


<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER HQ000213110001000		PAGE 1 OF 20	
2. CONTRACT NO. GS-06F-0673Z		3. AWARD/EFFECTIVE DATE 07-May-2012		4. ORDER NUMBER HQ0034-12-F-0113		5. SOLICITATION NUMBER	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME				b. TELEPHONE NUMBER (No Collect Calls)	
9. ISSUED BY  WHS - ACQUISITION DIRECTORATE 1155 DEFENSE PENTAGON WASHINGTON DC 20301-1155  TEL: FAX:		CODE HQ0034		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input checked="" type="checkbox"/> SET ASIDE: 100% FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input checked="" type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: \$25.5mill 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"/> RFO <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
15. DELIVER TO OSD CIO PATRICK HUMMEL 1155 DEFENSE PENTAGON - 3B288 WASHINGTON DC 20301-1155		CODE HQ0002		16. ADMINISTERED BY  <b>SEE ITEM 9</b>			
17a. CONTRACTOR/OFFEROR  DIGITAL MANAGEMENT, INC. TYLER BROOKS-CRAFT 6701 DEMOCRACY BLVD STE 500 BETHESDA MD 20817-1572  TEL. (240) 223-4822		CODE 3BDL8  FACILITY CODE		18a. PAYMENT WILL BE MADE BY  DFAS INDIANAPOLIS 8899 E. 56TH STREET INDIANAPOLIS IN 46249-1510			
<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 checked="" 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  <b>See Schedule</b>						26. TOTAL AWARD AMOUNT (For Govt. Use Only)  <b>\$3,899,096.64</b>	
<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 <u>0</u> COPIES <input 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.				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				30b. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)  		30c. DATE SIGNED  06-May-2012	
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (TYPE OF PRINT)  James Johnson / Branch Chief  TEL: 703-545-0693 EMAIL: james.johnson@whs.mil			

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS  
(CONTINUED)**

PAGE 2 OF 20

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

☐ RECEIVED ☐ INSPECTED ☐ 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

☐ COMPLETE ☐ PARTIAL ☐ FINAL

37. CHECK NUMBER

38. S/R ACCOUNT NUMBER

39. S/R VOUCHER NUMBER

40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT

42a. RECEIVED BY *(Print)*

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER

41c. DATE

42b. RECEIVED AT *(Location)*

42c. DATE REC'D *(YY/MM/DD)*

42d. TOTAL CONTAINERS

Section SF 30 - BLOCK 14 CONTINUATION PAGE

POINTS OF CONTACT

Contractor

(b)(6)

A rectangular gray box used to redact information, likely a name or title, associated with the Contractor.

Customer/WAWF Inspect/Accept

(b)(6)

A rectangular gray box used to redact information, likely a name or title, associated with the Customer/WAWF Inspect/Accept role.

Contract Specialist

(b)(6)

A rectangular gray box used to redact information, likely a name or title, associated with the Contract Specialist role.

DFAS Customer Service Vendor Pay

1-888-332-7366 (Option 2)

## Section SF 1449 - CONTINUATION SHEET

## Exhibit/Attachment Table of Contents

DOCUMENT TYPE	DESCRIPTION	PAGES	DATE
Attachment 1	DD254	2	07-MAY-2012

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Life Cycle Refresh FFP Per the PWS, dated 07 MAY 2012	1	Lot	(b)(4)	(b)(4)

NET AMT

(b)(4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
000101	Funding for CLIN 0001 FFP PPA Code: 1716 PURCHASE REQUEST NUMBER: HQ000213110001000				\$0.00

NET AMT

\$0.00

ACRN AA

(b)(4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
000102					\$0.00

Funding for CLIN 0001  
 FFP  
 PPA Code: 1716  
 PURCHASE REQUEST NUMBER: HQ000213110001000

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NET AMT	\$0.00
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ACRN AB

(b)(4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
000103					\$0.00

Funding for CLIN 0001  
 FFP  
 PPA Code: 1716  
 PURCHASE REQUEST NUMBER: HQ000213110001000

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NET AMT	\$0.00
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ACRN AC

(b)(4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
000104					\$0.00

Funding for CLIN 0001  
 FFP  
 PPA Code: 1716  
 PURCHASE REQUEST NUMBER: HQ000213110001000

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NET AMT	\$0.00
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ACRN AD

(b)(4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
000105	Funding for CLIN 0001 FFP PURCHASE REQUEST NUMBER: HQ000213110001000				\$0.00

NET AMT

\$0.00

ACRN AE

(b)(4)

PWS

07 MAY 2012

**1. GENERAL INFORMATION:**

Washington Headquarters Services (WHS) is a Department of Defense (DoD) field activity that provides administrative and operational support to a number of DoD activities in the National Capital Region (NCR). WHS Enterprise Information Technology Services Directorate (EITSD) resulted from the 2011 merger of WHS's Information Technology Management Directorate (ITMD) and the Office of the Secretary of Defense (OSD) Chief Information Officer (CIO) organization.

The overall outcome of this task order is to deploy/install the enterprise standard system image to EITSD supported Non-classified IP Router Network (NIPRNet) end users for OSD, WHS, WHS Supported Organizations (WSO), and Pentagon Force Protection Agency (PFPA).

The desired end state includes: all systems connected to the EITSD NIPRNet will be 3 years or newer and every system connected to the EITSD supported NIPRNet will use the enterprise standard computer image. The contractor shall image workstations, perform User State Migration, and deploy approximately 13,000 computers. The contractor shall image and deliver an additional 1800 computers to specified locations within the NCR. EITSD has already conducted technical, beta and customer pilots to validate the drafted Windows 7 deployment processes and checklists for OSD which will be provided to the vendor. The vendor will assist with the pilot deployments for WHS and PFPA.

**2. SCOPE:**

The contractor shall provide the following types of Lifecycle Refresh services:

- Project Management
- Physical delivery and deployment of new desktops and laptops to end users
- Physical removal of older desktops and laptops to a central place for reimaging or disposal
- Imaging and delivery of desktops and laptops (may reimage usable desktops/laptops) to certain locations within NCR to support components conducting their own deployments.
- Imaging, performing User State Migration and deployment and set-up of desktops and laptops Update Remedy Asset Management and Configuration Management records
- End-user training (classroom, desk side for Executives, and printed materials)

**3. GENERAL CONTRACTOR RESPONSIBILITIES:**

- 3.1 The contractor shall, as an independent contractor, and not as an agent of the Government, furnish all management and labor necessary to perform the requirements in this performance work statement unless otherwise provided the Government. Examples of Government furnished equipment include workstations and enterprise software tools (e.g., Remedy. The contractor shall obtain Government approval prior to contractor use of contractor provided hardware and software in the performance of this work. Hardware, Commercial Off-the-Shelf (COTS) software, custom-developed software, and data provided during the execution of this contract shall become property of the Government at the end of the task order.
- 3.2 The contractor shall utilize commercial best business practices such as:
  - Project Management
  - Body of Knowledge (PMBOK) guide
  - The Information
  - Technology Infrastructure Library (ITIL) version 3 (ITIL v3)
  - Capability Maturity
  - Model Integration (CMMI)
- 3.3 The contractor shall use Government provided tools to accurately document, administer, and maintain data and configuration. Government provided tools include but are not limited to the following: (1) BMC Remedy for ticket tracking and routing, configuration management database (CMDB), and asset management; and (2) the enterprise portal, using Microsoft SharePoint, as a knowledge management repository including project plan, schedule, and standard operating procedure (SOP) library.
- 3.4 The contractor shall provide on-site management staff with full company authority to oversee the assigned resources and enable rapid resolution of day-to-day service delivery issues. The Project Manager (PM) provides project personnel with guidance on all areas of the engagement and is the primary customer contact for all major support issues through the length of the project.
- 3.5 The contractor's PM shall manage all issues between the contractor and EITSD.
- 3.6 The contractor shall participate in authorized on-site meetings; and prepare and present written and oral briefings on progress of work, as requested by the Government.
- 3.7 The contractor shall adhere to the Government's personnel "in and out" processing procedures.
- 3.8 The contractor shall review the Government provided draft Deployment plan and draft deployment schedule and provide proposed revisions back to the Government within 10 calendar days after contract award. Upon Government approval, the contractor shall implement plans and procedures, and address discrepancies through the contractor's Quality Control Management procedures.
- 3.9 **Information Assurance Training Requirements:** Contractor personnel assigned to perform IA functions and responsibilities shall comply with DoD Directive 8570.1 "Information Assurance Training, Certification, and Workforce Management" and its implementing Manual, DOD 8570.1-M. The Contracting Officer, in conjunction with the Contracting Officer's Representative (COR) will ensure that Contractor personnel are appropriately certified and provide verification to the Defense Eligibility Enrollment System (DEERS).

