract that is not listed under Section 3 of this PWS.

PART 5

SPECIFIC TASKS

5. Specific Tasks: Information Technology Support Services

5.1. Functional Support. The contractor shall provide support services to the USAREC IT Projects, Programs, and Planning Division (P3MD). The contractor will support specific functional areas such as: requirements systems maintenance, sustainment, minor development, information management, business process modeling, enterprise architecture, data engineering, database management and administration, documentation, training, deploying software maintenance, integration engineering, process improvement, project management, and application software post-deployment support.

5.1.1. The contractor shall provide support services for IT sustainment.

5.1.2. The contractor shall support requirements development and sustainment for new and revised government applications and COTS application software supporting functional requirements.

5.1.3. The contractor shall deploy and sustain new and revised Government applications and COTS application software supporting functional requirements.

5.1.4. The contractor shall provide support services to the Government in the management and technical integration of externally developed products, modules, and/or applications into the existing architecture.

5.2. Requirements Engineering. The Government will provide needed modification requirements via government-issued actions such as scope documents, requirement documents, change requests, problem reports, and troubleshooting and/or other maintenance tasks related to the sustainment of production systems. The contractor shall:

5.2.1. Determine, analyze, and validate detailed requirements specifications.

5.2.2. Perform requirements change management.

5.2.3. Document detailed requirements and design specifications by Government policies, processes, and procedures:

5.2.3.1. Maintain version control of architecture products using approved version control processes.

5.2.3.2. Maintain compliance with Business Enterprise Architecture (BEA) 5.0, and future versions.

5.2.3.3. Maintain architecture accuracy compliant with the Department of Defense Architecture Framework (DODAF) 2.0 and future versions.

5.2.3.4. Maintain the All Viewpoint that describes the overarching aspects of architecture context that relate to all viewpoints.

5.2.3.5. Maintain the Capability Viewpoint that articulates the capability requirements, the delivery timing, and the deployed capability.

5.2.3.6. Maintain the Data and Information Viewpoint that articulates the data relationships and alignment structures in the architecture content for the capability and operational requirements, system engineering processes, and systems and services.

5.2.3.7. Maintain the Operational Viewpoint that includes the operational scenarios, activities, and requirements that support capabilities.

5.2.3.8. Maintain the Services Viewpoint that includes the design for solutions articulating the Performers, Activities, Services, and their Exchanges, providing for or supporting operational and capability functions.

5.2.3.9. Maintain the Standards Viewpoint that articulates the applicable operational, business, technical, and industry policies, standards, guidance, constraints, and forecasts that apply to capability and operational requirements, system engineering processes, and systems.

5.2.3.10. Maintain the Systems Viewpoint that describes the design for solutions articulating the systems, their composition, interconnectivity, and context providing for or supporting operational and capability functions. Must provide updates within 24 hours to Government as changes occur.

5.3. Business Process Modeling. The contractor shall:

5.3.1. Develop, document, and integrate Business Process Models (BPM). BPMs shall be constructed with IAW Government guidelines and instructions. BPM work products and activities include:

5.3.1.1. Maintain version control of architecture products using approved version control processes.

5.3.1.2. Maintain compliance with Business Enterprise Architecture (BEA) 5.0 or the current version.

5.3.1.3. Compliance with DOD and DA guidelines for business process modeling notation (BPMN).

5.3.2. Software requirements work products and activities include:

5.3.2.1. Development and maintenance of use cases.

5.3.2.2. Preparation and maintenance of user stories.

5.3.2.3. Traceability between requirements.

5.3.2.4. Screen prototypes.

5.3.2.5. Identifying non-functional requirements for system service level and service level agreements, screen design, usability, and information architecture.

5.3.2.6. Maintain traceability from change request to requirement to software unit and version throughout the requirement. Must provide to the Government within 72 hours of completion.

5.3.3. Conduct formal Requirement Reviews for projects (an average of 150 projects over a five-year period). The Government functional representative(s) and the appointed representatives will be the approval authorities.

5.4. Software Engineering. Software development activities are limited to minor development incidental to systems maintenance and sustainment, which may include minor code construction, populating databases, integrating services, and other data files with data values; and other activities needed to implement the requirements and design. All activities must be presented to Government in the timeline set when acquiring the project. The Government, at its discretion and with approval of the Contracting Officer, may ask the contractor to follow an alternate development process or may waive some documentation requirements, particularly with minor change requests. The contractor shall:

5.4.1. Conduct software-engineering activities using applicable DoD and DA policies and standards, and industry best practices when applicable.

5.4.2. Perform minor software configuration, using requirements provided by functional and technical leads, including maintenance and sustainment of the architectural design and the detailed design.

5.4.3. Provide and store specific documentation and work products as defined by USAREC G6 software engineering methodologies.

