


<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <b>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</b>				1. REQUISITION NUMBER H91256891970004000		PAGE 1 OF 41	
2. CONTRACT NO. GS-06-F-00922		3. AWARD/EFFECTIVE DATE 28-Sep-2009		4. ORDER NUMBER HQ0034-09-F-3265		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME		b. TELEPHONE NUMBER (No Collect Calls)		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY WHS ACQUISITION & PROCUREMENT OFFICE 1700 N. MOORE STREET SUITE 1425 ROSSLYN VA 22209-1901  TEL: FAX:		CODE HQ0034		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input checked="" type="checkbox"/> SET ASIDE: 100% FOR <input checked="" type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: \$25M NAICS: 541512		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE  13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO NATIONAL SECURITY EDUCATION PROGRAM ROBERT O. SLATER 1101 WILSON BLVD SUITE 1210 ARLINGTON VA 22209-2249		CODE HQ0054		16. ADMINISTERED BY  <b>SEE ITEM 9</b>			
17a. CONTRACTOR/OFFEROR  TELOPHASE 2000 14TH ST N STE 770 ARLINGTON VA 22201-2539  TEL. 703-312-7550		CODE 3W2N2  FACILITY CODE		18a. PAYMENT WILL BE MADE BY  DFAS-CO/SOUTH ENTITLEMENT OPERATIONS P.O. BOX 182264 COLUMBUS OH 43218-2264			
<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
<b>SEE SCHEDULE</b>							
25. ACCOUNTING AND APPROPRIATION DATA  See Schedule				26. TOTAL AWARD AMOUNT (For Govt. Use Only)  \$1,099,690.00			
<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			
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES <input checked="" type="checkbox"/> 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 HEREIN. REF: HQ0034-09-F-3064				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED 14-Sep-2009. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: SEE SCHEDULE			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 31c. DATE SIGNED   28-Sep-2009			
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) THOMAS BORDONE / CONTRACTING OFFICER/TEAM LEAD TEL: 703-586-1109 EMAIL: thomas.bordone@whs.mil			

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS (CONTINUED)					PAGE 2 OF 41	
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	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	
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL						
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY				
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT		42a. RECEIVED BY ( <i>Print</i> )				
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE		42b. RECEIVED AT ( <i>Location</i> )		
				42c. DATE REC'D ( <i>YY/MM/DD</i> )	42d. TOTAL CONTAINERS	

## Section SF 30 - BLOCK 14 CONTINUATION PAGE

## CLAUSES INCORPORATED BY FULL TEXT

## CONTRACTING OFFICER'S REPRESENTATIVE (COR) (MARCH 2007)

The COR is a representative for the Government with limited authority who has been designated in writing by the Contracting Officer to provide technical direction, clarification, and guidance with respect to existing specifications and statement of work (SOW)/statement of objectives (SOO) as established in the contract. The COR also monitors the progress and quality of the Contractor's performance for payment purposes. The COR shall promptly report Contractor performance discrepancies and suggested corrective actions to the Contracting Officer for resolution.

The COR is NOT authorized to take any direct or indirect actions or make any commitments that will result in changes to price, quantity, quality, schedule, place of performance, delivery or any other terms or conditions of the written contract.

The Contractor is responsible for promptly providing written notification to the Contracting Officer if it believes the COR has requested or directed any change to the existing contract (or task/delivery order). No action shall be taken by the Contractor for any proposed change to the contract until the Contracting Officer has issued a written directive or written modification to the contract (or task/delivery order). The Government will not accept and is not liable for any alleged change to the contract unless the change is included in a written contract modification or directive signed by the Contracting Officer.

If the Contracting Officer has designated an Alternate COR (ACOR), the ACOR may act only in the absence of the COR (due to such reasons as leave, official travel, or other reasons for which the COR is expected to be gone and not readily accessible for the day).

COR authority IS NOT delegable.

## WHS A&amp;PO WAWF INVOICING INSTRUCTIONS (Mar 2009)

To implement DFARS 252.232-7003, "Electronic Submission of Payment Requests and Receiving Reports (March 2008)", Washington Headquarters Services, Acquisition & Procurement Office (WHS A&PO) utilizes WAWF to electronically process vendor requests for payment. The web based system is located at <https://wawf.eb.mil>, and allows government contractors and authorized Department of Defense (DOD) personnel to generate, capture, process and track invoice and acceptance documentation electronically. The contractor is required to utilize this system when submitting invoices and receiving reports under this contract. Submission of hard copy DD250/Invoice/Public Vouchers (SF1034) is no longer permitted.

The contractor shall ensure an Electronic Business Point of Contract is designated in Central Contractor Registration at <http://www.ccr.gov/> and register to use WAWF at <https://wawf.eb.mil> within ten (10) days after award of the contract or modification incorporating WAWF into the contract. Step by step instructions to register are available at <http://wawf.eb.mil>.

**The contractor is directed to select from the following invoice types:**

**2-n-1 - if invoicing for Services Only**

**Combo - if invoicing for Supplies Only**

**Combo - if invoicing for a combination of Supplies and Services**

**Cost Voucher - if invoicing for Cost Type/Reimbursable Contracts**

**\*\*Cost Vouchers are only used when contracts/orders require invoices be sent to DCAA for approval.  
Grant and Cooperative Agreement Voucher – if requesting payment for a Grant or Cooperative Agreement**

Back up documentation may be attached to the invoice in WAWF under the “Misc Info” tab.  
Fill in all applicable information under each tab.

The following required information should automatically populate in WAWF; if it does not populate, or does not populate correctly, enter the following information:

Contract Number	HQ0034-09-F-3265
Delivery Order	N/A
Pay DoDAAC	HQ0338
Issue By DoDAAC	HQ0034
Admin By DoDAAC	HQ0034
Inspect By DoDAAC/Extention	HQ0100
Service Acceptor DODAAC/Extension <u>or</u> Ship to DODAAC/Extension <u>or</u> Service Approver DODAAC/Extension <u>or</u> Grant Approver DODAAC/Extension	HQ0034
DCAA Auditor DODAAC/Extension	HAA391
LPO DODAAC	Leave Blank

The Contractor shall verify that the DoDAACs automatically populated by the WAWF system match the above information. If these DoDAACs do not match then the contractor shall correct the field(s) and notify the contracting officer of the discrepancy (ies).

The Contractor will need to enter a Shipment (or Voucher) Number in a specific format.

- The correct format for a shipment number for MOCAS invoices is AAAXNNN where A = alpha, X = alphanumeric and N = numeric characters, followed by a “Z” suffix if it is a final invoice. (e.g. SER0001, BVN0002Z, SERA003)
- WAWF will affix the prefix “SER” for 2-in-1 invoices and prefix “BVN” for cost vouchers to the Shipment (or Voucher) Number fields. For Combo documents, the contractor may enter their own three letter prefixes.

Take special care when entering Line Item information . The Line Item tab is where you will detail your request for payment and material/services that were provided based upon the contract. Be sure to fill in the following items exactly as they appear in the contract:

- Item Number: If the contract schedule has more than one ACRN listed as sub items under the applicable Contract Line Item Number (CLIN), use the 6 character, separately identified Sub Line Item Number (SLIN) (e.g. – 0001AA) or Informational SLIN (e.g. – 000101), otherwise use the 4 character CLIN (e.g. – 0001).

- Unit Price
- Unit of Measure
- ACRN: Fill-in the applicable 2 alpha character ACRN that is associated with the CLIN or SLIN.

*Note – DO NOT INVOICE FOR MORE THAN IS STILL AVAILABLE UNDER ANY CLIN/SLIN/ACRN.*

Before closing out of an invoice session in WAWF but after submitting your document or documents, the contractor will be prompted to send additional email notifications. Contractor shall click on “Send More Email Notification” on the page that appears. Add the following email address [jennifer.harmon.ctr@whs.mil](mailto:jennifer.harmon.ctr@whs.mil) in the first email address block and add any other additional email addresses desired in the following blocks. This additional notification to the government is important to ensure that all appropriate persons are aware that the invoice documents have been submitted into the WAWF system.

If you have any questions regarding WAWF, please contact the WAWF Help Desk at 1-866-618-5988.

## Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Base Year FFP See schedule of deliverables for invoicing by task. PURCHASE REQUEST NUMBER: H9126891970004000	(b)(4)	(b)(4)	(b)(4)	(b)(4)
NET AMT					(b)(4)
ACRN AA					(b)(4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002	Travel T&M Travel expenses for the Base Year PURCHASE REQUEST NUMBER: H9126891970004000	5,000	Dollars, U.S.	\$1.00	\$5,000.00
TOT ESTIMATED PRICE					\$5,000.00
CEILING PRICE					
ACRN AA					\$5,000.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001		(b)(4)	(b)(4)	(b)(4)	(b)(4)
OPTION	Option Year One FFP The contractor shall provide the labor, materials, and support necessary to perform the tasks of the attached performance work statement. See schedule of deliverable for tasks to be performed. PURCHASE REQUEST NUMBER: H9126891970004000				

NET AMT

(b)(4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002		5,000	Dollars, U.S.	\$1.00	\$5,000.00
OPTION	Option Year One Travel T&M This line item covers the travel expenses associated with Option Year 1 PURCHASE REQUEST NUMBER: H9126891970004000				

TOT ESTIMATED PRICE

\$5,000.00

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001		(b)(4)	(b)(4)	(b)(4)	(b)(4)
OPTION	Option Year Two FFP The contractor shall provide the labor, materials, and support necessary to perform the tasks of the attached performance work statement. See schedule of deliverable for tasks to be performed. PURCHASE REQUEST NUMBER: H9126891970004000				

NET AMT

(b)(4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002		5,000	Dollars, U.S.	\$1.00	\$5,000.00

OPTION Option Year Two Travel  
T&M

This line item covers the travel expenses associated with Option Year 2

PURCHASE REQUEST NUMBER: H9126891970004000

TOT ESTIMATED PRICE

\$5,000.00

CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001					

OPTION Option Year Three  
FFP

The contractor shall provide the labor, materials, and support necessary to perform the tasks of the attached performance work statement. See schedule of deliverable for tasks to be performed.