#### 4. REQUIREMENTS / TASKS:

The intent is to deploy the enterprise standard system image to all EITSD-supported NIPRNet end users using a combination of new systems and systems identified for reuse. The deployment will be based on geographic locations around the National Capital Region. The deployment should be completed for an office space within one office space visit when possible.

The contractor shall:

##### 4.1 Provide Desktop/Notebook Installation services to include but not limited to:

- a. surveys 3 weeks before user deployment is scheduled to obtain information about the user desktop/laptop. Perform customer
- b. and perform user state migration for all customer laptops and desktops. Image workstations
- c. desktops, monitors, and other items to be transferred to ensure that the components are free of any damage prior to receipt. Inspect all laptops,
- d. desktop to the user location. Deploy and set-up
- e. Follow deployment checklists to set-up user (this includes ensuring the user has their user profiles, printers are mapped, PST files are available and all user specific software is installed if not available as a virtualized application).
- f. Resolve and track all issues until completion.
- g. deployment related trash to in the immediate installation premises & properly clean the installation area. On site disposal of
- h. workstations from user location after two weeks. Pick-up old
- i. information in Remedy. Update user
- j. learned and update checklists accordingly to improve the process Provide any lessons

##### 4.2 Provide and deliver imaged desktops/laptops services; which include but are not limited to:

- a. desktops/Laptops for components conducting their own deployments. Image
- b. desktops/Laptops to specified locations within the NCR. Deliver
- c. desktops/Laptops from specified locations within the NCR and deliver to warehouse. Pick-up

##### 4.3 Provide Help Desk Support for Windows 7 Deployment issues; which include but are not limited to:

- a. support for all issues related to Windows 7 deployment. Provide help desk
- b. track and update issue resolution. Utilize Remedy to

##### 4.4 Provide day after deployment support



- a. Provide boots on the ground support the day after to users at the location.
  - b. Resolve user issues.
  - c. Complete user quality survey.
- 4.5 Provide support the WHS and PFPA Pilot deployment
  - a. Assist in development/verification of the checklists for the WHS/PFPA deployments.
  - b. Support the PFPA and WHS beta and customer pilot deployment.
- 4.6 Provide Customer Satisfaction which includes but not limited to:
  - a. Interactive Customer Evaluations.
  - b. Weekly Schedule updates and progress.
- 4.6 Provide Asset Management and Transportation Services which includes but is not limited to :
  - a. Provide vehicles and personnel for equipment delivery and pick-up.
  - b. Provide Schedule. Pickup and Delivery equipment to various locations.
  - c. Labeling and hand receipt/transfer receipt management.
- 4.7 Provide End User Training Services which includes but not limited to:
  - a. Provide desk side training during deployment to executives as required, which will include basic system and software functionality.
  - b. Provide classroom training on new software to be delivered to the end user (Windows 7 and Office 2010).
  - c. Provide printed training materials for end user education on their new subsystem and updated image.
  - d. Provide a training schedule for all training to be offered during the period of performance.
- 4.8 Provide Service Desk Training which includes but not limited to:
  - a. Provide classroom based training to Service Desk Members in the use of Windows 7 and Office 2010 as well as the support and troubleshooting practices for those technologies.
  - b. Training should occur 2 weeks before the first deployments to allow for Service Desk Support of the new image and software.
  - c. The training should be offered up to 2 weeks after the final deployments.
  - d. Provide web-based training (IE 8 compatible) on new software to be delivered to the Service Desk Member (Windows 7 and Office 2010).
  - e. Provide training schedule for all training to be offered during the period of performance.

## 5. ADMINISTRATIVE REQUIREMENTS:

- 5.1 Security: All personnel assigned to this contract shall at a minimum have an active DOD security clearance (SECRET). In addition, DOD Instruction 8500.2, Information Assurance (IA) Implementation, requires certain investigative levels for contractors working on DoD Information Systems while a minimum of 2 personnel/individuals will have an active Top Secret (TS/SCI) security clearance.
- 5.2 Technical Data and Software Licenses: At the discretion and approval of the Government, applicable and relevant technical data and software licensing currently in existence will be provided to the contractor during initial transition.
- 5.3 Place of Performance: The primary place of performance will be at the Pentagon and other Government facilities within the NCR. Primary locations include Pentagon, Mark Center, Crystal City, Rosslyn, Suffolk Building in Arlington, VA, and the consolidated warehouse in Alexandria, VA.
- 5.4 Hours of Operation/Performance: Normal Working Hours (NWHs) are 6:00 am to 6:00 pm on weekdays. Extended Working Hours (EWHs) are 6:00 pm to 8:00 am weekdays and include all day on weekends and Federal holidays.
- 5.5 Applicable Documents:

The contractor shall ensure continuing adherence to generally accepted Government information technology policies and guidance applicable to the task order. This includes, but is not limited to, public laws, executive orders, directives, regulations, manuals, standards, memorandums, and instructions. The contractor shall comply with the appropriate DoD-approved programs, standards, and guidelines.

- DoD Issuances including directives, instructions publications, and memorandums are listed at <http://www.dtic.mil/whs/directives/>.
- DoD IA policies, procedures, directives, instructions, and manuals are listed at <http://iase.disa.mil/policy-guidance/index.html>.
- United States Cyber Command (USCC) orders, directives, and IA vulnerability alerts are listed at <https://www.jtfgn0.mil>
- DoD Instruction 5000.64, Accountability and Management of DoD-Owned Equipment and Other Accountable Property.
- ADM 002502-11 Implementation of Basic Input/Output System (BIOS) Protection Guidelines and the referenced National Institutes of Standards publication NIST 800-147 (April 2011) BIOS Protection Guidelines <http://csrc.nist.gov/publications/PubsSPs.html>

## 6. PERFORMANCE METRICS:

**Table 6.1**

Performance Objectives	Requirement Description	Performance Standard
Enterprise Standard Images Deployed PWS 4.2 and 4.2	Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government	At least 98% by the end of the period of performance

Customer Satisfaction PWS 4.6	Percentage of customer responses to an automated satisfaction survey (aka Interactive Customer Evaluations) that score 4 or better based on a typical five-level Likert scale	At least 4 out of 5 on a Likert scale by the end of the period of performance
Enterprise Standard Images Deployed (Halfway) PWS 4.1 and 4.2	Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government	50% or more at 4 months after award
Customer Satisfaction PWS 4.6	Percentage of customer responses to an automated satisfaction survey (aka Interactive Customer Evaluations) that score 4 or better based on a typical five-level Likert scale	At least 3.75 out of 5 on a Likert scale by 6 months after award

Note: Contractor Performance Evaluation: The Contractor's performance will be reported in the Contractor Performance Assessment Reporting System (CPARS) and the assessments will be reflected in the Past Performance Information Retrieval (PPIRS) Database.