5.4.4. Ensure developed products comply with appropriate and current Defense Information Security Agency DISA Security Technical Implementation Guides, including the Application and Security Development.

5.4.5. The contractor shall perform architectural design and the detailed design of each Configuration Item, as well as definition and recording of design decisions and descriptions. Documents shall be submitted to the Government within 24 hours of completion. Work products shall include designs and documentation such as:

5.4.5.1. Architectural designs, including identification of the software units comprising the CI, their interfaces, the integration between them, and the traceability between the software units and the CI requirements.

5.4.5.2. Architectural design descriptions (e.g., interface software unit descriptions, interface descriptions, design descriptions, and database design descriptions).

5.4.5.3. Detailed design and description of each of the software units comprising a CI, (e.g., data manipulation, database access, and external and internal interfaces).

5.4.5.4. The contractor shall conduct formal design reviews by USAREC G6 methodologies.

5.4.6. Develop documentation for the software corresponding to each CI and the individual software units comprising the CI within 24 hours of meeting. All documents shall meet established guidelines within each project. All discretionary decisions will be made by the Government. The contractor shall draft documentation of such decisions. These documents include:

5.4.6.1. Project management plan.

5.4.6.2. Requirements documents.

5.4.6.3. Systems interface agreements

5.4.6.4. Memorandums of agreement.

5.4.6.5. Software installation work instructions.

5.4.6.6. Service Level Agreements.

5.4.6.7. Use case documents.

5.4.6.8. User stories.

5.4.6.9. Systems (and data) Transition Plan.

5.4.6.10. Software Version Description.

5.4.6.11. Data Flow Diagrams.

5.4.7. Integrate software corresponding to two or more software units; test the resulting software to ensure that it works as intended. A report shall be given to the Government detailing test results.

5.4.8. Provide support services for the creation and maintenance of documentation for developer environments including:

5.4.8.1. Maintenance of standards and procedures for the developer environment

5.4.8.2. COTS material may be used where applicable, including Government acquisition of required updates and upgrades, as well as the material available for public use.

5.4.8.3. Documentation shall be in electronic format and indexed, providing rapid access to the information.

5.4.9. Create and maintain user and operations documentation including:

5.4.9.1. The development and maintenance of documentation for the users and operators of the system(s), updated and modified, as required, for the life of the system(s) or module user manuals, containing information needed by hands-on users of the software.

5.4.9.2. Quick reference materials, with system tips and reminders.

- 5.4.9.3. COTS material may be used where applicable, including Government acquisition of required updates and upgrades, as well as the material available for public use.
- 5.4.9.4. Operations documentation developed for the system(s) that may be updated and modified as required for the life of the system(s). Operations documentation work products may include computer operation manuals, which contain information needed to operate the computer software.
- 5.4.9.5. Documentation shall be in electronic format and indexed, providing rapid access to the information.
- 5.4.10. Provide all configuration items to the Configuration Management team within 72 hours of receipt of CI from the service provider.
- 5.4.11. Provide support services for software deployments to include, planning, preparation, and the fielding of software change packages, software components, and databases. The contractor shall plan and document software integration, installation, support activities, and training, including user, test-er, system administrator, and Customer Service Center personnel training.
- 5.4.12. Support or conduct a User Decision Meeting for each project before the deployment phase by established methodologies. The Government functional representative(s) or designated representative will act as the approval authority for the UDM.
- 5.4.13. Executable software shall specify all batch files, command files, services, media files, image files, script files, database files, data files, and/or other software type files needed to be installed or accessed to ensure successful operation of the software on the target configuration.
- 5.4.14. Prepare version descriptions that identify and describe the exact version of software prepared for each site. Work products shall include:
- 5.4.14.1. Software installation and integration plans.
- 5.4.14.2. Executable software and supporting documentation.
- 5.4.14.3. Software Version Descriptions.
- 5.4.15. Provide support services for other software deployment activities to include data migration, system deployment, and architecture component deployment. Work products include:
- 5.4.15.1. Fielding integration procedures, to include all aspects of data migration.
- 5.4.15.2. Automated installation procedures in support of the deployment of the systems software modules.
- 5.4.15.3. Architecture component deployment and fielding activities, such as site surveys (in coordination with the Communications, Electronics, and Operations MAM), and problem identification, isolation, and correction.
- 5.4.15.4. Training materials for users, Customer Support Center personnel, and supporting technical personnel before and during the deployment period.
- 5.4.16. Perform software lifecycle maintenance, as required, for any identified system or module. The contractor shall perform the same tasks described and update any plans and procedures that are impacted because of maintenance activities. A requirement for non-periodic software maintenance support shall be documented and communicated using a Request for Change.
- 5.4.17. Provide support services for operations by performing the following activities including:
- 5.4.17.1. Monitoring interfaces to ensure data is correctly sent and received with other modules and/or systems.
- 5.4.17.2. Monitoring production batch activities to ensure proper execution.