PURCHASE REQUEST NUMBER: H9126891970004000

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002		5,000	Dollars, U.S.	\$1.00	\$5,000.00

OPTION Option Year Three Travel  
T&M

This line item covers the travel expenses associated with Option Year 3

PURCHASE REQUEST NUMBER: H9126891970004000

TOT ESTIMATED PRICE

\$5,000.00

CEILING PRICE



ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001					
OPTION	Option Year Four FFP The contractor shall provide the labor, materials, and support necessary to perform the tasks of the attached performance work statement. See schedule of deliverable for tasks to be performed. PURCHASE REQUEST NUMBER: H9126891970004000				
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002		5,000	Dollars, U.S.	\$1.00	\$5,000.00
OPTION	Option Year Four Travel T&M This line item covers the travel expenses associated with Option Year 4 PURCHASE REQUEST NUMBER: H9126891970004000				
TOT ESTIMATED PRICE					\$5,000.00
CEILING PRICE					

## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	N/A	N/A	N/A	Government
0002	N/A	N/A	N/A	Government
1001	N/A	N/A	N/A	Government
1002	N/A	N/A	N/A	Government
2001	N/A	N/A	N/A	Government
2002	N/A	N/A	N/A	Government
3001	N/A	N/A	N/A	Government
3002	N/A	N/A	N/A	Government

4001	N/A	N/A	N/A	Government
4002	N/A	N/A	N/A	Government

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 28-SEP-2009 TO 27-SEP-2010	N/A	NATIONAL SECURITY EDUCATION PROGRAM ROBERT O. SLATER 1101 WILSON BLVD SUITE 1210 ARLINGTON VA 22209-2248 703 696-5673 FOB: Destination	HQ0054
0002	POP 28-SEP-2009 TO 27-SEP-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054
1001	POP 28-SEP-2010 TO 27-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054
1002	POP 28-SEP-2010 TO 27-SEP-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054
2001	POP 28-SEP-2011 TO 27-SEP-2012	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054
2002	POP 28-SEP-2011 TO 27-SEP-2012	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054
3001	POP 28-SEP-2012 TO 27-SEP-2013	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054
3002	POP 28-SEP-2012 TO 27-SEP-2013	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054
4001	POP 28-SEP-2013 TO 27-SEP-2014	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054
4002	POP 28-SEP-2013 TO 27-SEP-2014	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	HQ0054

## ACCOUNTING AND APPROPRIATION DATA

AA: 9790100 7301 001 P86001 2516 QN H5A9 S033181 QN9H5A99F130MP

AMOUNT: [REDACTED]

CIN H91268919700040000001: [REDACTED]

CIN H91268919700040000002: [REDACTED]

**CLAUSES INCORPORATED BY REFERENCE**

52.217-9	Option To Extend The Term Of The Contract	MAR 2000
52.237-3	Continuity Of Services	JAN 1991
52.246-4	Inspection Of Services--Fixed Price	AUG 1996
252.204-7000	Disclosure Of Information	DEC 1991
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	MAR 2008
252.246-7000	Material Inspection And Receiving Report	MAR 2008

**QUALITY ASSURANCE SURVEILLANCE****Quality Assurance Surveillance Plan****Flagship Student Tracking Database Design Services**

## 1. OVERVIEW

### Quality Assurance Surveillance Plan

#### Introduction

This Performance-based Quality Assurance Surveillance Plan (QASP) sets forth procedures and guidelines that the National Security Education Program (NSEP) will use in evaluating the technical performance of the Contractor. A copy of this plan is incorporated in the task order so that the contractor will be aware of the methods that the Government will employ in evaluation performance on this project and address any concerns that the contractor may have prior to initiating work.

This QASP further clarifies the standards which will be employed by the Government in the inspection and acceptance of the services to be provided by the contractor under the task order. This is in addition to the requirements specified in Contract Section E – Inspection and Acceptance, which provides for inspections and acceptance of the articles, services, and documentation called for in task orders to be accomplished by the Contracting Officer or his duly authorized representative. **The Inspection of Services FAR Clauses 52.246-4 and 52.246-6 apply, and take precedence in the event of any conflict between the requirements of those provisions and this QASP.**

#### Purpose of the QASP

The QASP is intended to accomplish the following:

1. Define the roles and responsibilities of participating Government officials and outside experts;
2. Define the key deliverables which will be assessed;
3. Describe the rating elements and standards of performance against which the contractor's performance will be assessed for each key deliverable;
4. Describe the process of quality assurance assessment; and
5. Provide copies of the quality assurance monitoring forms that will be used by the Government in documenting and evaluating the contractor's performance.

Each of these purposes is discussed in detail below.

#### Roles and Responsibilities of Participating Government Officials

The following Government Officials will participate in assessing the quality of the contractor's performance. Their roles and responsibilities are described as follows:

**Contracting Officer's Representative (COR).** The COR will be responsible for monitoring, assessing, recording and reporting on the technical performance of the contractor on a day-to-day basis. The COR will also be responsible for completing the Quality Assurance Monitoring Forms that will be used to document the inspection and evaluation of the contractor's work performance on key deliverables. The COR's responsibilities and limitations are addressed in the provision entitled "Contracting Officer's Representative". Nothing in this QASP shall be construed to expand on the COR authority delineated in that provision.

The COR and contractor's Project Director (PD) will establish and maintain a team-oriented line of communication in order to perform monitoring functions. The COR, CO and PD must work together as a team to ensure that required work is accomplished in an efficient and proper manner. Meetings should be held on a regular basis in order to resolve issues and concerns.

**Contracting Officer (CO).** The Contracting Officer will have overall responsibility for overseeing the contractor's performance. The Contract Specialist will be responsible for the day-to-day monitoring of the contractors'

performance in the areas of contract compliance, contract administration, cost control, property control and reviewing the COR's assessment of the contractor's performance.

### **Key Deliverables to Be Assessed**

The Government will use a quality-assurance review process to monitor the contractor's performance under this project. All tasks, including those not evaluated under the QASP (such as general requirements, Integrated Schedule, Integrated Status Report and the Monthly Reports) will be considered in the requisite annual evaluation of this contractor's performance. Specifically, the COR will assess the contractor's performance across a set of tailored rating elements for the following key deliverables:

- 1.1 *Program Support.* The contractor shall design, test, maintain, and host a password protected, online student tracking database necessary for capturing student historical data and assessment data.

## **4. CONTRACT QUALITY REQUIREMENTS**

**4.1 Quality Program.** The Contractor's Quality Control Program requirements are defined in paragraph 13 of the PWS. The Quality Control Program shall ensure the government receives the level of quality that is consistent with the performance standards specified in the task order.

## **5. PERFORMANCE ASSESSMENT**

**5.1 Purpose.** This section details the general method(s) used to verify Contractor compliance with PWS requirements. The key elements of this process are the Contractor's quality program and Government identified Performance Objectives. The Performance Requirements Summary in the attached table dictate the task order level Performance Objectives. The procedures on how to document performance in a correct and effective manner are included below.

**5.2 Performance Assessment Approach.** To facilitate the performance assessment of the Contractor's quality program, the COR will verify Contractor compliance with the designated Performance Objectives. The intent of the performance assessment approach is to gain confidence in the Contractor's ability to provide satisfactory services and then adjusting the level of Performance assessment to a point that maintains confidence. This Performance assessment approach is subject to change based on the Contractor's performance. Methods of assessment or surveillance include, but are not limited to:

**5.2.1 100% Review** - This level of Review entails consideration of all performance requirements and deliverables established by and for the Performance Objective within a given timeframe.

**5.2.2 Random Monitoring** - Random monitoring consists of unspecified observations of some or all requirements and deliverables established by and for the Performance Objective within a given timeframe.

**5.2.3 Passive Monitoring** – Passive monitoring includes observations by other Government personnel to be substantiated by the COR, that relate to some or all requirements and deliverables established by and for the Performance Objective within a given timeframe. The handling of complaints are included in this method of surveillance.

**5.3 Annual Review.** The COR will periodically review QASP Requirement Summaries, assess their applicability and recommend the addition or subtraction of Performance Requirement Summaries as conditions warrant. Any changes to the QASP will be subject to negotiation of a modification to the task order by the Contracting Officer.

**5.4 Special Audits.** The COR must be alert to conditions that would warrant a special quality audit. Any time the COR observes that a functional area is out of acceptable tolerance or that the technical expertise is not available, a request for a functional area quality audit should be addressed to the Contractor.

**5.5 Performance Assessment Folders.** A Performance Assessment Folder must be created and maintained by the COR. The folder will be maintained in hard copy. The Performance assessment folder must contain the following sections and may contain other sections or information that the COR finds pertinent or necessary.

**5.5.1 Section 1. Approved QASP.**

**5.5.2 Section 2. ACTIVITY LOG.** A chronological log of actions taken in the accomplishment of Quality Assurance by the Government based on assigned Performance Requirements. The purpose of this log is to provide a brief synopsis of an inspection of Contractor provided services or of a meeting with the contractor regarding performance in a given functional area. Documentation that supports activity log entries may be maintained in the RECORDS section of the Performance assessment folder. Also see Paragraph 7.2 regarding CPARS input.

**5.5.3 Section 3. CONTRACT.**

**5.5.4 Section 4. APPOINTMENT LETTERS.** This section shall include the COR's appointment letter and training certificates.

**5.5.5 Section 5. RECORDS.** A section used for filing all documentation associated with QA (e.g., Performance Assessment Log, correspondence, letters of interpretation from the CO and ACTIVITY LOG support documents).

**5.6 Performance Complaints.** When complaints are used as a method of performance assessment, the following should be completed by the COR:

- a. Advise the person(s) initiating the complaint of the type of service(s) that are to be provided by the Contractor per the contract.
- b. Gather all customer feedback.
- c. Conduct an investigation to determine the validity of any negative comments received. If the negative comment is not valid, inform the initiator(s) of the reason(s) why and carry on further correspondence if necessary. For valid negative comments, the COR will notify the Contractor to allow the opportunity for investigation and comment and/or rectification. The COR will determine appropriate documentation that may include annotations in the Activity Log, the Performance Assessment Log and/or other pertinent documentation included in the Records Section of the Performance Assessment Folder.
- d. Notify the initiator(s) of the corrective action taken by the contractor, if applicable.
- e. Conduct a trend analysis of validated negative comments if appropriate.

**5.7 Monthly Progress Reporting.** The contractors shall submit a monthly progress report to the COR and Contracting Officer. At a minimum, the monthly report shall address the following: the status of contractor effort towards achieving contract objectives for each task order; an abstract or summary of accomplishments in the period covered by the report; milestones for outstanding deliverables and project activities; technical and financial status; and significant issues or problems.

## **6. PERFORMANCE ASSESSMENT DOCUMENTATION**

**6.1 Performance Assessment Log.** The COR shall document performance assessment quarterly. The Performance Assessment Log is an official Government record of inspections of the performance objectives and other inspection items contained in this QASP.

**6.1.2 Contractor Performance Assessment.** The contractor shall submit a quarterly Performance Assessment to the COR and Contracting Officer. The Performance Assessment shall document the contractor's performance against each of the performance requirements specified in the attached table.

**6.1.13** The COR shall create a Performance Assessment Log. In developing the Performance Assessment Log, the COR shall consider the contractor's assessment. It shall contain the following items as a minimum:

**6.2.1.1** Performance Objectives. From the Performance Requirements Summary in Section E of the task order.

**6.2.1.2** Performance Standards. From the Performance Requirements Summary in Section E of the task order.

**6.2.1.3** Method of Performance Assessment. If inspections were conducted in accordance with the QASP, enter "IAW QASP." If the inspection method deviated from the procedures of the QASP, indicate what methods were used.

**6.2.1.4** Date Accomplished. Enter date accomplished to verify and track that the performance assessment was performed within a particular timeframe.

**6.2.1.5** Comments. Provide qualitative comments on the performance of the contractor for the specified period of performance based on the established performance standards. Comments shall be sufficient so as to provide meaningful and constructive feedback to the contractor, and shall, if appropriate, identify any incentives or disincentives that should be applied and the associated rationale.

**6.2.2** Completed Performance Assessment Logs will be maintained in the performance assessment folder until such time as they are requested by the Contracting Officer. At the completion of the task order, the COR will contact the Contracting Officer for disposition instructions of the performance assessment records.

## **7. PERFORMANCE REPORTING REQUIREMENTS**

**7.1 COR Feedback to the Contractor.** The COR shall provide a copy of the Performance Assessment log upon completion to both the contractor and the Contracting Officer.

**7.2 Contractor Performance Assessment Reporting System (CPARS)** Items that are surveyed IAW this QASP may and should also be used as input to the CPARS. The COR should keep in mind that details of the inspections from the activity log can be used for this purpose. The inclusion of more detailed documentation of inspection results would be very helpful to the development of the CPARS. CPARS reporting shall be accomplished at the end of each contract period of performance. Interim reporting may be considered by the Contracting Officer due to exceptionally good or exceptionally poor performance, or at the request of the contractor.