7.

**DELIVERABLES****REPORTS AND**

The contractor shall provide the following management reports and deliverables:

Table 7.1

<b>Deliverable</b>	<b>Description</b>	<b>Schedule</b>	<b>Format</b>
Revised Deployment Plan PWS 3.8	<ul style="list-style-type: none"> <li>• Deployment plan</li> <li>• Communications and their timing</li> <li>• Any technologies used</li> <li>• Deployment process</li> <li>• Deployment Checklists</li> </ul>	10 days after award	Mutually Agreed
Weekly Status Reports PWS 3.6	Weekly updates reporting on schedule updates and progress	Weekly	Mutually Agreed
Training Schedule PWS 3.7	Details of training content and schedule for delivery to include places for delivery within Mark Center, Pentagon, and Crystal City	10days after award	Mutually Agreed
Master Deployment Schedule Final PWS 3.8	Detailed schedule to meet the requirements of this performance work statement (PWS)	10 days after award	Mutually Agreed
Customer Surveys PWS 4.1	Conduct customer surveys to identify local peripherals, applications used, user profile, and file shares, for each user to be deployed a new desktop/laptop (See draft deployment plan)	15 days prior to scheduled deployment	Mutually Agreed
Remedy Configuration Management Database (CMDB) and Remedy Asset Management Record Updates PWS 4.1	Updates to Remedy documenting the asset assignment to user and ensuring user information in Remedy is accurate for each a new desktop/laptop had been deployed to.	No longer than 5 days after installation	Mutually Agreed


Deliverable	Description	Schedule	Format
Lessons Learned PWS 4.1	Report of trouble calls reported after the deployment, consolidated customer evaluation responses, and suggestions for improving the deployment processes	Weekly	Mutually Agreed

## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
000101	Destination	Government	Destination	Government
000102	Destination	Government	Destination	Government
000103	Destination	Government	Destination	Government
000104	Destination	Government	Destination	Government
000105	Destination	Government	Destination	Government

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 14-MAY-2012 TO 13-FEB-2013	N/A	OSD CIO (b)(6) 	HQ0002
			FOB: Destination	
000101	N/A	N/A	N/A	N/A
000102	N/A	N/A	N/A	N/A
000103	N/A	N/A	N/A	N/A
000104	N/A	N/A	N/A	N/A
000105	N/A	N/A	N/A	N/A

## ACCOUNTING AND APPROPRIATION DATA

AA: 9700300.2020 P0009 6402 251G S49447 DHAC08424

AMOUNT: (b)(4)

CIN HQ0002131100010000001: (b)(4)

AB: 9700300.2020 P0044 6401 251G S49447 DHAC08425

AMOUNT: (b)(4)

CIN HQ0002131100010000002: (b)(4)

AC: 9710300.2020 P1009 6402 251G S49447 DHAC18314

AMOUNT: (b)(4)

CIN HQ0002131100010000003: (b)(4)

AD: 9710300.2020 P1044 6401 251G S49447 DHAC18315

AMOUNT: (b)(4)

CIN HQ0002131100010000004: (b)(4)

AE: 9720300.2020 P2009 6401 251G S49447 DHAC28120

AMOUNT: (b)(4)

CIN HQ0002131100010000005: (b)(4)

## CLAUSES INCORPORATED BY REFERENCE

52.222-50	Combating Trafficking in Persons	FEB 2009
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011
252.203-7002	Requirement to Inform Employees of Whistleblower Rights	JAN 2009
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.204-7004 Alt A	Central Contractor Registration Alternate A	SEP 2007
252.205-7000	Provision Of Information To Cooperative Agreement Holders	DEC 1991
252.209-7004	Subcontracting With Firms That Are Owned or Controlled By The Government of a Terrorist Country	DEC 2006
252.219-7004	Small Business Subcontracting Plan (Test Program)	JAN 2011
252.225-7002	Qualifying Country Sources As Subcontractors	APR 2003
252.225-7012	Preference For Certain Domestic Commodities	JUN 2010
252.226-7001	Utilization of Indian Organizations and Indian-Owned Economic Enterprises, and Native Hawaiian Small Business Concerns	SEP 2004
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	MAR 2008
252.232-7010	Levies on Contract Payments	DEC 2006
252.233-7001	Choice of Law (Overseas)	JUN 1997
252.239-7001	Information Assurance Contractor Training and Certification	JAN 2008
252.243-7002	Requests for Equitable Adjustment	MAR 1998
252.247-7023	Transportation of Supplies by Sea	MAY 2002
252.247-7024	Notification Of Transportation Of Supplies By Sea	MAR 2000

## CLAUSES INCORPORATED BY FULL TEXT

52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (APR 1984)

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

(b) The use in this solicitation or contract of any clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

252.204-7006 BILLING INSTRUCTIONS (OCT 2005)

When submitting a request for payment, the Contractor shall--

(a) Identify the contract line item(s) on the payment request that reasonably reflect contract work performance; and

(b) Separately identify a payment amount for each contract line item included in the payment request.

(End of clause)

252.204-7008 EXPORT-CONTROLLED ITEMS (APR 2010)

(a) Definition. Export-controlled items, as used in this clause, means items subject to the Export Administration Regulations (EAR) (15 CFR parts 730-774) or the International Traffic in Arms Regulations (ITAR) (22 CFR parts 120-130). The term includes:

(1) Defense items, defined in the Arms Export Control Act, 22 U.S.C. 2778(j)(4)(A), as defense articles, defense services, and related technical data, and further defined in the ITAR, 22 CFR part 120.

(2) Items, defined in the EAR as "commodities, software, and technology," terms that are also defined in the EAR, 15 CFR 772.1.

(b) The Contractor shall comply with all applicable laws and regulations regarding export-controlled items, including, but not limited to, the requirement for Contractors to register with the Department of State in accordance with the ITAR. The Contractor shall consult with the Department of State regarding any questions relating to compliance with the ITAR and shall consult with the Department of Commerce regarding any questions relating to compliance with the EAR.

(c) The Contractor's responsibility to comply with all applicable laws and regulations regarding export-controlled items exists independent of, and is not established or limited by, the information provided by this clause.

(d) Nothing in the terms of this contract adds to, changes, supersedes, or waives any of the requirements of applicable Federal laws, Executive orders, and regulations, including but not limited to--

(1) The Export Administration Act of 1979, as amended (50 U.S.C. App. 2401, et seq.);

(2) The Arms Export Control Act (22 U.S.C. 2751, et seq.);

(3) The International Emergency Economic Powers Act (50 U.S.C. 1701, et seq.);

(4) The Export Administration Regulations (15 CFR parts 730-774);

(5) The International Traffic in Arms Regulations (22 CFR parts 120-130); and

(6) Executive Order 13222, as extended.

(e) The Contractor shall include the substance of this clause, including this paragraph (e), in all subcontracts.

(End of clause)

**252.212-7001 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS APPLICABLE TO DEFENSE ACQUISITIONS OF COMMERCIAL ITEMS (DEC 2010) (DEVIATION)**

(a) In addition to the clauses listed in paragraph (b) of the Contract Terms and Conditions Required to Implement Statutes or Executive Orders--Commercial Items clause of this contract (FAR 52.212-5) (OCT 2010) (DEVIATION), the Contractor shall include the terms of the following clause, if applicable, in subcontracts for commercial items or commercial components, awarded at any tier under this contract:

252.237-7010	Prohibition on Interrogation of Detainees by Contractor Personnel (NOV 2010) (Section 1038 of Pub. L. 111-84).
252.237-7019	Training for Contractor Personnel Interacting with Detainees (SEP 2006) (Section 1092 of Pub. L. 108-375).
252.247-7003	Pass-Through of Motor Carrier Fuel Surcharge Adjustment to the Cost Bearer (JUL 2009) (Section 884 of Public Law 110-417)
252.247-7023	Transportation of Supplies by Sea (MAY 2002) (10 U.S.C. 2631)
252.247-7024	Notification of Transportation of Supplies by Sea (MAR 2000) (10 U.S.C. 2631)

(End of clause)

**252.225-7017 Photovoltaic Devices (MAR 2012)**

(a) Definitions. As used in this clause--

Bahrainian photovoltaic device means an article that--

(i) Is wholly manufactured in Bahrain; or

(ii) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in Bahrain into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

Canadian photovoltaic device means an article that has been substantially transformed in Canada into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.