5.4.17.3. Resolving expeditiously any errors in production cycles to complete production activity.

5.4.17.4. Providing Level III and IV support to the customer to resolve production issues and/or guide customers and guidance training to support personnel. (Level III support refers to providing help with problems that are not resolved by the support and Level IV refers to requiring the assistance of a highly technical and knowledgeable software engineer or equivalent).

5.4.17.5. Within 30 minutes, assess identified reported system issues, failures and immediately initiate notifications and alerts through established procedures provided by the Government.

5.4.17.6. Identify and resolve problems in production systems.

5.5. Applications and Web Integration.

5.5.1. The contractor shall interact with service providers, other agencies, and vendors to ensure the efficient and effective operation of web applications. The contractor shall coordinate the interaction of operating systems, portal software infrastructure, COTS products, databases, and applications to ensure efficient application operation and an acceptable user experience. The Web integration support includes:

5.5.2. Advising and coordinating with developers, administrators, network personnel, and architects on changes to the architecture and technical environment.

5.5.3. Participating in the Virtual Architecture Team and assisting in developing and maintaining the USAREC, G6 Enterprise Technical Architecture documents.

5.6. Data Engineering. The contractor shall develop, document, engineer, and integrate logical data models and physical data models in support of a task. Data models shall be constructed daily by Government guidelines and instructions to ensure that developed models are reflected in the Government data engineering processes. Data modeling work products and activities shall include:

5.6.1. Logical Data Models, Physical Data Models, and Entity Relationship Diagrams including those that conform to DOD standards such as the DOD Enterprise Data Model Standards outlined in the DoDAF.

5.6.2. Logical Data Model documentation shall be developed using Computer Assisted Software Engineering tools.

5.7. Database Management and Administration. The contractor shall:

5.7.1. Provide support services for Government enterprise databases in development, test, and production environments. This support shall include, but is not limited to:

5.7.1.2. The analysis, transition, and mapping of legacy data and external systems' data, to include identification of data sources, mappings to the automation systems, LDM, and the physical database design, and support for subsequent mapping of the physical data to systems databases.

5.7.1.3. The maintenance of the Production and Data Warehouse Data Dictionaries, ensuring that they follow the DOD Data Standards.

5.7.1.4. Creation of periodic update packages of standardized data elements and submission of those packages to designated Government approval authorities for review and implementation.

5.7.1.5. Conducting periodic database maintenance (daily, weekly, and monthly). Maintenance activities shall be conducted at times approved by the government and that have minimal impact on the organizational mission.

5.7.1.6. Continual monitoring and optimizing of the production database environments in conjunction with host services, including maximizing system performance within the application, maintainability, and reliability.

5.7.1.7. Maintenance of contingency plans to uphold established service levels, execution of backups in support of the plan, and execution of recovery of all database components as required.

5.7.2. Perform a set of regular tasks in support of software applications and related servers that includes the operation and maintenance of Government provided COTS and custom-developed application services and software. Tasks shall include:

5.7.2.1. The installation and management of COTS server-level software to include to MS Project®, SharePoint®, Centra VCS®, SUN ONE Portal®, Documentum®, LDAP®, ePiphany®, Web Trends®, SumTotal Systems®, e-ROOM®.

5.7.2.2. The installation and management of Service Oriented Architecture governance, security, and management tools including System and Layer7.

5.7.2.3. Support for the management and technical integration of externally developed applications and modules, and updates thereto, into the enterprise architecture, to include a review of plans, coordination of project milestone events, integration of the item into the appropriate technical layer(s) (including database layer), validation, and deployment.

5.7.2.4. Support custom-coded applications, some of which connect to internal and external data sources on myriad platforms and from a variety of database systems.

5.7.2.5. Implementing security and software upgrade patches.

5.7.2.6. Support for scheduled maintenance periods.

5.7.2.7. Receiving and responding to trouble tickets for enterprise architecture key business and infrastructure applications incidents.

5.8. Project Management.

The contractor shall provide effective management of project schedule, performance, risks, subcontracts, and related data. The contractor shall follow a Government approved project management process that offers:

5.8.1. Integrated Master Schedule, with clear milestones, which provides accurate and timely schedule and performance information throughout the life cycle of the program.

5.8.2. The conduct of project milestone reviews using a government template.

5.8.3. Risk management to mitigate program and/or project risks and provides for special emphasis on software development efforts through the integration of metrics to monitor program status.