<b>Task Level Performance Requirement Summaries</b>	<b>Performance Standard</b>	<b>Method Of Assessment</b>	<b>Date Accomplished</b>	<b>Comments</b>
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PRS #1 The contractor develops a Flagship Student Tracking Database that effectively supports the Flagship mission requirements.	Functionality that meets or exceeds the requirements listed in the SOW  Minimal down time of the database, that promotes a stable work environment with reduced task repetition and learning curves.	Client and user interviews	Monthly	
PRS #2 The contractor develops a Flagship Student Tracking Database Automated Notification System that effectively supports the Flagship mission requirements.	A communication process that provides the communication functions listed in the SOW.	Periodic monitoring and consistent review	Monthly	
PRS #3 The contractor develops a Flagship Student Tracking Database Reporting Function that effectively supports the Flagship mission requirements.	A reporting system process that provides the functions listed in the SOW.	Periodic monitoring and consistent review	Monthly	
PRS #4 The contractor develops a Flagship Student Tracking Database Maintenance and Support that effectively supports the Flagship mission requirements.	A response time of no more than one business day to initial requests for assistance and support.	100% Inspection	Monthly	The contractor must respond to an approved system user within one business day. Depending on the nature of the request, resolution may at times take more than one business day to fully resolve.
PRS #5 The Flagship Student Tracking Database complies with DIACAP	Delivery of an ATO or IATO within the base year of the contract.	Periodic monitoring and consistent review	Monthly	



requirements.	Maintenance of the ATO (once initially secured) throughout performance the contract.			
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TASK WORK STATEMENTTASK WORK STATEMENT

**The Language Flagship/National Security Education Program (NSEP)  
Information Technology Support Task Order**

**1. Background**

The Language Flagship is a grant program of the National Security Education Program (NSEP) within the U.S. Department of Defense (DOD) is authorized under the David L. Boren National Security Education Act of 1991 (NSEA), as amended (Section 1901-1912, Section 50, U.S. Code). The purpose of NSEP is to enhance the national security of the U.S. by increasing our national capacity to deal effectively with foreign cultures and languages. This purpose is realized through five distinct initiatives:

David L. Boren Scholarships  
David L. Boren Fellowships  
English for Heritage Language Speakers  
National Language Service Corps  
**The Language Flagship**

This task work statement pertains solely to The Language Flagship, and no other NSEP initiative. The information technology support task order relates to the activity of collecting data and tracking in-program and post-program Flagship students. Other reporting activities related to Flagship will be managed through other systems.

The Language Flagship began in late 2000 as a pilot project to build programs of advanced language education at select higher education institutions. Flagship grants were first awarded in 2002 to create advanced programs of language study and to graduate students with professional language proficiency in Korean, Arabic, Russian, and Chinese. These first Flagship programs were designed solely for post-baccalaureate students.

Initially programs were small, concentrating on students who had some background in a Flagship language. Students spent one year at a U.S. Flagship Center immersed in language study, followed by intensive language study abroad and an internship through an Overseas Center. The first cohorts of graduates entered the workforce armed with master's degrees, cultural experience, and professional level proficiency in a challenging language.

The Language Flagship was able to prove that it was indeed possible in the higher education context to graduate students with professional level proficiency at the post-baccalaureate level. As a result of this success, in 2006 The Language Flagship introduced undergraduate Flagship programs at all of its Flagship Centers. The Language Flagship became determined to develop a model to address the needs of students around the nation who are motivated to gain professional proficiency in language during their undergraduate studies.

Since 2002, The Language Flagship has awarded fellowships to higher education institutions to improve the national capacity of individuals possessing professional language proficiency and expertise in a professional field. Beginning in 2005, we began active scholarship and other support for undergraduate students participating in The Language Flagship program.

Administration of The Language Flagship Fellowships are overseen by a Government Contractor (GC). Administration of The Language Flagship scholarships and other funding is done locally through the institutional awardees; however, their grant programs are also overseen by the GC. The GC works closely with The Language Flagship Office on administration of the scholarship and fellowship awards and grants.

Flagship fellowship and scholarship recipients, as well as all post-baccalaureate and undergraduate Flagship students are being tracked from their application for admission into their respective Flagship programs on through to their professional careers. All of these students upon acceptance into a Flagship are required to sign contracts and provide prior instructional experience and completed language assessment information. As they progress through their Flagship program additional assessment, course completion and internship experience data is collected. Upon completion of their Flagship programs, students are tracked as they begin their professional careers, or continue their academic studies.

The Language Flagship program is growing, and the numbers of students impacted by this program is increasing. Therefore, The Language Flagship and NSEP require additional information technology expertise to build upon existing base data and routinize the collection and tracking of all Flagship student data.

## **2. Scope of Work**

- 2.1. The contractor shall provide all labor, supervision, tools and materials (including manuals and schematics), parts, equipment, and transportation necessary to perform the Statement of Work including manning the help desk.
- 2.2. The designated Contracting Officer Representative (COR) for this task order is Kevin Gornley.
- 2.3. Period of Performance and place of performance:
  - 2.3.1. The initial award shall be for a period of one year with four additional one year option periods.
  - 2.3.2. The place of performance shall be at the Contractor's facility.
- 2.4. The contractor shall provide support to the following critical functionalities to The Language Flagship, which are:
  - 2.4.1. The contractor shall develop and maintain the Student Tracking System website and online database.
  - 2.4.2. The contractor shall host and maintain the Student Tracking Database web site as described below.
  - 2.4.3. The contractor shall provide personnel experienced and qualified to perform the required services in accordance with information technology industry practices and standards.
- 2.5. The contractor shall ensure that all stored records must be protected in accordance with FAR requirements listed within the award document. The contractor shall apply, and comply with, all elements of the Privacy Act regarding data security in the development of student tracking system and electronic student application process to ensure complete capture and retention of personnel information. This information must be fully searchable and retrievable. All collected and retained information must be protected in a secure environment consistent with rules and regulations of the Privacy Act and Department of Defense information assurance requirements. In particular, the following FAR and DFAR provisions are added by reference:
  - 2.5.1. 52.224-1 -- Privacy Act Notification      Apr. 1984

- 2.5.2. 52.224-2 -- Privacy Act Apr. 1984
- 2.5.3. 52.227-14 -- Rights in Data -- General Dec. 2007
- 2.5.4. Rights in Noncommercial Computer
  - A. Software and Noncommercial
  - B. Computer Software Documentation Jun. 1995

- 2.6. Performance Evaluation. The government will provide evaluation on the contractor's through responses to technical reports. The contractor is required to respond if necessary consistent with the Statement of Work.

### 3. **Description of Current Process and Requirements**<sup>1</sup>

The contractor shall develop a Language Flagship specific Student Web-based Tracking System and database with the following critical components:

- 3.1. Web-based input of student data by awardees and from GC systems.
- 3.2. Web-based input of student application data by students.
- 3.3. Web-based input of student assessment data by The Language Flagship Office.
- 3.4. Web-based input of alumni job placement data by Flagship program graduates.
- 3.5. Web-based ad-hoc queries of student data by awardee, language, institution, cohort, assessment type and scores, job placement and student.

The following sections of the Statement of Work include background information on each of the critical components, and then a list of tasks the contractor shall perform per component.

Existing data and databases described in the following sections will be provided to the contractor in an "as is" condition<sup>2</sup>. The Government makes no assertions as to the suitability for the intended purpose, operational, or performance characteristics of this data or these databases. Regardless of the current condition of the data and databases as provided to the contractor, the contractor is required to ensure their modifications to existing data and databases is in accordance with this task order and will meet the performance objectives specified herein.

#### 3.1. **Web-based input of student data by awardees and from GC systems.**

The Language Flagship seeks to streamline and routinize the process of collecting all Flagship student data and information. Our goal is to dramatically improve data integrity and minimize inconsistency of student data across programs. This goal also encompasses minimizing the number of hours spent on data collection and entry, to allow our awardees and GC to be more responsive to student needs. This requires integrating and streamlining data from a number of different sources and making that data available, as appropriate, to four sets of users: The Language Flagship/NSEP staff, GCstaff, Flagship institutional awardees, and Flagship program graduates. The contractor will design a database system that minimizes and routinizes the requirement for manual data entry and provides ease of access to data to maintain accurate information on all Flagship students.

#### 3.2. **Description of Processes for Database Issues:**

- 3.2.1. **Data Handling: Institutional Awardees to The Language Flagship.** All domestic and overseas Flagship Centers and Flagship Partner programs (funded through the Diffusion

<sup>1</sup> The intent of this section is to ensure that offeror has sufficient information of the existing systems, database and NSEP procedures needed to submit a proposal. If additional information is needed, the offeror should request it prior to the submission of their proposal.

<sup>2</sup> The Government will make the existing database available for review by offerors in developing their proposal in response to the solicitation.

of Innovation grant program) are institutional awardees (i.e., institutions of higher education). Institutional awardees currently collect and maintain student data for all Language Flagship undergraduate students, including scholarship recipients; and most post-baccalaureate students including stipend holders, but not for all Flagship Fellowship awardees. Clear descriptions of these student designations are available from The Language Flagship Office. Institutional awardees matriculate students, process student applications, arrange student contracts, organizes student assessments, determine student preparedness for participation in overseas study and internships, and determine student program completion. Institutional awardees are the primary point of contact prior to, during and after the program: The institutional awardees conduct language pre- and post-testing and generate periodic reports to The Language Flagship Office regarding program enrollments. The following are the generalities regarding:

- A. Institutional awardees create a base record for each student in their programs, which they add details to as the students are assessed and progress through their programs. The way in which this student data and information is collected between institutional awardees shares the following characteristics:
  - a. Each institutional awardee selects students for admission to their program using their own application, review and acceptance process.
  - b. Each institutional awardee conducts their own student assessments, and these assessments do not match those used by other institutional awardees, nor the times when they are administered.
  - c. These awardees have not developed systems for the tracking of students beyond the completion of their programs.
  - d. Institutional awardees have not systematically sent information on individual students or their assessment scores to The Language Flagship Office.

**3.2.2. Data Handling: GC to The Language Flagship.** GC is the primary contractor for the administration of The Language Flagship fellowship awards. GC processes applications, and organizes selection committees responsible for choosing award recipients, with final approval granted by The Language Flagship. GC is the awardees' primary point of contact prior to and during the award period: GC decides the final award amount, oversees the disbursement of award funds, and oversees participation in Flagship sponsored program during the award period. GC also conducts language pre- and post-testing and collects periodic reports from awardees while they are abroad. GC processes data in three general phases:

- A. GC creates a base record for each applicant from which they then create more extensive awardee records. Approximately 25 new awardee files are created each year. The creation of a base record involves four steps:
  - a. Fellowship applicants enter information in paper application for Flagship Fellows, which are submitted to GC.
  - b. GC manually enters data and transfers all applicant data into Microsoft Access database for Flagship Fellows.
  - c. A GC-organized selection panel makes award decisions, GC collects additional information on selected awardees, and they then transfer awardees' data into an awardees-only section in the access database. Award decisions are made annually.
  - d. GC also maintains paper file for all awardees with hard copies of application information, contact information, signed service agreements, and any other relevant documents.
- B. GC sends basic data on awardees to The Language Flagship Office and the institutional awardees after the award decisions are made. The transfer of data from GC to NSEP occurs in three steps:

- a. After each award selection process, GC sends the electronic files of new awardees to The Language Flagship/NSEP in the form of Microsoft Excel spreadsheets, which are imported into "Rosebud" – a Microsoft Access database used by NSEP staff to track service completion of awardees.
- b. It is possible for an individual to receive more than one award. As a result, NSEP attempts to record multiple award information. This is challenging because GC maintains separate databases for each type of award (Boren Scholars, Boren Fellows, EHLS Scholars, Flagship Fellows), while Rosebud is a single database for all awardees.
- c. Once awardees have completed their Language Flagship sponsored fellowship, GC sends their paper files to NSEP, which includes additional correspondence between GC and the awardees.