Caribbean Basin country photovoltaic device means an article that--

(i) Is wholly manufactured in a Caribbean Basin country; or

(ii) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a Caribbean Basin country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

Designated country means--

(i) A World Trade Organization Government Procurement Agreement (WTO GPA) country (Austria, Belgium, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea (Republic of), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Taiwan (known in the World Trade Organization as "the Separate Customs Territory of Taiwan, Penghu, Kinmen, and Matsu" (Chinese Taipei)), or the United Kingdom);

(ii) A Free Trade Agreement country (Australia, Bahrain, Canada, Chile, Costa Rica, Dominican Republic, El Salvador, Guatemala, Honduras, Mexico, Morocco, Nicaragua, Peru, or Singapore);

(iii) A least developed country (Afghanistan, Angola, Bangladesh, Benin, Bhutan, Burkina Faso, Burundi, Cambodia, Central African Republic, Chad, Comoros, Democratic Republic of Congo, Djibouti, East Timor, Equatorial Guinea, Eritrea, Ethiopia, Gambia, Guinea, Guinea-Bissau, Haiti, Kiribati, Laos, Lesotho, Liberia, Madagascar, Malawi, Maldives, Mali, Mauritania, Mozambique, Nepal, Niger, Rwanda, Samoa, Sao Tome and Principe, Senegal, Sierra Leone, Solomon Islands, Somalia, Tanzania, Togo, Tuvalu, Uganda, Vanuatu, Yemen, or Zambia); or

(iv) A Caribbean Basin country (Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bonaire, British Virgin Islands, Curacao, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Saba, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Sint Eustatius, Sint Maarten, or Trinidad and Tobago).

Designated country photovoltaic device means a WTO GPA country photovoltaic device, a Free Trade Agreement country photovoltaic device, a least developed country photovoltaic device, or a Caribbean Basin country photovoltaic device.

Domestic photovoltaic device means a photovoltaic device manufactured in the United States.

Foreign photovoltaic device means a photovoltaic device other than a domestic photovoltaic device.

Free Trade Agreement country means Australia, Bahrain, Canada, Chile, Costa Rica, Dominican Republic, El Salvador, Guatemala, Honduras, Mexico, Morocco, Nicaragua, Peru, or Singapore.

Free Trade Agreement country photovoltaic device means an article that--

(i) Is wholly manufactured in a Free Trade Agreement country; or

(ii) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a Free Trade Agreement country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

Least developed country photovoltaic device means an article that--

(i) Is wholly manufactured in a least developed country; or



(ii) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a least developed country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

Moroccan photovoltaic device means an article that--

(i) Is wholly manufactured in Morocco; or

(ii) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in Morocco into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

Peruvian photovoltaic device means an article that--

(i) Is wholly manufactured in Peru; or

(ii) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in Peru into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

Photovoltaic device means a device that converts light directly into electricity through a solid-state, semiconductor process.

Qualifying country means any country listed in the definition of "qualifying country" at 225.003 of the Defense Federal Acquisition Regulation Supplement (DFARS).

Qualifying country photovoltaic device means a photovoltaic device manufactured in a qualifying country.

United States means the 50 States, the District of Columbia, and outlying areas.

U.S.-made photovoltaic device means a photovoltaic device that--

(i) Is manufactured in the United States; or

(ii) Is substantially transformed in the United States into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

WTO GPA country photovoltaic device means an article that--

(i) Is wholly manufactured in a WTO GPA country; or

(ii) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a WTO GPA country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

(b) This clause implements section 846 of the National Defense Authorization Act for Fiscal Year 2011 (Pub. L. 111-383).

(c) Restriction. If the Contractor specified in its offer in the Photovoltaic Devices--Certificate provision of the solicitation that the estimated value of the photovoltaic devices to be utilized in performance of this contract would be--

(1) More than \$3,000 but less than \$25,000, then the Contractor shall utilize only domestic or qualifying country photovoltaic devices unless, in its offer, it specified utilization of other foreign photovoltaic devices in paragraph (c)(2)(ii) of the Photovoltaic Devices--Certificate provision of the solicitation;

(2) \$25,000 or more but less than \$77,494, then the Contractor shall utilize in the performance of this contract only domestic or qualifying country photovoltaic devices unless, in its offer, it specified utilization of Canadian or other foreign photovoltaic devices in paragraph (c)(3)(ii) of the Photovoltaic Devices--Certificate provision of the solicitation. If the Contractor certified in its offer that it will utilize a qualifying country photovoltaic device or a Canadian photovoltaic device, the Contractor shall utilize a qualifying country photovoltaic device, a Canadian photovoltaic device, or, at the Contractor's option, a domestic photovoltaic device;

(3) \$77,494 or more but less than \$202,000, then the Contractor shall utilize under this contract only domestic photovoltaic devices, qualifying country photovoltaic devices, or Free Trade Agreement country photovoltaic devices (other than Bahrainian, Moroccan, or Peruvian photovoltaic devices), unless, in its offer, it specified utilization of other foreign photovoltaic devices in paragraph (c)(4)(ii) of the Photovoltaic Devices--Certificate provision of the solicitation. If the Contractor certified in its offer that it will utilize a qualifying country photovoltaic device or a Free Trade Agreement country photovoltaic device (other than a Bahrainian, Moroccan, or Peruvian photovoltaic device), the Contractor shall utilize a qualifying country photovoltaic device; a Free Trade Agreement country photovoltaic device (other than a Bahrainian, Moroccan, or Peruvian photovoltaic device), or, at the Contractor's option, a domestic photovoltaic device; or

(4) \$202,000 or more, then the Contractor shall utilize under this contract only U.S.-made, qualifying country, or designated country photovoltaic devices.

(End of clause)

252.237-7010 PROHIBITION ON INTERROGATION OF DETAINEES BY CONTRACTOR PERSONNEL  
(NOV  
2010)

(a) Definitions. As used in this clause--

Detainee means any person captured, detained, held, or otherwise under the effective control of DoD personnel (military or civilian) in connection with hostilities. This includes, but is not limited to, enemy prisoners of war, civilian internees, and retained personnel. This does not include DoD personnel or DoD contractor personnel being held for law enforcement purposes.

Interrogation of detainees means a systematic process of formally and officially questioning a detainee for the purpose of obtaining reliable information to satisfy foreign intelligence collection requirements.

(b) Contractor personnel shall not interrogate detainees.

(c) Subcontracts. The Contractor shall include the substance of this clause, including this paragraph (c), in all subcontracts that may require subcontractor personnel to interact with detainees in the course of their duties.