5.8.4. Active participation by contractor's senior management in project administration and problem-solving.

5.8.5. Communications and change management processes that involve all key stakeholders.

5.8.6. Documented procedure for estimating costs and schedules to ensure consistency.

5.8.7. Providing project status reports to the Government on a weekly basis or as deemed needed.

5.9. Project Control.

5.9.1 The contractor shall provide support to establish and maintain standardized project controls for Government assigned projects and ensure that project schedules are maintained and integrated into one master schedule. The contractor shall conduct Project Control activities including:

5.9.2. Integrate project schedules into an integrated master schedule.

5.9.3. Establish dependencies between related project schedules and report potential impacts to ensure accurate schedules and metrics are provided to Government managers.

5.9.4. Develop and maintain common schedule dictionaries to assist in maintaining integrated schedules.

5.9.5. Build and maintain project Work Breakdown Structures (WBS).

5.9.6. Support scheduling meetings and other meetings as appropriate.

5.9.7. Administer the consolidated time tracking tool, currently MS Project Server.

5.9.8. Provide to the Government earned value, cost and schedule analyses, and ad hoc reports.

5.9.9. Provide training on developing and maintaining project schedules as required and when requested.

5.10. Software Integration Engineering. The contractor shall provide Software Integration Engineering support to coordinate the technical architecture and the integration between major components thereof. The function includes:

5.10.1. Overseeing the applications systems architecture and collaborating with development teams, operations staff, and external engineers to ensure systems security compliance, efficiency, integrity, and maximum operational availability within the overall enterprise architecture.

5.10.2. Providing advice and coordination concerning technology insertions into the enterprise architecture.

5.10.3. Creating technical and system views and models by the DODAF.

5.10.4. Assisting in the sustainment of the enterprise architecture technical architecture and its related documentation (in coordination with other technical staff).

5.10.5. Reviewing project scope documents, requirements, procedures, processes design and plans to determine the technical impact on other areas, systems, sub-systems, and modules of the enterprise architecture.

5.10.6. Providing support services to the Government's Virtual Architecture Team, which works to integrate technical projects into the overall architecture by reviewing project technical design plans, to accomplish the following: conduct rapid technical assessments and implementation impacts on selected products and projects; provide support to resolve cross-system/sub-system/module problem identification and resolution; analyze technical infrastructure issues; support the maintenance of technical architecture documentation, diagrams, and views; and support the Government's strategic long-range technical efforts.

5.11. Training Support Services for Recruiting and Retention College. The contractor shall provide:

5.11.1. Technical Support Analyst. Contract Technical Support Analyst(s) are required to up-load tests, lesson plans, and training data into Blackboard and Training Development Capabilities. The Government will ensure the Technical Analyst(s) has access to all required equipment and resources to perform all training development functions to approved standards of the Government. The contractor shall ensure the Technical Analyst(s) execute training activities and functions by the established timeline. The Technical Support Analyst(s) is required via blackboard to make announcements for all users, announcements for instructors (Cadre) only, disseminate new lesson plans, ideas, and courseware, provide Bulletin board capability with threaded discussion topics, provide the conferencing capability for instructor-facilitated classroom discussion, provide chat room capability to process other training support activities as necessary. The requirements for TDC will require CAD, LP, ITP, CMP, SEP, Test, and PE.

5.11.2. Training Analyst. Training Analyst(s) are required to develop, write, and review documents, plans, and or reports for assigned topics or courses within USAREC. The government will ensure that the Training Analyst(s) have access to all required equipment and resources to perform all training development functions to the approved standards of the Government. The Contractor shall ensure the Training Analyst(s) produce the deliverables by the established timeline. The requirements for TDC will be CAD, LP, ITP, CMP, SEP, Test, and PE.

5.11.3. The Technical Support and Training Analyst(s) shall go through an orientation period to learn the RRC organization. The Training Analyst(s) shall become familiar with the target audience of the respective course and review the Program of Instruction (POI). It shall also include familiarization with the respective lesson plan from which the instructors present in the classroom instruction. This period shall be from 30-60 days after recruitment and reception at RRC.

5.11.4. The Technical Support and Training Analyst(s) shall attend meetings, conferences, briefings, and other information-sharing venues when necessary to perform specified tasks under the contract.

5.11.5. The contract Technical Support and Training Analyst(s) shall remain current on Army doctrine, regulations, and other policy and procedural changes.

5.11.6. The Technical Support and Training Analyst(s) shall meet with Subject Matter Experts (SME) and Course Manager to draft lesson plans generated from task analyses on assigned courses in TE 4, and shall play a key role in determining the sequence and order of lesson plans, and the incorporation of applicable technology and design. The contractor shall submit all lesson plans to the COR or designated Government representative for review and approval.

5.11.7. Helpdesk technician to provide troubleshooting, account management, software updating, and imaging computer systems.

5.12. Process Improvement. The contractor shall provide process improvement using industry best-practices. The contractor shall conduct Process Improvement activities including following tasks:

5.12.1. Provide support services to the activities of the organization's Process Action Teams, Software Engineering Process Group, and the Government's software process oversight committee.