### 3.3. Web-based input of student application data by Flagship student applicants.

- 3.3.1. **Data Handling: Student application to Institutions and The Language Flagship.** Non-Flagship Fellow student applicants currently submit program applications and data to their home institutions when applying for status as Flagship undergraduate students. This data is not currently transferred to The Language Flagship. The students using the system are currently matriculating students at the Flagship institution, who input their data to be processed as applications for Flagship student support. These applications will have individual student data, including personal contact information and other Privacy Act included information. The data includes prior language training, assessment data, educational background information and other relevant data for determining student eligibility and fitness for funding.

Once applications have been submitted, the institutions then input student assessment scores student contracts, organizes student assessments, determine student preparedness for participation in the Flagship program or for overseas study and internships. Institutional awardees will contact those students selected for acceptance into the program, and for student support funding. The students selected for the program will be given access to an electronic student contract that they will be required to sign, demonstrating a commitment to complete the program. The data for those who are not accepted into the program will be removed from the system. Information regarding those accepted into the program will be stored in the student tracking system.

### 3.4. Web-based input of student assessment data by The Language Flagship Office.

- 3.4.1. **Data Handling: The Language Flagship input of Flagship Fellow post-program assessments.** All Language Flagship fellowship testing is coordinated by The Language Flagship Office. These scores currently are maintained by the office and the students final scores are sent out via e-mail to the institutional awardees. A student tracking system must permit The Language Flagship Office to directly input scores for Flagship Fellows.

### 3.5. Web-based input of alumni job placement data by Flagship program graduates.

- 3.5.1. **Data Handling: Flagship graduates post-program access to system.** After a student's completion of a Flagship program, the Language Flagship Office will grant the program graduate/alumni direct access to the Student Tracking System: These students will not be able to alter their program assessment data. Access will be for the purposes of updating contact information, providing current job information, and accessing information on the alumni network. The following are the generalities regarding this level of access:

### 3.6. Web-based ad-hoc queries of student data by awardee, language, institution, cohort, assessment type and scores, job placement and student.

- 3.6.1. **Data Handling: Flagship Program Office and Institutional Awardee ability to query and export data from system.** The student tracking system will have the capability to run queries of the database from the web-based portal. Query access is limited by type of account. Institutional awardees only have access to students who participated in their across institutions. Users will be able to select and sort by all input fields and export this data to Microsoft Excel and .csv files.

#### 4. Base Year Tasks

**Automation of Data Collection Processes.** The contractor shall design automated processes to streamline the collection and transfer of data into a single student tracking database, enable the internal and external updating of data, and allow controlled access to each student's individual electronic files in the database. The contractor will be provided a copy of the newly redeveloped "NSEPnet" web-based database software (without data) and right to use, alter and adapt this product for the Flagship Student Tracking Database. The "NSEPnet" was developed for the collection, storage and maintaining of David L. Boren Scholarship and Fellowship student records, as well as post-award tracking.

#### Task 2:

- 2.1 The contractor shall design, test, maintain, and host a password protected, online student tracking database containing the fields currently included in the Rosebud system, and additional fields in necessary for capturing student historical data and assessment data, additional fields may be required to come from the GC database and the institutional awardees, and up to **100** additional fields as requested by the COR in approximately the following categories:

- 25 for Language Assessment Types
- 25 for Language Assessment Exams
- 25 for Professional Field Descriptors
- 25 for Alumni Tracking Identifiers

- 2.1.1 This new integrated database will meet the entire student tracking needs for The Language Flagship office, and the institutional awardees. At a minimum, the integrated database shall met the following critical components:

- a. Web-based input of student data by awardees and from GC systems.
- b. Web-based input of student application data by students.
- c. Web-based input of student assessment data by The Language Flagship Office.
- d. Web-based input of alumni job placement data by Flagship program graduates.
- e. Web-based ad-hoc queries of student data by awardee, language, institution, cohort, assessment type and scores, job placement and student.

- 2.1.2 The database will be able to accommodate technical considerations of student tracking needs, and must adhere to the following principles:

- a. Support user needs - all functionality must assist users in their job responsibilities in achieving their goals
- b. Ease of use – must provide ubiquitous access, fast responsive service
- c. Minimize user burdens – must minimize and/or eliminate data re-entry by one or more users, including data entry in Flagship center databases or systems
- d. User friendly and visually conducive – must provide intuitive user interfaces
- e. Complement functionality of existing systems – must integrate with the other existing Flagship center databases and/or systems described in this document

- f. Provide growth – must be designed to be highly scalable to allow for additional languages, assessments, technology enhancements, and functionalities
- g. The system shall meet all functionality required by the TWS, but also be scalable in order to be adapted to changing program needs.
- h. The system shall not be designed to require a proprietary solution for its implementation
- i. Control data access – To meet the needs of different stakeholders and users, and to respect privacy of institutions and individuals, must restrict access to authorized stakeholders according based on user identification and stakeholder role.
- j. Comply with Federal and DoD regulations – As a DoD system, must meet several regulations discussed below.
- k. In the design of the FSPTS, several regulatory requirements are called out as fundamental design requirements for the final implementation. Specifically, they are the following:
- l. The contractor must develop the Student Tracking System and system data protocols in full compliance with the Privacy Act and Paperwork Reduction Act. The successful contractor will be given copies of the PIA/SORN protocols and the Certification and Accreditation (C&A) process for NSEPnet. All system data must meet Privacy Information requirements, to include compliance with the:
  - 1. Paperwork Reduction Act, must comply with the Privacy Act of 1974,
  - 2. Paperwork Reduction Act of 1995
  - 3. E-Government Act of 2002,
  - 4. Title III Federal Information Security Management Act,
  - 5. DoD Directives and Instructions, and
  - 6. Defense Human Resource Activity (DHRA) policy.
  - 7. DoD Enterprise Architecture, Certification, and Accreditation
    - i. Department of Defense Enterprise Architecture Reference Model
    - ii. DoD EA Service Component Reference Model
    - iii. Certification and Accreditation: the must comply with DoDI 8510.01

- 2.1.3 The database will integrate the following desired attributes into the design of the system: The student tracking database must have, but is not limited to the secure collection, storage and reporting on the following attributes:

Student application:

- a. Name: first, middle and last
- b. Student age: system capability to represent the student age at beginning of current academic year
- c. Citizenship: are you a us citizen or resident alien, check box
- d. Home address: address 1, address 2, city, state, zip code
- e. School address: address 1, address 2, city, state, zip code
- f. Phone number and e-mail address
- g. Gender
- h. Heritage speaker status: system the status of student as a heritage or non-heritage speaker of the language of the flagship center or program in which he or she is enrolled, as determined by self-declaration
- i. Language: system capability to represent the language in which the student is enrolled in a flagship center/program
- j. Flagship program application: capability to represent the flagship center/program in which the student is enrolled
- k. Student type: capability to represent student type, as defined by flagship (e.g., undergraduate, post-baccalaureate, graduate)
- l. Highest prior degree
- m. Grade point average
- n. Primary degree program
- o. Minor degree program

- p. Prior study in target language outside higher education: capability to represent the student's past history of study in the language in which he or she is enrolled in at a flagship center or program
- q. Prior study in target language inside higher education: capability to represent the student's past history of study in the language in which he or she is enrolled in at a flagship center or program
- r. Prior study in other languages: system capability to represent the student's past history of study in languages other than the one in which he or she is enrolled in at a flagship center or program
- s. Experience abroad in target language: system capability to represent the student's past history of study, work, volunteering, and/or living abroad in a country where the language in which he or she is enrolled in at a flagship center or program is spoken
- t. Student year at institution: system capability to represent the year (e.g., 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>) of the flagship program of instruction in which the student is currently enrolled
- u. Student program profile: system capability to represent the student's past history of enrollment in flagship program elements such as study abroad, summer intensive study, and domestic academic year study, in the target language in which he or she is currently studying at a flagship center or program

#### Student contract attributes

- a. Flagship student assessment
- b. Student acceptance or denial
- c. Student digital signature on contract
- d. Funding: received by the student from the through a flagship center or program
- e. Funding proportion: system capability to represent the amount of the student's overall costs for participating in the flagship center/program that are provided by The Language Flagship, directly or indirectly
- f. Student status: system capability to represent the student's status at the institution where the flagship center or program is located. Students may be matriculated as degree seeking students, or may be special status students, or have other definitions of status, depending on institution

#### Flagship student enrollments by instructional period:

- a. Flagship courses taken
- b. Domestic summer institute
- c. Overseas immersion program
- d. Overseas direct enrollment and courses taken
- e. Internship
- f. Flagship capstone completion

#### Student testing

Testing is defined as proficiency tests and other assessments in the language in which the student is pursuing study in a flagship center/program. Testing may occur prior to entry into the program, and may be attested by certificates, transcripts, and other evidence students provide. It will also occur during the course of study, administered by the flagship center/program, and will occur after completing the course of study. Tests information collected may come from various sources, such as the defense language proficiency test, the Foreign Service institute test, the tests administered by Language Testing International, STAMP, HSK, or those developed locally or in other countries. Each test uses a different scale, different testing domains and a protocol must be developed in the system for norming the assessments scores and tracking student improvement across multiple assessment measures.

- a. Assessment name/type
- b. Assessment domain (reading, writing, listening, speaking)



- c. Assessment date (that assessment was administered)
- d. Assessment (by the assessment type rubric)
- e. Assessment (by the assessment norming rubric – scale of 1 to 100)
- f. Entrance assessment score
- g. Exit assessment score

#### Completion

The final status/disposition of each individual student with respect to the flagship program in which he or she is enrolled. Students may successfully complete the program or may be disenrolled for a range of reasons.

- a. Program completion: ability to indicate whether a student has successfully completed a course of study at a given flagship center/program
- b. Completion date: system capability to indicate the date when a student successfully completed a course of study at a given flagship center/program
- c. Student completion summary – degree program and other narrative information to inform later reviewers of student file
- d. Disenrollment status to indicate whether a student has left a given flagship center/program
- e. Disenrollment date to show the date a student has left a given flagship center/program
- f. Disenrollment reason why a student has left a given flagship center/program

#### Employment/Placement

This may include employment, further graduate study, or other activity.

- a. Student placement status whether employed status, further education, or other status
- b. Student placement dates to represent updates on employment, matriculation, or other student placement status
- c. Placement categories such as higher education, government employment, private sector employment, or other categories
- d. Language use in their position or if graduate continues to use the language studied at a Flagship center/program after placement.

#### Contact Information:

- a. The ability to capture updated contact information for students following completion Flagship program

#### Summative report data from tracked costs

- b. Cost attributes to reflect operating costs for flagship centers/programs and funding for the programs
- c. Student current year cost
- d. Total current year grants
- e. Direct service cost
- f. Comparison of program element costs: by domestic, overseas, language and institution

2.1.4 The contractor will provide recommendations to improve or streamline its data collection system and system attributes.