(End of clause)

## WHS A&amp;PO WAWF INVOICING INSTRUCTIONS (Apr 2010)

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 submit the following invoice type:**

**2-n-1 - Services Only, including Construction**

**\*\*Do NOT use the WAWF Construction invoice type – it is not permitted for invoices paid in the MOCAS system**

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

With the exception of extensions, the following required information should automatically populate in WAWF; if it does not populate, or does not populate completely or correctly, enter the following information as noted:

Contract Number	GS-06F-0673Z
Delivery Order	HQ0034-12-F-0113
Pay DoDAAC	HQ0347
Issue By DoDAAC	HQ0034
Admin By DoDAAC	HQ0034
Inspect By DoDAAC/Extension	Leave Blank
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	HQ0002
DCAA Auditor DODAAC/Extension	Leave Blank
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 (b)(6) 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.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE J	PAGE OF PAGES 1   4
2. AMENDMENT/MODIFICATION NO. P00001		3. EFFECTIVE DATE 06-Aug-2012		4. REQUISITION/PURCHASE REQ. NO. SEE SCHEDULE	
6. ISSUED BY WHS - ACQUISITION DIRECTORATE 2521 SOUTH CLARK ST ARLINGTON VA 22202-3809		CODE HQ0034		7. ADMINISTERED BY (If other than item 6) WHS - ACQUISITION DIRECTORATE 1155 DEFENSE PENTAGON WASHINGTON DC 20301-1155	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) DIGITAL MANAGEMENT INC. (b)(6) 6550 ROCK SPRING DR 7TH FLOOR BETHESDA MD 20817-1124		9A. AMENDMENT OF SOLICITATION NO.		9B. DATED (SEE ITEM 11)	
CODE 3BDL8		FACILITY CODE 3BDL8		X 10A. MOD. OF CONTRACT/ORDER NO. HQ0034-12-F-0113	
				X 10B. DATED (SEE ITEM 13) 07-May-2012	
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) See Schedule					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/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).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
X D. OTHER (Specify type of modification and authority) 52.212-4(c)					
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: watsonp121685 The purpose of this modification is to add CLIN 0002 as specified herein.					
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) JAMES JOHNSON / BRANCH CHIEF TEL: 703-545-0693 EMAIL: james.johnson@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 07-Aug-2012	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

**SUMMARY OF CHANGES**

SECTION SF 30 - BLOCK 14 CONTINUATION PAGE

The following have been modified:

POINTS OF CONTACT

Contractor

(b)(6)

Customer/WAWF Inspect/Accept

(b)(6)

Contract Specialist

(b)(6)

Contracting Officer

(b)(6)

DFAS Customer Service Vendor Pay

1-888-332-7366 (Option 2)

SECTION SF 1449 - CONTINUATION SHEET

SOLICITATION/CONTRACT FORM

The total cost of this contract was increased by (b)(4) from (b)(4) to (b)(4) (EST).

SUPPLIES OR SERVICES AND PRICES

CLIN 0002 is added as follows:

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002	Other Direct Cost (ODC) COST All costs associated with this line item must be approved by the Government before costs are incurred. Maximum Amount: (b)(4) PURCHASE REQUEST NUMBER: HQ000213110001004 ADDITIONAL MARKINGS: 12EN220-032-0005		Lot		(b)(4)
				ESTIMATED COST	(b)(4)
	ACRN AE				(b)(4)

## 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 0002:

Funding on CLIN 0002 is initiated as follows:

ACRN: AE

CIN: HQ0002131100010040002

Acctng Data: 9720300.2020 P2009 6401 251G S49447 DHAC28120

Increase: (b)(4)

Total: (b)(4)

## DELIVERIES AND PERFORMANCE

The following Delivery Schedule item has been added to CLIN 0002:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 06-AUG-2012 TO 13-FEB-2013	N/A	OSD CIO (b)(6)	HQ0002
		FOB: Destination	

## INSPECTION AND ACCEPTANCE

The following Acceptance/Inspection Schedule was added for CLIN 0002:

INSPECT AT  
Destination


INSPECT BY  
Government

ACCEPT AT  
Destination

ACCEPT BY  
Government

(End of Summary of Changes)



<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE <b>J</b>		PAGE OF PAGES <b>1   3</b>	
2. AMENDMENT/MODIFICATION NO. <b>P00002</b>		3. EFFECTIVE DATE <b>17-Dec-2012</b>		4. REQUISITION/PURCHASE REQ. NO. <b>SEE SCHEDULE</b>		5. PROJECT NO. (if applicable)	
6. ISSUED BY <b>WHS - ACQUISITION DIRECTORATE 1155 DEFENSE PENTAGON WASHINGTON DC 20301-1155</b>		CODE <b>HQ0034</b>		7. ADMINISTERED BY (if other than item 6)  <b>See Item 6</b>		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) <b>DIGITAL MANAGEMENT INC. (b)(6) 8850 ROCK SPRING DR 7TH FLOOR BETHESDA MD 20817-1124</b>				9A. AMENDMENT OF SOLICITATION NO.			
				9B. DATED (SEE ITEM 11)			
				X 10A. MOD. OF CONTRACT/ORDER NO. <b>HQ0034-12-F-0113</b>			
				X 10B. DATED (SEE ITEM 13) <b>07-May-2012</b>			
CODE <b>3BDL8</b>		FACILITY CODE					
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>							
<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. <b>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.</b> 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.							
<b>12. ACCOUNTING AND APPROPRIATION DATA (If required)</b>							
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>							
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>52.243-4 Changes Clause</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>prouroukd13375</b> <b>No cost Time Extension</b>							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
				<b>JAMES JOHNSON / BRANCH CHIEF</b> TEL: 703-545-0693 EMAIL: james.johnson@whs.mil			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(Signature of person authorized to sign)				BY  (Signature of Contracting Officer)		<b>17-Dec-2012</b>	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 30 - BLOCK 14 CONTINUATION PAGE

The following have been modified:  
POINTS OF CONTACT

Contractor

(b)(6)

Customer/WAWF Inspect/Accept

(b)(6)

Contract Specialist

(b)(6)

Contracting Officer

(b)(6)

DFAS Customer Service Vendor Pay  
1-888-332-7366 (Option 2)


SECTION SF 1449 - CONTINUATION SHEET

DELIVERIES AND PERFORMANCE


The following Delivery Schedule item for CLIN 0001 has been changed from:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 14-MAY-2012 TO 13-FEB-2013	N/A	OSD CIO (b)(6)	HQ0002
		FOB: Destination	


To:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 14-MAY-2012 TO 31-MAR-2013	N/A	OSD CIO (b)(6) 	HQ0002
FOB: Destination			

The following Delivery Schedule item for CLIN 0002 has been changed from:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 06-AUG-2012 TO 13-FEB-2013	N/A	OSD CIO (b)(6) 	HQ0002
FOB: Destination			

To:

DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
POP 06-AUG-2012 TO 31-MAR-2013	N/A	OSD CIO (b)(6) 	HQ0002
FOB: Destination			


(End of Summary of Changes)

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE <b>J</b>		PAGE OF PAGES <b>1   9</b>	
2. AMENDMENT/MODIFICATION NO <b>P00003</b>		3. EFFECTIVE DATE <b>11-Feb-2013</b>		4. REQUISITION/PURCHASE REQ NO <b>SEE SCHEDULE</b>		5. PROJECT NO (If applicable)	
6. ISSUED BY WHS - ACQUISITION DIRECTORATE 1155 DEFENSE PENTAGON WASHINGTON DC 20301-1155		CODE <b>HQ0034</b>		7. ADMINISTERED BY (If other than item 6) <b>See Item 6</b>		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code) DIGITAL MANAGEMENT INC. <b>(b)(6)</b> 8550 ROCK SPRING DR 7TH FLOOR BETHESDA MD 20817-1124				9A. AMENDMENT OF SOLICITATION NO			
				9B. DATED (SEE ITEM 11)			
				<input checked="" type="checkbox"/> 10A. MOD OF CONTRACT/ORDER NO <b>HQ0034-12-F-0113</b>			
				<input checked="" type="checkbox"/> 10B. DATED (SEE ITEM 13) <b>07-May-2012</b>			
CODE <b>3BDLB</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)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/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).							
<input checked="" type="checkbox"/> C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF <b>52.243-4 Changes Clause</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 _____ 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>ourorked13706</b> Clarify PWS							
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) <b>(b)(6)</b>				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) <b>JOHNSON.</b> Digitally signed by JOHNSON.JAMES.E L.1037445025 ou=US, o=U.S. Government, ou=DoD, ou=PKI, ou=WHS, cn=JOHNSON.JAMES.E L.1037445025 Date: 2013.02.11 09:57:20 -0500			
15B. CONTRACTOR/OFFEROR <b>(b)(6)</b> (Signature of person authorized to sign)				15C. DATE SIGNED <b>08 February 2013</b>		16B. UNITED STATES OF AMERICA <b>L.1037445025</b> BY (Signature of Contracting Officer)	
				16C. DATE SIGNED			