5.12.2. Create and maintain the process improvement plan to consolidate in a single document the planning information to systematically improve the organization's process maturity.

5.12.3. Facilitate the creation and/or maintenance of organizational process improvement documentation.

5.12.4. Develop, update, and/or provide appropriate training material to support the training of the processes.

5.12.5. Provide support services in process improvement assessments, including on the organization's Project Management Methodology and related processes, as required, or when requested.

5.13. Information Technology Asset Coordinator. The contractor shall provide the asset coordinator:

5.13.1. Responsible for administrative duties within the IT procurement and inventory management function.

5.13.2. Maintains records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software.

5.13.3. Responsible for documenting and tracking IT assets after delivery to ensure all equipment and software are accounted for.

5.14. Telecommunications Control Officer (TCCO).

5.14.1. Process all communications requests within the command to include installation, removal, transfers, and resolving customer inquiries.

5.14.2. Track and monitor various telecommunications services including local and wide area networks, voice mail systems, wireless and digital services, peripheral equipment, offline message preparation equipment, and telephone switch modernization.

5.14.3. Review actions are completed, and a thorough record is maintained to aid in the validation of billed services.

5.14.4. Perform technical reviews.

5.14.5. Compile support documents and reports, identifies, and notify users of problems, and maintain usage reports.

5.14.6. Provide user training and develops procedures and efficient systems operation.

5.14.7. Review and assist to ensure landlines, smartphones, and tablet data transmissions are properly controlled and use the most economical communications means available.

5.14.8. Contact telecommunication carriers, vendors, or communications representatives to obtain estimated costs for requested services including requests for service, coordinating dates of service, and resolving billing problems.

5.14.9. Manage telecommunications program for USAREC.

5.14.10. Provide technical and managerial guidance for communications.

5.14.11. Research, plan and implement new or upgrades to existing telecommunications and/or data communications systems.

5.14.12. Process requests for new telecommunications and or data communications systems.

5.14.13. Obtain clearance to add and delete data in JRMS and GSA Tops Government systems.

5.14.14. Resolve telecommunications incidents, trouble tickets, and requests for information.

5.15. Test and Evaluation. The contractor shall provide testing and evaluation:

5.15.1. Types of testing may include:

5.15.1.1. New and existing baseline images and releases

5.15.1.2. New and existing operational releases

5.15.1.3. New and existing GOTS and COTS applications

5.15.1.4. Access methods and associated security

5.15.1.5. Application security testing

5.15.1.6. Technology projects

5.15.1.7. Hardware configurations (i.e., printers, scanners, and other supportive devices)

5.15.2. The contractor shall perform a set of regular tasks in support of the application administrations that includes the operation and maintenance of the government-provided test and evaluation toolsets and related hardware. Tasks shall include:

5.15.2.1. Customize/code application modules and data fields to support metric collections and processes improvement.

5.15.2.2. Implement security and software upgrade patches.

5.15.2.3. Provide validation of test toolsets as required.

5.15.2.4. Receive and respond to trouble tickets for the testing toolset within 24 hours.

5.15.2.5. Coordinate formal requirements, delivery, and administration of the enterprise test and evaluation toolset.

5.15.2.6. Design, maintain and administer the centralized and secure repository.

5.15.2.7. Collaborate with system administrators and vendors to ensure operations of the testing toolset.

5.15.2.8. Participate in the configuration and testing of test toolset changes.

5.16. Business Intelligence Experience. The contractor shall:

5.16.1. Applies industry-standard strategies and technologies used for the data analysis of business information.

- 5.16.2. Plan and execute software installations, upgrades, and configurations for Business Intelligence tools.
- 5.16.3. Visualize data using a variety of methods such as reports and dashboards to support smart business decisions.
- 5.16.4. Perform data analysis and data modeling to identify historical, current, and predictive trends and insights of business operations.
- 5.16.5. Business Intelligence specific proficiency in MS Office applications such as Access and Excel; query languages such as SQL; commercial BI applications such as Power BI; and cloud environments such as Army 365 and Azure.
- 5.16.6. Administration and maintenance of Army data analytics system of record.
- 5.16.7. Inspect & Assess data sources and databases.
- 5.16.8. Collaborate with the government to address BI Project needs. Translate business requirements into a business dimensional model, key subject areas, dimensions, hierarchies, attributes, and measures.