2.2 The contractor shall transfer all existing electronic data from The Language Flagship and institutional awardees necessary to initially populate the student tracking system.

- 2.3 The contractor shall design and implement a process to conduct an annual transfer of original data from the GC's Flagship Fellows database to the student tracking database. These systems do not need to interact directly.
- 2.4 The contractor shall develop an electronic student contract where student applicants can complete and submit to the database on line. The electronic student contract shall also include a provision noting that the student's agreement to the collection, storage and use of submitted information, and also a contract to enter into and complete a Flagship program.
  - 2.4.1 The contractor shall design and implement an automated process that updates certain student data in the database using information entered by awardees into the fields of the electronic database.
  - 2.4.2 The database shall include an electronic signature, or other information assurance such as e-mail verification, sufficient to validate the identity of the student in order to ensure that the method used constitutes an enforceable commitment to bind the students to their contracts.
  - 2.4.3 The contractor shall design a system that allows for multiple student submissions to be stored electronically and attached to the each awardee's electronic file.
- 2.5 The contractor shall design and implement an automated process to collect and store to each student awardee and institutional awardee's paper and electronic documents.
- 2.6 The design shall allow for access to these documents from the interface with each awardee's file within the database.
- 2.7 The contractor shall develop a password protected, web-based interfaces to the database.
  - 2.7.1 An interface for applicant students, institutional awardees and former student awardees that enables them to submit updates to their electronic records, submits required documents/information to their electronic file, and demonstrates completion of other requirements.
  - 2.7.2 An interface to the entire database for Language Flagship staff and approved contractors and a view-only interface for Language Flagship approved individuals
- 2.8 The contractor shall trouble-shoot any problems found in the functionality of any of the tasks above once the database has been accepted by the Government, for remaining period of performance.
- 2.9 The contractor shall provide monthly progress reports to the COR.
  - 2.9.1 **Task 1 Deliverables:**
  - 2.9.2 Deliverable 1.1-1.8—Provide all Task 1 services and deliverables as described above and in the following table.
  - 2.9.3 Deliverable 1.9—Summarize Task 1 Activities (Due once per month for entire funding period).

**Task 3: Automation of Processes.** The contractor shall work closely with the Language Flagship staff and institutional awardees to enhance the development and implementation of an automated system that notifies all involved parties of changes to the database and additions to the student tracking database. The contractor will be provided an electronic copy of and right to use, alter and adapt the NSEPnet data automation processes in the development of the Flagship Student Tracking System.

- 3.1 The contractor shall develop and implement a system which automatically distributes reminder emails to Flagship students and Flagship institutions.
- 3.2 The system shall include the functionality to send emails to the Language Flagship office to notify them when awardees records have not been updated.
- 3.3 The contractor shall develop and implement a system which automatically distributes emails to awardees who have electronically submitted materials, acknowledging that their materials have been received.

- 3.4 The system shall include the functionality to send emails to the Language Flagship, notifying them that awardee has submitted new data.
- 3.5 The contractor shall develop and implement a system which automatically distributes emails to Flagship student applicants when they submit their applications, or Flagship alumni update their student record.
  - 3.5.1 The system shall, include the functionality to email the Language Flagship to notify them of other system actions.
- 3.6 The contractor shall develop and implement a system which automatically sends emails when awardees and alumni update contact information in the database, or GC has updated an awardees record.
- 3.7 Reserved.
- 3.8 The contractor shall develop and implement a system which can automatically generates letters, address labels, and emails based on requests from the institutional awardee or the Language Flagship Office.
- 3.9 The letters, address labels, and emails shall incorporate data pulled from the database, and shall be printable en masse by the institutional awardees or the Language Flagship Office.
- 3.10 The contractor shall develop and implement a system which each month automatically generates certificates of completion and address labels for awardees that in the prior month were granted Flagship certified status by the Flagship Approval Committee.
- 3.11 Reserved.
- 3.12 The contractor shall develop and implement a system which automatically generates letters of Certification for certified Flagship alumni who request them, and whose requests have been approved.
- 3.13 The contractor shall trouble-shoot any problems found in the functionality of Tasks 2.1 – 2.12 after acceptance of the system by the Government, for remaining period of performance.
- 3.14 The contractor shall provide the COR with a monthly progress report on Task 2 activities.
  - 3.14.1 **Task 2 Deliverables:**
  - 3.14.2 Deliverable 2.1-2.13—Provide all Task 2 services as described above
  - 3.14.3 Deliverable 2.14—Summarize Task 2 Activities (Due once per month for entire period of contract). Maybe combined with other deliverable reports.

**Task 4: Reporting Functions:** The contractor shall work closely with the Language Flagship staff to design, develop, and implement an ad hoc query/report function for the database that operates similar to or improves upon what is available with Microsoft Access. The successful contractor will be provided an electronic copy of and right to use, alter and adapt the NSEPnet database system, and incorporate the reporting functionality of this system into the Flagship Student Tracking System.

- 4.1 The contractor shall develop, test, and implement reporting function into a Language Flagship Administrators' page
- 4.2 Troubleshoot problems with the reporting function once implemented
- 4.3 The contractor shall provide the COR with a monthly progress report on Task 3 activities.
  - 4.3.1 **Task 3 Deliverable:**

- 4.3.2 Deliverable 3.1-3.2—Provide all Task 3 services as described above
- 4.3.3 Deliverable 3.3—Summarize Task 3 Activities (Due once per month for entire period of task order). May be combined with other deliverable reports.

**Task 5: General Maintenance and Support for Student Tracking Database.** The contractor shall host and maintain the web-based interface Student Tracking Database requiring similar levels of data protection:

- 5.1 Host Student Tracking database web site on a dedicated server located at the contractor's site using hardware and software provided by the incumbent contractor. This task will include, the web site and database, both live and test sites (if needed).
- 5.2 Upgrade hardware and software and conduct non-emergency maintenance as required to maintain operations.
- 5.3 As official webmaster of Student Tracking Database, provide technical assistance to approved users during East-coast business hours (9 am – 5 pm, M-F).
- 5.4 Provide security reviews, preventive maintenance, back up, and recovery for Student Tracking Database and web site listed above, including all associated data and files, that meets or exceed commercial standards.
- 5.5 Make web site and database changes
  - 5.5.1 Provide text updates within components of sites
  - 5.5.2 Create up to 20 Language Flagship Office recommended aesthetic and functional web page changes throughout the funding period.
- 5.6 Detail monthly report to the Contracting Officer Representative.
  - 5.6.1 **Task 4 Deliverables:**
  - 5.6.2 Deliverable 4.1-4.5—Provide all Task 4 equipment and services as described above
  - 5.6.3 Deliverable 4.6—Summarize Task 4 Activities (Due once per month for entire period of task order). May be combined with other deliverable reports.

**Task 6: Website Tracking** A website tracking capability will enable Administrators to examine the patterns of recent website visitors to the Student Tracking Database web site (i.e. check how long they stay at each site, learn about their paths through each site including the pages visited, duration per visit, most visited pages, entry and exit pages). The successful contractor may use, alter and adapt the NSEPnet protocols developed for website tracking in the development of this system. **The contractor shall:**

- 6.1 Develop website tracking system that is consistent with The Language Flagship program needs
- 6.2 Purchase, install, integrate and test third-party website tracking software associated with web site included in this task order.
- 6.3 Develop reports functions within the web site that allows Language Flagship staff to review use of sites.
- 6.4 Provide monthly reports, analysis, and recommendations, based on the results of site usage.
  - 6.4.1 **Task 7 Deliverables:**
  - 6.4.2 Deliverable 5.1-5.2—Track web sites use and develop reports
  - 6.4.3 Deliverable 5.3—Summarize Task 5 Activities (Due once per month for entire period of task order). May be combined with other monthly deliverable reports.

**Task 6: Flagship Student Tracking System Certification and Accreditation Support**

The contractor will implement the Department of Defense (DoD) Information Assurance Certification and Accreditation Process (DIACAP) in accordance with DoD Instruction 8510.1 for the initial system development and deployment and major upgrades. The NSEPnet database system has recently completed the DIACAP process, and copies of the PIA/SORN protocols and the C&A process for NSEPnet will be made available to the successful contractor. A summary of the DIACAP requirements follows with the activities and comprehensive package highlighted.

**DoD Instruction 8510.1 Policy Highlights:** All DoD Information Systems (IS) shall be implemented using the baseline DoD Information Assurance (IA) controls in accordance with DoD Instruction 8500.2, "Information Assurance (IA) Implementation," February 6, 2003. The baseline DoD IA controls may be augmented if required to address localized threats or vulnerabilities. IA controls are maintained through a DoD-wide configuration control and management (CCM) process that considers the GIG architecture and risk assessments that are conducted at DoD-wide, mission area (MA), DoD Component, and IS levels consistent with Subchapter III of Chapter 35 of title 44, United States Code, "Federal Information Security Management Act (FISMA) of 2002". All DoD ISs with an authorization to operate (ATO) shall be reviewed annually to confirm that the IA posture of the IS remains acceptable. Reviews will include validation of IA controls and be documented in writing.

Resources for implementing the DIACAP shall be identified and allocated as part of the Defense planning, programming, budgeting, and execution process.

**DIACAP Activities/Workflow:** The DIACAP activities occur in a lifecycle – Initiate and Plan, Execute, Decision, Maintain, Retire. Table 1 identifies the first four activities in the DIACAP workflow and relevant deliverables and/or products. The DIACAP Scorecard shall be completed within 30 days of the start of the contract. The results of the DIACAP Scorecard shall be used to develop a timeline for completing the remaining items within six months following completion of the DIACAP Scorecard.

Table 1. DIACAP Activities/Workflow

DIACAP Activities/Workflow	Deliverable/Product
Initiate and Plan IA C&A	Register System with DoD
	System Identification Profile
	DIACAP Implementation Plan
	IA Controls List
Execute the DIACAP Implementation Plan	Validate IA Controls
	Plan of Action and Milestones (POA&M)
	DIACAP Scorecard
	DIACAP Comprehensive Package
	Risk Assessment
Certification Determination and Accreditation Decision	Certification Recommendation (Endorsement Letter)
	Certification Determination
	Accreditation Decision (e.g., IATO, ATO)
Maintain Authority To Operate and Conduct Reviews	Maintain Situational Awareness (Scan for Vulnerabilities, Apply Patches, Report Findings, Validate Security Posture Compliance)
	Annual Review of IA Controls (Option period task)
	3-year Re-Accreditation (Option period task)

**DIACAP Comprehensive Package:** Table 2 identifies the content of the DIACAP Comprehensive Package developed in the Execute the DIACAP Implementation Plan activity.