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

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE <b>J</b>		PAGE OF PAGES <b>1   9</b>	
2. AMENDMENT/MODIFICATION NO. <b>P00003</b>		3. EFFECTIVE DATE <b>11-Feb-2013</b>		4. REQUISITION/PURCHASE REQ. NO. SEE SCHEDULE		5. PROJECT NO. (If applicable)	
6. ISSUED BY WHS - ACQUISITION DIRECTORATE 1155 DEFENSE PENTAGON WASHINGTON DC 20301-1155		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) DIGITAL MANAGEMENT INC. <b>(b)(6)</b> 6550 ROCK SPRING DR 7TH FLOOR BETHESDA MD 20817-1124				9A. AMENDMENT OF SOLICITATION NO.			
				9B. DATED (SEE ITEM 11)			
				X 10A. MOD. OF CONTRACT/ORDER NO. <b>HQ0034-12-F-0113</b>			
				X 10B. DATED (SEE ITEM 13) <b>07-May-2012</b>			
CODE <b>3BDL8</b>		FACILITY CODE					
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>							
<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.							
<b>12. ACCOUNTING AND APPROPRIATION DATA (If required)</b>							
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>							
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>52.243-4 Changes Clause</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 _____ copies to the issuing office.							
<b>14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)</b> Modification Control Number: <b>ourouked13706</b> Clarify PWS							
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)			
				JAMES JOHNSON / BRANCH CHIEF			
				TEL: 703-545-0993 EMAIL: james.johnson@whs.mil			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
(Signature of person authorized to sign)				BY 		11-Feb-2013	
				(Signature of Contracting Officer)			

## SECTION SF 30 BLOCK 14 CONTINUATION PAGE

## SUMMARY OF CHANGES

## SECTION SF 1449 - CONTINUATION SHEET

The following have been modified:

PWS

**Rev. A – 8 Feb 2013**

**1. GENERAL INFORMATION:**

Washington Headquarters Services (WHS) is a Department of Defense (DoD) field activity that provides administrative and operational support to a number of DoD activities in the National Capital Region (NCR). WHS Enterprise Information Technology Services Directorate (EITSD) resulted from the 2011 merger of WHS's Information Technology Management Directorate (ITMD) and the Office of the Secretary of Defense (OSD) Chief Information Officer (CIO) organization.

The overall outcome of this task order is to deploy/install the enterprise standard system image to EITSD supported Non-classified IP Router Network (NIPRNet) end users for OSD, WHS, WHS Supported Organizations (WSO), and Pentagon Force Protection Agency (PFPA).

The desired end state includes: all systems connected to the EITSD NIPRNet will be 3 years or newer and every system connected to the EITSD supported NIPRNet will use the enterprise standard computer image. The contractor shall image workstations, perform User State Migration, and deploy approximately 13,000 computers. The contractor shall image and deliver an additional 1800 computers to specified locations within the NCR. EITSD has already conducted technical, beta and customer pilots to validate the drafted Windows 7 deployment processes and checklists for OSD which will be provided to the vendor. The vendor will assist with the pilot deployments for WHS and PFPA.

**2. SCOPE:**

The contractor shall provide the following types of Lifecycle Refresh services:

- Project Management
- Physical delivery and deployment of new desktops and laptops to end users
- Physical removal of older desktops and laptops to a central place for reimaging or disposal
- Imaging and delivery of desktops and laptops (may reimage usable desktops/laptops) to certain locations within NCR to support components conducting their own deployments.
- Imaging, performing User State Migration and deployment and set-up of desktops and laptops Update Remedy Asset Management and Configuration Management records
- End-user training (classroom, desk side for Executives, and printed materials)

**3. GENERAL CONTRACTOR RESPONSIBILITIES:**

- 3.1 The contractor shall, as an independent contractor, and not as an agent of the Government, furnish all management and labor necessary to perform the requirements in this performance work statement unless otherwise provided the Government. Examples of Government furnished equipment include workstations and enterprise software tools (e.g., Remedy). The contractor shall obtain Government approval prior to contractor use of contractor provided hardware and software in the performance of this work. Hardware, Commercial Off-the-Shelf (COTS) software, custom-developed software, and data provided during the execution of this contract shall become property of the Government at the end of the task order.

3.2 The contractor shall utilize commercial best business practices such as:

- Body of Knowledge (PMBOK) guide Project Management
- Technology Infrastructure Library (ITIL) version 3 (ITIL v3) The Information
- Model Integration (CMMI) Capability Maturity

3.3 The contractor shall use Government provided tools to accurately document, administer, and maintain data and configuration. Government provided tools include but are not limited to the following: (1) BMC Remedy for ticket tracking and routing, configuration management database (CMDB), and asset management; and (2) the enterprise portal, using Microsoft SharePoint, as a knowledge management repository including project plan, schedule, and standard operating procedure (SOP) library.

3.4 The contractor shall provide on-site management staff with full company authority to oversee the assigned resources and enable rapid resolution of day-to-day service delivery issues. The Project Manager (PM) provides project personnel with guidance on all areas of the engagement and is the primary customer contact for all major support issues through the length of the project.

3.5 The contractor's PM shall manage all issues between the contractor and EITSD.

3.6 The contractor shall participate in authorized on-site meetings; and prepare and present written and oral briefings on progress of work, as requested by the Government.

3.7 The contractor shall adhere to the Government's personnel "in and out" processing procedures.

3.8 The contractor shall review the Government provided draft Deployment plan and draft deployment schedule and provide proposed revisions back to the Government within 10 calendar days after contract award. Upon Government approval, the contractor shall implement plans and procedures, and address discrepancies through the contractor's Quality Control Management procedures.

3.9 Information Assurance Training Requirements: Contractor personnel assigned to perform IA functions and responsibilities shall comply with DoD Directive 8570.1 "Information Assurance Training, Certification, and Workforce Management" and its implementing Manual, DOD 8570.1-M. The Contracting Officer, in conjunction with the Contracting Officer's Representative (COR) will ensure that Contractor personnel are appropriately certified and provide verification to the Defense Eligibility Enrollment System (DEERs).



#### 4. REQUIREMENTS / TASKS:

The intent is to deploy the enterprise standard system image to all EITSD-supported NIPRNet end users using a combination of new systems and systems identified for reuse. The deployment will be based on geographic locations around the National Capital Region. The deployment should be completed for an office space within one office space visit when possible.