5.17 General System Support. The contractor shall:

- 5.17.1. Perform WebLogic administration and multi-server management.
- 5.17.2. Provide technical training materials and seek mentoring opportunities to promote growth and increase competency.
- 5.17.3. Work requires experience with DAC, Informatica 7. x, 8. x.
- 5.17.4. Promote team creativity and cohesiveness to ensure that technical designs fit into the overall data warehouse architecture and to facilitate fairness while striving for consensus in problem-solving.
- 5.17.5. Metadata and Content Management.
 - 5.17.5.1. Collaborate with DBAs, Data Integration, Metadata, and BI Delivery Team to address BI Project needs
 - 5.17.5.2. Devise & analyze BI Metadata/Logical Data Model in a graphics chart
 - 5.17.5.3. Translate BI requirements into analytics metadata Devise & Test Metadata
 - 5.17.5.4. Collaborate with IT BI SMEs to define high-level report/analysis, iBots/alerts, and overall intelligence dashboard functionality and user experience
 - 5.17.5.5. Design & Build BI Delivery components (Dashboards, Reports, BI Publisher bigots, etc.)
 - 5.17.5.6. Perform performance tuning as it regards OBIEE reports (i.e., where are calculations performed, etc.)
- 5.17.6. Defining Requirements and Customer Technical Support.
 - 5.17.6.1. Coordinate interactions with customers and business analysts to establish common business information requirements, analyze data to satisfy those requirements, and execute specific technical solutions to achieve stated business goals
 - 5.17.6.2. Strive to exceed customer expectations in the delivery of BI solutions for dashboards, BI Publisher reports, and Ad-hoc requests
 - 5.17.6.3. Proactively prevent and support resolution of data quality issues, improve query performance, and provide report development coaching and guidance throughout the BI power user community
 - 5.17.6.4. Communicate an understanding of the importance of compliance with corporate, regulatory, and internal security policies when administering and configuring the OBIEE/OBIA reporting platform

5.17.6.5. Help end-users and business analysts fully understand the technical options when solving business requirements and developing BI reporting solutions that enhance and extend the end-user usability experience

5.17.6.6. Prepare and present project reports for IT and Business management

5.17.6.7. Implement Policy and Standards

5.17.6.8. Perform Project Status

5.17.6.9. Perform Test plan preparation

5.17.6.10. Install and configure computer systems

5.17.6.11. Diagnose and solve hardware/software issues

5.17.6.12. Provide management/user in resolving complex automated support problems

Interfaces include but are not limited to: HTML; Hyperion; Visual Basic; JAVA; JavaScript VB Script; ASP; Perl; and CGI scripts, and applications will run under UNIX (Solaris), and Windows NT 4.0. HTTP connectivity will be hosted using Netscape and Microsoft IIS Web Servers. Applications will interface with Oracle 8 databases using Open Database Connectivity (ODC) and other application programming interfaces (API).

5.18. Computer Graphics (CG)

Provide graphics using applications such as Adobe Photoshop and Adobe Illustrator.

5.19. Technical Writers:

The contractor shall provide qualified personnel to maintain and manage the yearly updating regulations, manuals, memorandums, and forms. The contractor shall submit all work products to the COR or designated Government representative for review and approval.

5.19.1 The contractor shall provide qualified personnel to type, review, edit, and publish e-documents, regulations, forms, and pamphlets utilizing Microsoft Excel, Share Point, PowerPoint, MSWord, Adobe Pro, Adobe Creative Suite, Lotus Forms, PDF Filler, and publication websites. Personnel will also review and edit business cards submitted by recruiting force. The contractor shall submit all work products to the COR or designated Government representative for review and approval.

5.19.2 The contractor shall establish filings and records IAW established DOD and USAREC guidelines.

5.19.3 The contractor shall receive and enter information into the web file database using Excel and Share Point.

5.20. Incident Management

5.20.1 Contractor shall provide technical resolution for an average of 4,000-6,000 incident tickets per month. Incidents are submitted by approximately 13,000 users located within the USAREC Headquarters building (Fort Knox), Army Marksmanship Unit (AMU) (Fort Benning), Special Operations Recruiting Battalion (SORB) (Fort Bragg), Recruiting and Retention Collage (RRC) (Fort Knox), and across USARECs 1800+ Brigades, Battalions, Companies and Stations worldwide. 80% of incidents should be resolved during the first contact and 100% within 72 hours. Contractor must be capable of serving as subject matter experts (SME) on common and advanced incident topics as described below and liaison with external agencies, vendors, and key stakeholders to resolve incidents, problems, and events.

5.20.1.1. Common USAREC desktop support incident tickets may include: IN/OUT Processing, Asset Management, Provisioning User IT Equipment, Networking and Connectivity, Software Licenses Management, Entitlement Management, Account Management, Printer Configuration and Networking, Hardware/Software Troubleshooting, Email/Mailbox/Distribution List Requests, Secure Host Baseline (SHB)/ Operating System Issues, A365 and other Cloud Platform Issues, Government/Commercial Systems and Applications, IT Hardware Repair, and Providing Basic IT Support and User Training.