Table 2. DIACAP Comprehensive Package Content

Comprehensive Package
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Comprehensive Package	
System Identification Profile (SIP)	
DIACAP Implementation Plan (DIP)	
<ul style="list-style-type: none"> <li>• IA controls – inherited and implemented</li> <li>• Implementation status</li> <li>• Responsible entities</li> <li>• Resources</li> <li>• Estimated completion date for each IA control</li> </ul>	
Supporting Certification Documentation	
<ul style="list-style-type: none"> <li>• Actual validation results</li> <li>• Artifacts associated with implementation of IA controls</li> <li>• Other</li> </ul>	
DIACAP Scorecard	
<ul style="list-style-type: none"> <li>• Certification determination</li> <li>• Accreditation decision</li> </ul>	
IT Security POA&M (If required)	

**The contractor shall:**

- 6.1 Implement the DIACAP requirement listed above.
- 6.2 Consult with external experts to ensure that the DIACAP process conforms to all existing or updated regulations.
- 6.3 Conduct penetration testing of the Flagship Student Tracking System information system using a party separate from the one that develops the DIACAP.
- 6.4 Provide monthly reports, analysis, and recommendations

***Task 6 Deliverables:***

*Deliverable 6.1-6.3—Implement and check DIACAP requirements*

*Deliverable 6.4—Summarize Task 6 Activities (Due once per month for entire period of task order. May be combined with other monthly deliverable reports.)*

## BASE YEAR – Schedule of Deliverables

Deliverable	Delivery Date	Acceptance Criteria	Milestone Payment Due Upon Acceptance	Percentage Milestone Payment Due Upon Acceptance	Recurrence	Total Amount
Task 1.1 Preliminary Database Design	Day 60	Deliverable clearly, accurately and completely describes the general characteristics of database design in sufficient detail to allow the COR to assess the general solution being pursued.				
Task 1.1 Final Database Design	Day 90	Database meets all the requirements specified in task 1.1 to solve online student tracking for The Language Flagship Program. COR shall have 30 days for testing and evaluation of the database. The contractor shall make any changes to conform to specification prior to acceptance of the design.				
Task 1.2 Merge Data	Day 90	All existing electronic data from The Language Flagship and institutional awardees necessary to initially populate the student tracking system is complete and are accessible through the database.				
Task 1.3 Data Transfer Process	Day 60	Deliverable clearly, accurately and completely describe process to conduct an annual transfer of original data from the GC's Flagship Fellows database to the student tracking database in a manner fully consistent with Database Design to be delivered under task 1.1.				
Tasks 1.4-1.7 Student Contract and associated Records Database Preliminary Design	Day 60	Deliverable clearly, accurately and completely describes the general characteristics of database design in sufficient detail to allow the COR to assess the general				
Tasks 1.4-1.7 Student Contract and associated Records Database Final Design	Day 90	Database meets all the requirements specified in task 1.4-1.7 to complete, sign, collected and store online for The Language Flagship Program. COR shall have 30 days for testing and evaluation of the database. The contractor shall make any changes to conform to specification prior to acceptance of the design.				

Task 1.8 Troubleshoot	Beginning with acceptance of Task 1.1 and 1.4 – 1.7 deliverables through the end of the base year	Contractor trouble-shoots and resolves any problems found in the functionality of the database to ensure that systems function in a manner consistent with the requirements of TWS.
Task 1.9 Progress Reports	Monthly, Beginning Day 30	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.
Tasks 2.1 – 2.12 Develop and Implement Email Notification System	Day 120	Database meets all the requirements specified in task 2.1 – 2.12 to automate notification process. Database conforms to input from institutional awardee. COR shall have 30 days for testing and evaluation of the notification system. The contractor shall make any changes to conform to specification prior to acceptance of the systems.
Task 2.13 Troubleshoot	Beginning with acceptance of Task 2.1 – 2.12	Contractor troubleshoots and resolves any problems found in the functionality of the processes to ensure that systems in a manner consistent with the requirements of the TWS.
Task 2.14 Progress Reports	Monthly, Beginning Day 30	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.
Task 3.1: Develop, test, and implement reporting function	Day 120	Deliverable meets all the requirements specified in task 3.1-3.3 to design, develop implement a reporting function. The query/report function for the database is operable with functionality that is similar to or improves upon what is available with Microsoft Access. COR shall have 30 days for testing and evaluation of the notification system. The contractor shall make any changes to conform to specifications prior to acceptance of the system.
Task 3.2 Troubleshoot	Beginning with acceptance of Task 3.1 deliverables through the end of the base year	Contractor troubleshoots and resolves any problems found in the functionality of the processes to ensure that systems in a manner consistent with the requirements of the TWS.



Task 3.3 Progress Reports	Monthly, Beginning Day 30	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.
Tasks 4.1- 4.4 Hosting Student Tracking Database	Beginning January 10, 2009 through end of the base	Contractor hosts and maintains the web based interface Student Tracking Database consistent with the requirements in Task 4.1-4.4 of the TWS.
Task 4.5 Student Tracking Database Changes	Beginning January 10, 2009 through end of the base year	As requested by the COR, the contractor makes changes to the website and database with up to 20 aesthetic and functional changes during the base year of the contract.
Task 4.6 Monthly Report	Monthly, Beginning Day 30	Reports have sufficient details to clearly and accurately summarize the monthly activities of Task 4.
Task 5.1- 5.3 Develop Tracking System	Day 45	Deliverable meets all the requirements specified in task 5.1 and 5.2 to develop a website tracking system that is consistent with the Language Flagship Program needs. COR shall have 30 days for testing and evaluation of the database. The contractor shall make any changes to conform to specification prior to acceptance of the design.
Task 5.4 Monthly Report	Monthly, Beginning Day 30	Reports have sufficient details to clearly and accurately summarize the monthly activities of Task 5, including analysis, and recommendations, based on results of site usage.
Task 6.1 – 6.3 Implement and check DIACAP requirements	TBD*	Deliverable meets all the requirements specified in task 6.1-6.4 to implement DIACAP requirement and check that DIACAP process conforms to all existing or updated regulations.
Task 6.3 Monthly Report	Monthly, beginning Day 30	Reports have sufficient detail to clearly and accurately summarize the monthly activities of Task 6 to include analysis and recommendations.

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**Payment Totals**


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\* Will be determined after discussion with COR within 10 days post start of work.

**Option Year One Requirements****Task 1: General Maintenance and Support for The Language Flagship: Student Tracking Database.**

The contractor shall host and maintain the web-based interface and the primary database of Student Tracking Database, and up to one (1) additional Language Flagship related site requiring similar levels of data protection:

- 1.1. Host Student Tracking Database web site on a dedicated server located at the contractor's site using hardware and software provided by the incumbent contractor. This task will include, but not be limited to hosting the Student Tracking Database web site and database, both live and test sites (if needed).
- 1.2. Upgrade hardware and software and conduct non-emergency maintenance as required to maintain operations.
- 1.3. As official webmaster of Student Tracking Database, provide technical assistance to approved users of Student Tracking Database during East-coast business hours (9 am – 5 pm, M-F).
- 1.4. Provide security reviews, preventive maintenance, back up, and recovery for Student Tracking Database web sites listed above, included any associated databases if applicable, that meets or exceed commercial standards.
- 1.5. Make web site and database changes
  - 1.5.1. Provide text updates within components of web site (e.g. General Announcements, and revisions).
  - 1.5.2. Create up to 30 Language Flagship Office recommended aesthetic and functional modifications to the web pages, database, and automated process changes throughout the funding period.
- 1.6. Trouble-shoot any problems found in the functionality of Student Tracking Database, the related database, and automated communication system designed during the Base Year of this task order, or any other sites hosted under this task.
- 1.7. Detail monthly report to the Contracting Officer Representative.

**Task 1 Deliverables:**

Deliverable 1.1-1.5—Provide all Task 1 equipment and services as described above

Deliverable 1.7—Summarize Task 1 activities (Due once per month for entire period of task order). May be combined with other deliverable reports.

**Task 2: Reporting Functions:** The contractor shall support the reporting functions developed during the Base Year of the task order.

- 2.1 Continue supporting the reporting function and conduct up to 10 modifications as requested by the Language Flagship.
- 2.2 Troubleshoot problems with the reporting function.
- 2.3 Provide a monthly progress report.

**Task 2 Deliverable:**

Deliverable 2.1-2.2—Provide all Task 2 services as described above

Deliverable 2.3—Summarize Task 2 Activities (Due once per month for entire period of task order). May be combined with other deliverable reports.

**Task 3: Website Tracking**

- 3.1 The contractor shall support the use of third-party website tracking software associated with Language Flagship web site(s) included in this task order.
- 3.2 Support report functions within the Student Tracking Database web site that allows Language Flagship staff to review use of sites:
  - 3.2.1 Track and Report on students, assessments reported, institutional awardee use, approved contractors, approved administrator's use of Student Tracking Database.
  - 3.2.2 Track and report use on Student Tracking Database
  - 3.2.3 Track and report use on any other sites hosted under this task order
- 3.3 Provide monthly reports, analysis, and recommendations, based on the results of site usage.

**Task 3 Deliverables:**

Deliverable 3.1-3.2—Track web sites use and develop reports

Deliverable 3.3—Summarize Task 3 Activities (Due once per month for entire period of task order). May be combined with other monthly deliverable reports.

**Task 4: Flagship Student Tracking System Certification and Accreditation Support**

The contractor will implement the DIACAP in accordance with DoD Instruction 8510.1 from the initial system development through deployment and major upgrades. A summary of the DIACAP follows with the activities and comprehensive package highlighted.

**DIACAP Activities/Workflow:** The DIACAP activities occur in a lifecycle – Initiate and Plan, Execute, Decision, Maintain, Retire. Table 1 identifies the first four activities in the DIACAP workflow and relevant deliverables and/or products.

*Table 3. DIACAP Activities/Workflow*

Maintain Authority To Operate and Conduct Reviews	Maintain Situational Awareness (Scan for Vulnerabilities, Apply Patches, Report Findings, Validate Security Posture Compliance)
	Annual Review of IA Controls

**The contractor shall:**

- 4.1 Maintain situational awareness of information system integrity.
- 4.2 Participate and support annual review of IA controls.
- 4.3 Provide monthly reports, analysis, and recommendations

**Task 4 Deliverables:**

Deliverable 4.1-4.2—Implement and check DIACAP requirements

Deliverable 4.3—Summarize Task 4 Activities (Due once per month for entire period of task order. May be combined with other monthly deliverable reports.)

**Option Year One - Schedule of Deliverables**

<b>Deliverable</b>	<b>Delivery Date</b>	<b>Acceptance Criteria</b>
<b>Task 1: Hosting and Maintenance of Student Tracking Database</b>		
Tasks 1.1-1.4 Hosting Student Tracking Database	Beginning Day 1 of the option period throughout the end of option period 1.	Contractor hosts and maintains the web based interface Student Tracking Database consistent with the requirements in Task 1.1-1.4 of the TWS
Task 1.5. Student Tracking Database Changes	Throughout option period 1, as requested by COR.	Contractor makes changes to the website and database with up to 30 aesthetic and functional changes during the funding period.
Task 1.6 Troubleshooting	Beginning Day 1 of the option period throughout the end of option period 1.	Contractor trouble-shoots and resolves any problems found in the functionality of the processes to ensure that systems function in a manner consistent with the requirements of the TWS.
Task 1.7 Monthly Report	Monthly, beginning Day 30 of option period 1.	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.
<b>Task 2: Reporting Functions</b>		
Task 2.1: Support reporting function	Beginning Day 1 of the option period throughout the end of option period 1.	Contractor continues to support the reporting function developed in the base year. Conduct up to 10 modifications as requested by Language Flagship
Task 2.2 Troubleshooting	Beginning Day 1 of the option period throughout the end of option period 1.	Contractor trouble-shoots and resolves any problems found in the functionality of the processes to ensure that systems function in a manner consistent with the requirements of the TWS.
Task 2.3 Progress Reports	Monthly, beginning Day 30 of option period 1.	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.
<b>Task 3: Website Tracking</b>		
Task 3.1-3.2 Support Website Tracking function	Beginning Day 1 of the option period throughout the end of option period 1.	Contractor continues to develop and support the reporting function, including use of any third party software.
Task 3.3 Monthly Report	Monthly, beginning Day 30 of option period 1.	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention including analysis, and recommendations, based on the results of site usage
Tasks 4.1-4.3 Implement and check DIACAP Requirements	TBD	Deliverable meets all the requirements specified in task 4.1-4.3 to implement DIACAP requirement and check that DIACAP process conforms to all existing or updated regulations.
Task 4.3 Monthly Report	Monthly, beginning Day 30 of option period 1.	Reports have sufficient detail to clearly and accurately summarize the monthly activities of Task 4.