The contractor shall:

##### 4.1 Provide Desktop/Notebook Installation services to include but not limited to:

- |    |  |                      |
|----|--|----------------------|
| a. | surveys 3 weeks before user deployment is scheduled to obtain information about the user desktop/laptop.   | Perform customer     |
| b. | and perform user state migration for all customer laptops and desktops.  | Image workstations   |
| c. | desktops, monitors, and other items to be transferred to ensure that the components are free of any damage prior to receipt.   | Inspect all laptops, |
| d. | desktop to the user location.  | Deploy and set-up    |
| e. | Follow deployment checklists to set-up user (this includes ensuring the user has their user profiles, printers are mapped, PST files are available and all user specific software is installed if not available as a virtualized application). |                      |
| f. | Resolve and track all issues until completion.   |                      |
| g. | deployment related trash to in the immediate installation premises & properly clean the installation area.   | On site disposal of  |
| h. | workstations from user location when feasible, up to two (2) weeks.  | Pick-up old          |
| i. | information in Remedy.   | Update user          |
| j. | learned and update checklists accordingly to improve the process   | Provide any lessons  |

##### 4.2 Provide and deliver imaged desktops/laptops services; which include but are not limited to:

- |    |  |         |
|----|--|---------|
| a. | desktops/Laptops for components conducting their own deployments.                  | Image   |
| b. | desktops/Laptops to specified locations within the NCR.                            | Deliver |
| c. | desktops/Laptops from specified locations within the NCR and deliver to warehouse. | Pick-up |

##### 4.3 Provide Help Desk Support for Windows 7 Deployment issues; which include but are not limited to:

- |    |   |                   |
|----|---|-------------------|
| a. | support for all issues related to Windows 7 deployment. | Provide help desk |
| b. | track and update issue resolution.                      | Utilize Remedy to |

##### 4.4 Provide day after deployment support



- a. Provide boots on the ground support the day after to users at the location.
  - b. Resolve user issues.
  - c. Complete user quality survey.
- 4.5 Provide support the WHS and PFPA Pilot deployment
  - a. Assist in development/verification of the checklists for the WHS/PFPA deployments.
  - b. Support the PFPA and WHS beta and customer pilot deployment.
- 4.6 Provide Customer Satisfaction which includes but not limited to:
  - a. Interactive Customer Evaluations.
  - b. Weekly Schedule updates and progress.
- 4.6 Provide Asset Management and Transportation Services which includes but is not limited to :
  - a. Provide vehicles and personnel for equipment delivery and pick-up.
  - b. Provide Schedule, Pickup and Delivery equipment to various locations.
  - c. Labeling and hand receipt/transfer receipt management.
  - d. Pick-up old workstations from user location when feasible, up to two (2) weeks.
- 4.7 Provide End User Training Services which includes but not limited to:
  - a. Provide desk side training during deployment to executives as required, which will include basic system and software functionality.
  - b. Provide classroom training on new software to be delivered to the end user (Windows 7 and Office 2010).
  - c. Provide printed training materials for end user education on their new subsystem and updated image.
  - d. Provide a training schedule for all training to be offered during the period of performance.
- 4.8 Provide Service Desk Training which includes but not limited to:
  - a. Provide classroom based training to Service Desk Members in the use of Windows 7 and Office 2010 as well as the support and troubleshooting practices for those technologies.
  - b. Training should occur 2 weeks before the first deployments to allow for Service Desk Support of the new image and software.
  - c. The training should be offered up to 2 weeks after the final deployments.
  - d. Provide web-based training (IE 8 compatible) on new software to be delivered to the Service Desk Member (Windows 7 and Office 2010).

- e. schedule for all training to be offered during the period of performance.

Provide training

## 5. ADMINISTRATIVE REQUIREMENTS:

- 5.1 Security: All personnel assigned to this contract shall at a minimum have an active DOD security clearance (SECRET). In addition, DOD Instruction 8500.2, Information Assurance (IA) Implementation, requires certain investigative levels for contractors working on DoD Information Systems while a minimum of 2 personnel/individuals will have an active Top Secret (TS/SCI) security clearance.
- 5.2 Technical Data and Software Licenses: At the discretion and approval of the Government, applicable and relevant technical data and software licensing currently in existence will be provided to the contractor during initial transition.
- 5.3 Place of Performance: The primary place of performance will be at the Pentagon and other Government facilities within the NCR. Primary locations include Pentagon, Mark Center, Crystal City, Rosslyn, Suffolk Building in Arlington, VA, and the consolidated warehouse in Alexandria, VA.
- 5.4 Hours of Operation/Performance: Normal Working Hours (NWHs) are 6:00 am to 6:00 pm on weekdays. Extended Working Hours (EWHs) are 6:00 pm to 8:00 am weekdays and include all day on weekends and Federal holidays.
- 5.5 Applicable Documents:

The contractor shall ensure continuing adherence to generally accepted Government information technology policies and guidance applicable to the task order. This includes, but is not limited to, public laws, executive orders, directives, regulations, manuals, standards, memorandums, and instructions. The contractor shall comply with the appropriate DoD-approved programs, standards, and guidelines.

- DoD Issuances including directives, instructions publications, and memorandums are listed at <http://www.dtic.mil/whs/directives/>.
- DoD IA policies, procedures, directives, instructions, and manuals are listed at <http://iase.disa.mil/policy-guidance/index.html>.
- United States Cyber Command (USCC) orders, directives, and IA vulnerability alerts are listed at <https://www.jtfgno.mil>
- DoD Instruction 5000.64, Accountability and Management of DoD-Owned Equipment and Other Accountable Property.
- ADM 002502-11 Implementation of Basic Input/Output System (BIOS) Protection Guidelines and the referenced National Institutes of Standards publication NIST 800-147 (April 2011) BIOS Protection Guidelines <http://csrc.nist.gov/publications/PubsSPs.html>

## 6. PERFORMANCE METRICS:

**Table 6.1**

Performance Objectives	Requirement Description	Performance Standard
Enterprise Standard Images Deployed PWS 4.2 and 4.2	Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government	At least 98% by the end of the period of performance
Customer Satisfaction PWS 4.6	Percentage of customer responses to an automated satisfaction survey (aka Interactive	At least 4 out of 5 on a Likert scale by the end of the period of

	Customer Evaluations) that score 4 or better based on a typical five-level Likert scale	performance
Enterprise Standard Images Deployed (Halfway) PWS 4.1 and 4.2	Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government	50% or more at 4 months after award
Customer Satisfaction PWS 4.6	Percentage of customer responses to an automated satisfaction survey (aka Interactive Customer Evaluations) that score 4 or better based on a typical five-level Likert scale	At least 3.75 out of 5 on a Likert scale by 6 months after award

Note: Contractor Performance Evaluation: The Contractor's performance will be reported in the Contractor Performance Assessment Reporting System (CPARS) and the assessments will be reflected in the Past Performance Information Retrieval (PPIRS) Database.

7.

## DELIVERABLES

## REPORTS AND

The contractor shall provide the following management reports and deliverables:

Table 7.1

Deliverable	Description	Schedule	Format
Revised Deployment Plan PWS 3.8	<ul style="list-style-type: none"> <li>Deployment plan</li> <li>Communications and their timing</li> <li>Any technologies used</li> <li>Deployment process</li> <li>Deployment Checklists</li> </ul>	10 days after award	Mutually Agreed
Weekly Status Reports PWS 3.6	Weekly updates reporting on schedule updates and progress	Weekly	Mutually Agreed
Training Schedule PWS 3.7	Details of training content and schedule for delivery to include places for delivery within Mark Center, Pentagon, and Crystal City	10days after award	Mutually Agreed
Master Deployment Schedule Final PWS 3.8	Detailed schedule to meet the requirements of this performance work statement (PWS)	10 days after award	Mutually Agreed
Customer Surveys PWS 4.1	Conduct customer surveys to identify local peripherals, applications used, user profile, and file shares, for each user to be deployed a new desktop/laptop (See draft deployment plan)	15 days prior to scheduled deployment	Mutually Agreed
Remedy Configuration Management Database (CMDB) and Remedy Asset Management Record Updates PWS 4.1	Updates to Remedy documenting the asset assignment to user and ensuring user information in Remedy is accurate for each a new desktop/laptop had been deployed to.	No longer than 5 days after installation	Mutually Agreed
Lessons Learned PWS 4.1	Report of trouble calls reported after the deployment, consolidated customer evaluation responses, and suggestions for improving the deployment processes	Weekly	Mutually Agreed

(End of Summary of Changes)

26 April 2012

The Washington Headquarters Services, Acquisition Directorate intends to award a single firm fixed price contract for Workstation Installation services utilizing the 8(a) Streamlined Technology Application Resource for Services (STARS) II Governmentwide Acquisition Contract (GWAC). The proposed award will be accordance with Section 8(a) of the Small Business Act and FAR 19.8, and awarded on a sole source basis. The North American Industry Classification System (NAICS) code associated with this requirement is 541512- Computer Systems Design Services.