5.20.1.2. Common USAREC biometric (fingerprinting) support incident tickets may include Hardware/Software troubleshooting, Account/License/Entitlement Management, Hardware Provisioning, Asset Management, Assisting the Field

in Obtaining Missing Reports, Facilitating Approval for Waiver/Exception Requests, Individual and Group Training on the Use of Biometric Technology.

5.20.1.3. Common USAREC mobility support incident tickets may include Mobile Device Provisioning/Configuration, Mobile Device Management (MDM), Security Compliance, Account Management, Number Porting, Asset Management, Coverage Issues, New Technology Implementations, Mobile Security, Mobile Applications.

5.20.1.4. Common USAREC cyber support incident tickets may include New User Accounts in various GOTS and COTS applications/systems, ATCTS, ACAS, Social Media Threats, VIP reports, CAC Registration, General Cyber Inquiries, User Violation Notices, Investigations, Requests for Information, Certifications, and training.

5.20.1.5. Common USAREC information management incident tickets may include Requests for Business Cards, Freedom of Information Act (FOIA) and Privacy Act inquiries, and Army Records Management requests.

5.20.2. Contractor shall provide troubleshooting, account management, software updating, and imaging for over 140 computer systems for Army Marksmanship Unit (AMU) located at Ft Benning, Ga. The technician will be responsible for keeping computer systems performing in a global environment. The technician will also be responsible for troubleshooting complex target systems to ensure the team can practice before all competitive shooting matches.

5.20.3. Contractor shall provide troubleshooting, account management, software updating, and imaging for over 45 computer systems for Special Operations Recruiting Battalion located at Fort Bragg NC. 20 computers are globally dispersed throughout CONUS AND OCONUS locations. Travel may be required for emergencies. Computing systems are vital to the SORB mission of providing Soldiers with the essential missions as determined by Congress, the Department of Defense, and the Army leadership.

5.20.4. Contractor shall provide helpdesk technicians for troubleshooting biometrics systems (physical and digital identification) within the command. The Department of the Army mandates the physical and digital identification of all potential enlistees. Biometric systems are prone to have technical issues thus a technician is warranted. Physical and digital identity is vital to the Army to eliminate known criminals from entering the Army enlistment process before expending millions of dollars on unqualified applicants. The Army is missioned to enlist upwards of 80,000 applicants every year. To get the number of applicants needed, recruiters will process upwards of 200,000. All applicants must have biometrics on file to determine moral qualifications before or after enlistment. This position is vital to ensure software and equipment issues are resolved expeditiously to keep the flow of applicants flowing through the arduous process. Technician receives, on average, 20-30 tickets per day.

5.20.5. Create and maintain knowledge articles related to incidents.

5.20.6 Problem and Event Management. Contractor shall identify risks, secondary impacts, and systemic problems that are reported from end users, service providers, other agencies, and commercial vendors. Problems should be promptly reported, assigned/escalated to the appropriate resource for resolution, and tracked through resolution.

5.21. Information Management Services

5.21.1. Provide office management, communication, and word processing support.

5.21.2. Provide support for the FOIA, Privacy Act, IT Records Management, IT Content Management, and IT HR Compliance Programs.

5.21.3. Receive and process inbound requests.

5.21.4. Verify documents that follow established regulations.

5.21.5. Work within designated systems of record to manage cases, documents, records, and other content.

5.21.6. Perform record searches.

5.21.7. Review and mark records as appropriate.

5.21.8. Generate responses to requests for Government approval and dissemination.

5.21.9. Maintain official office records, such as mail distribution lists and electronic signatures.

5.21.10. Maintain statistical and narrative data related to administrative services programs and generate reports.

5.21.11. Maintain awareness of policies, statutory law, regulations, organizational, and government-wide issues that impact the various Administrative Services Programs.

5.22. Support the administration of the IT workforce readiness.

5.22.1. Maintain up-to-date records, including organizational charts, of IT workforce readiness, including authorizations, filled and vacant positions, in and inbound and outbound personnel.

5.22.2. Maintain up-to-date records of IT certifications across the workforce.

5.22.3. Monitor sources such as the Digital Technology Career Field website and Army Career Program 34 website to identify training opportunities for the IT workforce.

5.22.4. Support maintenance of position and job descriptions.

5.22.5. Serve as SME and supports the management and review of policy and procedural compliance of USAREC IT information systems.

5.22.6. Administrate digital content on Army and commercial standard platforms.

5.22.6.1. Using Army and commercial industry-standard platforms, such as Army 365, to support business processes and create assets, including team sites, pages, lists, libraries, calendars, and workflows.

5.22.6.2. Provide account management support.

5.22.6.3. Maintain Command-wide channels to collect, disseminate, and communicate training, policy, procedural, and organizational updates.