## **Option Years Two - Four Requirements**

### **Task 1: General Maintenance and Support for The Language Flagship: Student Tracking Database.**

The contractor shall host and maintain the web-based interface and the primary database of Student Tracking Database, and up to one (1) additional Language Flagship related site requiring similar levels of data protection:

- 1.1. Host Student Tracking Database web site on a dedicated server located at the contractor's site using hardware and software provided by the incumbent contractor. This task will include, but not be limited to hosting the Student Tracking Database web site and database, both live and test sites (if needed).
- 1.2. Upgrade hardware and software and conduct non-emergency maintenance as required to maintain operations.
- 1.3. As official webmaster of Student Tracking Database, provide technical assistance to approved users of Student Tracking Database during East-coast business hours (9 am – 5 pm, M-F).
- 1.4. Provide security reviews, preventive maintenance, back up, and recovery for Student Tracking Database web sites listed above, included any associated databases if applicable, that meets or exceed commercial standards.
- 1.5. Make web site and database changes
  - 1.5.1. Provide text updates within components of web site (e.g. General Announcements, and revisions).
  - 1.5.2. Create up to 30 Language Flagship Office recommended aesthetic and functional modifications to the web pages, database, and automated process changes throughout the funding period.
- 1.6. Trouble-shoot any problems found in the functionality of Student Tracking Database, the related database, and automated communication system designed during the Base Year of this task order, or any other sites hosted under this task.
- 1.7. Detail monthly report to the Contracting Officer Representative.

#### **Task 1 Deliverables:**

Deliverable 1.1-1.5—Provide all Task 1 equipment and services as described above

Deliverable 1.7—Summarize Task 1 Activities (Due once per month for entire period of task order). May be combined with other deliverable reports.

**Task 2: Reporting Functions:** The contractor shall support the reporting functions developed during the Base Year of the task order.

- 2.1. Continue supporting the reporting function and conduct up to 10 modifications as requested by the Language Flagship.
- 2.2. Troubleshoot problems with the reporting function.
- 2.3. Provide a monthly progress report.

#### **Task 2 Deliverable:**

Deliverable 2.1-2.2—Provide all Task 2 services as described above

Deliverable 2.3—Summarize Task 2 Activities (Due once per month for entire period of task order). May be combined with other deliverable reports.

### **Task 3: Website Tracking**

- 3.1. The contractor shall support the use of third-party website tracking software associated with Language Flagship web site(s) included in this task order.
- 3.2. Support report functions within the Student Tracking Database web site that allows Language Flagship staff to review use of sites:
  - 3.2.1. Track and Report on students, assessments reported, institutional awardee use, approved contractors, approved administrators use of Student Tracking Database
  - 3.2.2. Track and report use on Student Tracking Database
  - 3.2.3. Track and report use on any other sites hosted under this task order
- 3.3. Provide monthly reports, analysis, and recommendations, based on the results of site usage.

**Task 3 Deliverables:**

Deliverable 3.1-3.2—Track web sites use and develop reports

Deliverable 3.3—Summarize Task 3 Activities (Due once per month for entire period of task order). May be combined with other monthly deliverable reports.

**Task 4: Flagship Student Tracking System Certification and Accreditation Support**

The contractor will implement the DIACAP in accordance with DoD Instruction 8510.1 from the initial system development through deployment and major upgrades. A summary of the DIACAP follows with the activities and comprehensive package highlighted.

**DIACAP Activities/Workflow:** The DIACAP activities occur in a lifecycle – Initiate and Plan, Execute, Decision, Maintain, Retire. Table 1 identifies the first four activities in the DIACAP workflow and relevant deliverables and/or products.

*Table 4. DIACAP Activities/Workflow*

Maintain Authority To Operate and Conduct Reviews	Maintain Situational Awareness (Scan for Vulnerabilities, Apply Patches, Report Findings, Validate Security Posture Compliance)
	Annual Review of IA Controls

**The contractor shall:**

- 4.4 Maintain situational awareness of information system integrity.
- 4.5 Participate and support annual review of IA controls.
- 4.6 Provide monthly reports, analysis, and recommendations

**Task 4 Deliverables:**

Deliverable 4.1-4.2—Implement and check DIACAP requirements

Deliverable 4.3—Summarize Task 4 Activities (Due once per month for entire period of task order. May be combined with other monthly deliverable reports.)

**Option Year Two – Four - Schedule of Deliverables**

<b>Deliverable</b>	<b>Delivery Date</b>	<b>Acceptance Criteria</b>
<b>Task 1: Hosting and Maintenance of Student Tracking Database</b>		
Tasks 1.1 – 1.4 Hosting Student Tracking Database	Beginning Day 1 of the applicable option period throughout the end of that option period.	Contractor hosts and maintains the web based interface Student Tracking Database consistent with the requirements in Task 1.1-1.4 of the TWS
Task 1.5. Student Tracking Database Changes	Throughout applicable option period, as requested by COR.	Contractor makes changes to the website and database with up to 30 aesthetic and functional changes during the funding period.
Task 1.6 Troubleshooting	Beginning Day 1 of the applicable option period throughout the end of that option period.	Contractor trouble-shoots and resolves any problems found in the functionality of the processes to ensure that systems function in a manner consistent with the requirements of the TWS.
Task 1.7 Monthly Report	Monthly, beginning Day 30 of applicable option period.	Reports have sufficient detail to clearly and accurately summarize the monthly activities of Task 1.
<b>Task 2: Reporting Functions</b>		
Task 2.1: Support reporting function	Beginning Day 1 of the applicable option period throughout the end of that option period.	Contractor continues to develop and support the report function. Reports are consistent and sufficiently detail the requirements of the TWS
Task 2.2 Troubleshooting	Beginning Day 1 of the applicable option period throughout the end of that option period.	Contractor trouble-shoots and resolves any problems found in the functionality or the processes to ensure that systems function in a manner consistent with the requirements of the TWS.
Task 2.3 Progress Reports	Monthly, beginning Day 30 of applicable option period.	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.
<b>Task 3: Website Tracking</b>		
Task 3.1-3.2 Support Website Tracking function	Beginning Day 1 of the applicable option period throughout the end that of option period.	Contractor continues to develop and support the reporting function, including use of any third party software.
Task 3.3 Monthly Report	Monthly, beginning Day 30 of the applicable option period.	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention including analysis, and recommendations, based on the results of site usage
Tasks 4.1-4.3 Implement and check DIACAP requirements	TBD	Deliverable meets all the requirements specified in task 4.1-4.3 to implement DIACAP requirement and check that DIACAP process conforms to all existing or updated regulations.
Task 4.3 Monthly Report	Monthly, beginning Day 30 of option period 1.	Reports have sufficient detail to clearly and accurately summarize the monthly activities of Task 4.

**5. PLACE OF PERFORMANCE**

The primary place of performance will be at the the contractor's facility.

**6. RESERVED****7. TRAVEL**

Any out of town travel required will be approved, in advance, by the COR. Travel will not exceed \$5,000.00 per year over the period of performance. Some local travel in conjunction with this effort is expected.

**8. SECURITY**

This will be an unclassified project.

**9. PROPRIETARY RIGHTS**

All analyses, reports, documentation, briefings, etc., in whatever medium or format, developed and conducted under this task order are government property. The government will retain sole right to use, distribute, and/or publish these data and items as it sees fit.

**10. PERIOD OF PERFORMANCE**

The period of performance for this task order shall begin 10 working days after award of the Task Order and shall be for one (1) Base Year of 12 months and four, 12-month option years. The Period of Performance reads as follows:

Base Year: Date of Award - 12 months  
Option Year I: 12 months after Basic Period  
Option Year II: 12 months after Option Period 1  
Option Year III: 12 months after Option Period 2  
Option Year IV: 12 months after Option Period 3

**11. DELIVERABLE FORMATS**

All studies, analyses, reports, software, documentation, briefings, slides, etc., shall be prepared and presented in appropriate Microsoft Office application software: e.g., Word, Excel, Project, PowerPoint, etc. The applications shall be compatible with the versions installed at NSEP at the time the TWS is issued; and provided electronically to the COR.

**12. KEY PERSONNEL**

(a) The Contractor shall notify the Contracting Officer prior to making any changes in personnel assigned to key positions. The key positions are defined as:

- (1) Project Manager
- (2) Senior Technical Lead

(b) During the first ninety (90) calendar days of performance, the Contractor shall make no substitutions of key personnel unless illness, death, or termination of employment necessitates the substitution. The Contractor shall notify the Contracting Officer as soon as possible after the occurrence of any of these events and provide the information required below. After the initial ninety (90) calendar day period, the Contractor may propose substitutions. The Contractor shall provide a detailed explanation of the circumstances necessitating the proposed



substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. The Contractor shall, prior to making any substitution permanent, demonstrate to the satisfaction of the Contracting Officer that the qualifications of the proposed substitute personnel are equal to or better than the qualifications of the personnel originally identified for the position. The Contracting Officer will notify the Contractor within 15 calendar days after receipt of all required information of the decision on proposed substitutions.

### **13. CONTRACTOR PERFORMANCE**

A. Quality Control (QC). The contractor's quality control program is the means by which it assures itself that its work complies with the requirements of the BPA and this task order.

B. Quality Assurance. The government shall evaluate the contractor's performance under this task order in accordance with the BPA Performance Requirement Summary (PRS), and Quality Assurance Surveillance Plan (QASP).

C. Government Remedies. The Contracting Officer shall follow FAR 52.212-4, "Contract Terms and Conditions-Commercial Items" or 52.246-4, "Inspection of Services-Fixed Price" for contractor's failure to perform satisfactory services or failure to correct non-conforming services.

D. Recognized Holidays. The contractor is not required to be available to the Government on the Federal Holidays listed below: 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, and Christmas Day.

E. Hours of Operation/Place of Performance. Contractor personnel shall be available to the Government between the hours of 0800-1700, Monday thru Friday, except during a one hour lunch break, on 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 at all times maintain a work force adequate in numbers and competencies to assure the timely and successful performance of all tasks defined within this task order. When hiring personnel, the Contractor shall keep in mind that the continuity of a stable and fully competent work force is essential.

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE <b>J</b>	PAGE OF PAGES <b>1</b>   <b>8</b>
2. AMENDMENT/MODIFICATION NO. <b>P00001</b>		3. EFFECTIVE DATE <b>04-Mar-2010</b>	4. REQUISITION/PURCHASE REQ. NO. <b>H9125891970004000</b>		5. PROJECT NO. (If applicable)
6. ISSUED BY WHS ACQUISITION & PROCUREMENT OFFICE 1700 N. MOORE STREET SUITE 1425 ROSSLYN VA 22209-1901		CODE <b>HQ0034</b>	7. ADMINISTERED BY (If other than item 6) <b>See Item 6</b>		
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) TELOPHASE 2000 14TH ST N STE 770 ARLINGTON VA 22201-2539			9A. AMENDMENT OF SOLICITATION NO.		
			9B. DATED (SEE ITEM 11)		
			X 10A. MOD. OF CONTRACT/ORDER NO. <b>HQ0034-09-F-3265</b>		
			X 10B. DATED (SEE ITEM 13) <b>28-Sep-2009</b>		
CODE <b>3W2N2</b>		FACILITY CODE			

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of offer ☐ is extended, ☐ is not extended.

Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods:  
 (a) By completing Items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted;  
 or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE  
 RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN  
 REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter,  
 provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT ORDERS.  
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

<input type="checkbox"/>	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	D. OTHER (Specify type of modification and authority) <b>Mutual Agreement of the Parties</b>


E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)**

Modification Control Number: **ceraj10751**

The purpose of this modification is to correct the Schedule of Deliverables. See Summary of Changes.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) THOMAS BORDONE / CONTRACTING OFFICER/TEAM LEAD TEL: 703-589-1109 EMAIL: thomas.bordone@whs.mil	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED <b>25-Mar-2010</b>

EXCEPTION TO SF 30  
APPROVED BY OIRM 11-84

30-105-04

STANDARD FORM 30 (Rev. 10-83)  
Prescribed by GSA  
FAR (48 CFR) 53.243

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

**SUMMARY OF CHANGES**

The purpose of this modification is to correct the Schedule of Deliverables for the Base Year.

- A. The Schedule of Deliverables for the Base Year is hereby replaced with the attached revised Schedule of Deliverables for the Base Year.
- B. All other Terms and Conditions remain unchanged.

The following have been modified:

## BASE YEAR -- Schedule of Deliverables

Deliverable	Delivery Date	Acceptance Criteria	Milestone Payment Due Upon Acceptance	Percentage Milestone Payment Due Upon Acceptance	Recurrence	Total Amount
Task 1.1 Preliminary Database Design	Day 60	Deliverable clearly, accurately and completely describes the general characteristics of database design in sufficient detail to allow the COR to assess the general solution being pursued.				
Task 1.1 Final Database Design	Day 90	Database meets all the requirements specified in task 1.1 to solve online student tracking for The Language Flagship Program. COR shall have 30 days for testing and evaluation of the database. The contractor shall make any changes to conform to specification prior to acceptance of the design.				
Task 1.2 Merge Data	Day 90	All existing electronic data from The Language Flagship and institutional awardees necessary to initially populate the student tracking system is complete and are accessible through the database.				
Task 1.3 Data Transfer Process	Day 60	Deliverable clearly, accurately and completely describe process to conduct an annual transfer of original data from the GC's Flagship Fellows database to the student tracking database in a manner fully consistent with Database Design to be delivered under task 1.1.				
Tasks 1.4-1.7 Student Contract and associated Records Database Preliminary Design	Day 60	Deliverable clearly, accurately and completely describes the general characteristics of database design in sufficient detail to allow the COR to assess the general				

Deliverable	Delivery Date	Acceptance Criteria	Milestone Payment Due Upon Acceptance	Percentage Milestone Payment Due Upon Acceptance	Recurrence	Total Amount
Tasks 1.4-1.7 Student Contract and associated Records Database Final Design	Day 90	Database meets all the requirements specified in task 1.4-1.7 to complete, sign, collected and store online for The Language Flagship Program. COR shall have 30 days for testing and evaluation of the database. The contractor shall make any changes to conform to specification prior to acceptance of the design.				
Task 1.8 Troubleshoot	Beginning with acceptance of Task 1.1 and 1.4 – 1.7 deliverables through the end of the base year	Contractor trouble-shoots and resolves any problems found in the functionality of the database to ensure that systems function in a manner consistent with the requirements of TWS.				
Task 1.9 Progress Reports	Monthly, Beginning Day 30	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.				
Tasks 2.1 – 2.12 Develop and Implement Email Notification System	Day 120	Database meets all the requirements specified in task 2.1 – 2.12 to automate notification process. Database conforms to input from institutional awardee. COR shall have 30 days for testing and evaluation of the notification system. The contractor shall make any changes to conform to specification prior to acceptance of the systems.				
Task 2.13 Troubleshoot	Beginning with acceptance of Task 2.1 – 2.12	Contractor troubleshoots and resolves any problems found in the functionality of the processes to ensure that systems in a manner consistent with the requirements of the TWS.				
Task 2.14 Progress Reports	Monthly, Beginning Day 30	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.				

Deliverable	Delivery Date	Acceptance Criteria	Milestone Payment Due Upon Acceptance	Percentage Milestone Payment Due Upon Acceptance	Recurrence	Total Amount
Task 3.1: Develop, test, and implement reporting function	Day 120	Deliverable meets all the requirements specified in task 3.1- 3.3 to design, develop implement a reporting function. The query/report function for the database is operable with functionality that is similar to or improves upon what is available with Microsoft Access. COR shall have 30 days for testing and evaluation of the notification system. The contractor shall make any changes to conform to specifications prior to acceptance of the system.				
Task 3.2 Troubleshoot	Beginning with acceptance of Task 3.1 deliverables through the end of the base year	Contractor troubleshoots and resolves any problems found in the functionality of the processes to ensure that systems in a manner consistent with the requirements of the TWS.				
Task 3.3 Progress Reports	Monthly, Beginning Day 30	Reports have sufficient detail to allow COR to gauge contractor's progress against all tasks and issues that require attention.				
Tasks 4.1 - 4.4 Hosting Student Tracking Database	Beginning January 10, 2009 through end of the base	Contractor hosts and maintains the web based interface Student Tracking Database consistent with the requirements in Task 4.1-4.4 of the TWS.				
Task 4.5 Student Tracking Database Changes	Beginning January 10, 2009 through end of the base year	As requested by the COR, the contractor makes changes to the website and database with up to 20 aesthetic and functional changes during the base year of the contract.				
Task 4.6 Monthly Report	Monthly, Beginning Day 30	Reports have sufficient details to clearly and accurately summarize the monthly activities of Task 4.				
Task 5.1- 5.3 Develop Tracking System	Day 45	Deliverable meets all the requirements specified in task 5.1 and 5.2 to develop a website tracking system that is consistent with the Language Flagship Program needs. COR shall have 30 days for testing and evaluation of the database. The contractor shall make any				

Deliverable	Delivery Date	Acceptance Criteria	Milestone Payment Due Upon Acceptance	Percentage Milestone Payment Due Upon Acceptance	Recurrence	Total Amount
		changes to conform to specification prior to acceptance of the design.	(b)(4)			
Task 5.4 Monthly Report	Monthly, Beginning Day 30	Reports have sufficient details to clearly and accurately summarize the monthly activities of Task 5, including analysis, and recommendations, based on results of site usage.				
Task 6.1 – 6.3 Implement and check DIACAP requirements	TBD*	Deliverable meets all the requirements specified in task 6.1-6.4 to implement DIACAP requirement and check that DIACAP process conforms to all existing or updated regulations.				
Task 6.3 Monthly Report	Monthly, beginning Day 30	Reports have sufficient detail to clearly and accurately summarize the monthly activities of Task 6 to include analysis and recommendations.				

**Payment Totals**

(b)(4)

(b)(4)

\* Will be determined after discussion with COR within 10 days post start of work.

(End of Summary of Changes)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE <b>J</b>		PAGE OF PAGES <b>1</b>   <b>3</b>	
2. AMENDMENT/MODIFICATION NO. <b>P00002</b>		3. EFFECTIVE DATE <b>28-Sep-2010</b>		4. REQUISITION/PURCHASE REQ. NO. <b>H9126891970004000</b>		5. PROJECT NO. (If applicable) <div style="border: 1px solid black; height: 15px; width: 100%;"></div>	
6. ISSUED BY <b>WHS ACQUISITION DIRECTORATE 1700 N. MOORE STREET SUITE 1425 ARLINGTON VA 22209-2133</b>		CODE <b>HQ0034</b>		7. ADMINISTERED BY (If other than item 6) <b>See Item 6</b>		CODE <div style="border: 1px solid black; height: 15px; width: 100%;"></div>	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) <b>TELOPHASE 2000 14TH ST N STE 770 ARLINGTON VA 22201-2539</b>				9A. AMENDMENT OF SOLICITATION NO.			
				9B. DATED (SEE ITEM 11)			
				X 10A. MOD. OF CONTRACT/ORDER NO. <b>HQ0034-09-F-3265</b>			
				X 10B. DATED (SEE ITEM 13) <b>28-Sep-2009</b>			
CODE <b>3W2N2</b>		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of offer <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required) <b>See Schedule</b>							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.							
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).							
X C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: <b>FAR 52.217-9 Option to Extend the Term of the Contract</b>							
D. OTHER (Specify type of modification and authority)							
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) Modification Control Number: <b>ceraj101314</b> <b>The purpose of this modification is to exercise Option Year One. See Summary of Changes.</b>							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>KAREN ROONEY / CONTRACTING OFFICER</b> TEL: (703) 588-1922 EMAIL: karen.rooney@whs.mil			
15B. CONTRACT OR/OFFEROR  (Signature of person authorized to sign)		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA BY <u><i>Karen Rooney</i></u> (Signature of Contracting Officer)		16C. DATE SIGNED <b>24-Aug-2010</b>	



SECTION SF 30 BLOCK 14 CONTINUATION PAGE

**SUMMARY OF CHANGES**

The purpose of this modification is to exercise Option Year One for subject contract.

- A. CLIN 1001 is hereby exercised and funded in the amount of (b)(4).
- B. CLIN 1002 is hereby exercised and funded in the amount of \$5,000.00.
- C. The performance period for Option Year One is 28 Sept 2010 – 27 Sept 2011.
- D. All other terms and conditions remain unchanged.

SECTION SF 1449 - CONTINUATION SHEET

**SUPPLIES OR SERVICES AND PRICES**

**CLIN 1001**

The option status has changed from Option to Option Exercised.

**CLIN 1002**

The option status has changed from Option to Option Exercised.

**ACCOUNTING AND APPROPRIATION**

**Summary for the Payment Office**

As a result of this modification, the total funded amount for this document was increased by (b)(4) from (b)(4) to (b)(4).

**CLIN 1001:**

AB: 97 0 0100 7301 001 P77701 2525 QNB H5A0 QN0H5A00R011MP S033181 (CIN H9126802010001) was increased by (b)(4) from (b)(4) to (b)(4).  
The contract ACRN AB has been added.  
The CIN H9126802010001 has been added.

**CLIN 1002:**

AB: 97 0 0100 7301 001 P77701 2525 QNB H5A0 QN0H5A00R011MP S033181 (CIN H91268020100010001) was increased by \$5,000.00 from \$0.00 to \$5,000.00.  
The contract ACRN AB has been added.  
The CIN H91268020100010001 has been added.

**DELIVERIES AND PERFORMANCE**

The following Delivery Schedule item for CLIN 1001 has been changed from:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 28-SEP-2010 TO 27-SEP-2011	N/A	NATIONAL SECURITY EDUCATION PROGRAM ROBERT O. SLATER 1101 WILSON BLVD SUITE 1210 ARLINGTON VA 22209-2248 703 696-5673 FOB: Destination	HQ0054

To:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 28-SEP-2010 TO 27-SEP-2011	N/A	NATIONAL SECURITY EDUCATION PROGRAM ROBERT O. SLATER 1101 WILSON BLVD SUITE 1210 ARLINGTON VA 22209-2248 703 696-5673 FOB: Destination	HQ0054

(End of Summary of Changes)