5.22.6.4. Provide configuration, customization, and administration of Army and commercial standard platforms. This may include customizing screens, editing fields, creating workflows, configuring reports, user account management, permissions, and roles, configuring security and privacy settings.

5.22.6.5. Provide support services for the test, evaluation, and implementation of new and emerging web-based server services and technologies.

5.23. Administrative Support. The Contractor shall coordinate calendars to include setting and confirming appointments. Meeting preparation to include collecting and distributing read-a heads, appointment reminders, and connecting comms. Preparing documentation to include letters, memoranda, and briefings. Responsible for the completion and submission of the Daily Status Report (Perstat). Call screening. Task administration to include TMT Taskers, CIO tasks, Taskers, etc. Tracking mandatory training compliance for personnel, including updating DTMS and other systems of record. Attend administrative meetings, take minutes, and distribute minutes as necessary within three business days. Coordinate travel in DTS.

5.24 Network Operations.

5.24.1 Monitor network, system and application performance and work with government identified service providers to resolve issues such as outages, service degradation, upgrades, and maintenance. Networks include commercial and government hardwired and mobile networks providing internet, data, voice, fax, and other telecommunications services. Systems and applications include both GOTS and COTS products.

5.24.2 Plan system and network maintenance events with service provider and USAREC functional leads to ensure minimal disruptions to Recruiting operations.

5.24.3 Create, manage, ensure compliance and report against Army, TRADOC, and USAREC operations orders, taskings, etc.

5.24.4 Lead, plan, represent USAREC interests in coordination meetings with service providers, industry partners and other stakeholders.

5.24.5 Maintain communications channels with subordinate units and other staff sections.

5.25. Cyber Security. Protect USAREC users, devices, systems, and data from unauthorized access or criminal use. through timely resolution of user requests, investigation of potential threats, user training programs, support for audits and inspections, and enterprise-wide communications/notifications/reporting. Serve as subject matter experts (SME) on common and advanced cyber topics as described below and liaison with external agencies, vendors, and key stakeholders to resolve cyber incidents, problems, and events.

5.25.1. Common USAREC Cyber support incidents may include Provisioning user accounts, ACTCS, REQUEST accounts, ACAS, Remedy, Social Media Threats, VIP reports, CAC registration, General Cyber Inquiries, User Violation Notifications, VIP Database Inputs.

5.26. Monthly Report.

Summary of accomplishments during the reporting period and significant events. Deliverables submitted or progress on deliverable products. Any current or anticipated problems. Summary of activity planned for the next reporting period.

5.27. Minimum Qualifications: The contractor shall:

5.27.1. By DOD Regulation 8570.01-M paragraphs C1.4.4.12, C7.3.4.4, C1.4.4.5, C2.1.5, C1.4.4.12, C3.2.4.8.1 and C4.2.3.1, contractor employees with privileged access to any information system, contractors performing described Information Assurance (IA) functions must satisfy both preparatory and sustaining DOD IA training and certification requirements. Any personnel hired to perform functions in a position deemed as requiring elevated access privileges must be able to attain the security background check needed for the functions required. There are other determining factors regarding whether a user is placed in one of these training groups.

More information on Approved Baseline Certifications can be found here: <https://public.cyber.mil/cw/cwmp/dod-approved-8570-baseline-certifications/>

5.27.2. The following certifications have been approved as IA baseline certifications for the IA Workforce for IAT Level II. Personnel performing IA functions must obtain one of the certifications required for their position category or specialty and level.

IAT Level II
CCNA Security
CySA+ **
GICSP
GSEC
Security+ CE
CND
SSCP

NOTE: Some courseware may be waived for personnel who already hold the required certification(s).

NOTE: These requirements are subject to change, recommend individuals check their training profile on the ATCTS site (<https://atc.us.army.mil/iastar/index.php>).

PART 6 APPLICABLE PUBLICATIONS

6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS)

6.1. The Contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures.

6.1.1. DoDD 8570.01-M

6.1.2. AR 25-1

6.1.3. AR 25-2

6.1.4. TRADOC REGULATION 350-70

6.1.5. TRADOC PAM 350-70-5 (Testing)

6.1.6. TRADOC PAM 350-70-10 (Validation)

6.1.7. DoD Instruction 8500.2, Information Assurance Implementation

6.1.7 AR 5-1 Army Business Process Regulation as defined by Army Regulation 5-1

PART 7
ATTACHMENT/TECHNICAL EXHIBIT LISTING

Attachment/Technical Exhibit List:

- 7.1. Technical Exhibit A – Performance Requirements Summary
- 7.2. Technical Exhibit B – Deliverables Schedule
- 7.3. Technical Exhibit C – Estimated Workload Data
- 7.4. Technical Exhibit D- Divisions