1. Description of Services:

The scope of this work is to deploy/install the enterprise standard system image to Enterprise Information Technology Services Directorate (EITSD) supported Non-classified IP Router Network (NIPRNet) end users for Office of the Secretary of Defense (OSD), Washington Headquarters Services (WHS), WHS Supported Organizations (WSO), and Pentagon Force Protection Agency (PFPA). Further detailed the attached Performance Work Statement.

2. Solicitation Information

- a. Proposal is due date/local time: Wednesday, 02 MAY 2012 at 2:00PM Eastern Time.
- b. Proposal should indicate "RFP 12EN220-032- Lifecycle Refresh-WorkStation Installation Services" in the subject line of the email.

3. The Basis of the award

- a. The majority of the requested services must be currently available via General Services Agency (GSA) Schedule (GS-06F-067Z).
- b. Offeror does not take exception to any of the terms and conditions in the Performance Work Statement.
- c. Offer's proposal is determined to be Technically Acceptable.
- d. Offeror's price is determined to be fair and reasonable.

4. Additional clauses shall apply to this acquisition:

DFARS 252.204-7003 Control of Government Personnel Work Product,	APR 1992
DFARS 252.204-7004(Alt A) Required Central Contractor Registration,	SEP 2007
DFARS 252.212-7001 Contract Terms and Conditions,	NOV 2010
DFARS 252.225-7001 Buy American Act and Balance of Payment Program,	JAN 2009
DFARS 252.225-7002 Qualifying Country Sources as Subcontractors ,	APR 2003
DFARS 252.232-7003 Electronic Submission of Payment Requests,	MAR 2008
DFARS 252.247-7023 (Alt III) Transportation of Supplies by Sea.	MAY 2002

5. Contractor Team Arrangements (CTA ):

If GSA CTA are utilized, a copy of the CTA document shall be submitted with the quote. For information, regarding CTAs refer to: <http://www.gsa.gov>.

6. If you have any questions, please call me at (b)(6) or email me at (b)(6)

## **PERFORMANCE-BASED WORKSTATEMENT**

Washington Headquarters Service (WHS)

Enterprise Information Technology Services Directorate (EITSD)

Lifecycle Refresh-WorkStation Installation Services

### **1. GENERAL INFORMATION:**

Washington Headquarters Services (WHS) is a Department of Defense (DoD) field activity that provides administrative and operational support to a number of DoD activities in the National Capital Region (NCR). WHS Enterprise Information Technology Services Directorate (EITSD) resulted from the 2011 merger of WHS's Information Technology Management Directorate (ITMD) and the Office of the Secretary of Defense (OSD) Chief Information Officer (CIO) organization.

The overall outcome of this task order is to deploy/install the enterprise standard system image to EITSD supported Non-classified IP Router Network (NIPRNet) end users for OSD, WHS, WHS Supported Organizations (WSO), and Pentagon Force Protection Agency (PFPA).

The desired end state includes: all systems connected to the EITSD NIPRNet will be 3 years or newer and every system connected to the EITSD supported NIPRNet will use the enterprise standard computer image. The contractor shall image workstations, perform User State Migration, and deploy approximately 13,000 computers. The contractor shall image and deliver an additional 1800 computers to specified locations within the NCR. EITSD has already conducted technical, beta and customer pilots to validate the drafted Windows 7 deployment processes and checklists for OSD which will be provided to the vendor. The vendor will assist with the pilot deployments for WHS and PFPA.

### **2. SCOPE:**

The contractor shall provide the following types of Lifecycle Refresh services:

- Project Management
- Physical delivery and deployment of new desktops and laptops to end users
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- Imaging and delivery of desktops and laptops (may reimage usable desktops/laptops) to certain locations within NCR to support components conducting their own deployments.
- Imaging, performing User State Migration and deployment and set-up of desktops and laptops
- Update Remedy Asset Management and Configuration Management records
- End-user training (classroom, desk side for Executives, and printed materials)

### **3. GENERAL CONTRACTOR RESPONSIBILITIES:**

- 3.1 The contractor shall, as an independent contractor, and not as an agent of the Government, furnish all management and labor necessary to perform the requirements in this performance work statement unless otherwise provided the Government. Examples of Government furnished equipment include workstations and enterprise software tools (e.g. Remedy. The contractor shall obtain Government approval prior to contractor use of contractor provided hardware and software in the performance of this work. Hardware, Commercial Off-the-Shelf (COTS) software, custom-developed software, and data provided during the execution of this contract shall become property of the Government at the end of the task order.
- 3.2 The contractor shall utilize commercial best business practices such as:
- Project Management Body of Knowledge (PMBOK) guide
  - The Information Technology Infrastructure Library (ITIL) version 3 (ITIL v3)
  - Capability Maturity Model Integration (CMMI)
- 3.3 The contractor shall use Government provided tools to accurately document, administer, and maintain data and configuration. Government provided tools include but are not limited to the following: (1) BMC Remedy for ticket tracking and routing, configuration management database (CMDB), and asset management; and (2) the enterprise portal, using Microsoft SharePoint, as a knowledge management repository including project plan, schedule, and standard operating procedure (SOP) library.
- 3.4 The contractor shall provide on-site management staff with full company authority to oversee the assigned resources and enable rapid resolution of day-to-day service delivery issues. The Project Manager (PM) provides project personnel with guidance on all areas of the engagement and is the primary customer contact for all major support issues through the length of the project.
- 3.5 The contractor's PM shall manage all issues between the contractor and EITSD.
- 3.6 The contractor shall participate in authorized on-site meetings; and prepare and present written and oral briefings on progress of work, as requested by the Government.
- 3.7 The contractor shall adhere to the Government's personnel "in and out" processing procedures.
- 3.8 The contractor shall review the Government provided draft Deployment plan and draft deployment schedule and provide proposed revisions back to the Government within 10 calendar days after contract award. Upon Government approval, the contractor shall implement plans and procedures, and address discrepancies through the contractor's Quality Control Management procedures.
- 3.9 Information Assurance Training Requirements: Contractor personnel assigned to perform IA functions and responsibilities shall comply with DoD Directive 8570.1 "Information Assurance Training, Certification, and Workforce Management" and its implementing Manual, DOD 8570.1-M. The Contracting Officer, in conjunction with the Contracting Officer's Representative (COR) will ensure that Contractor personnel are appropriately certified and provide verification to the Defense Eligibility Enrollment System (DEERS).



#### 4. REQUIREMENTS / TASKS:

The intent is to deploy the enterprise standard system image to all EITSD-supported NIPRNet end users using a combination of new systems and systems identified for reuse. The deployment will be based on geographic locations around the National Capital Region. The deployment should be completed for an office space within one office space visit when possible.

The contractor shall:

- 4.1 Provide Desktop/Notebook Installation services to include but not limited to:
  - a. Perform customer surveys 3 weeks before user deployment is scheduled to obtain information about the user desktop/laptop.
  - b. Image workstations and perform user state migration for all customer laptops and desktops.
  - c. Inspect all laptops, desktops, monitors, and other items to be transferred to ensure that the components are free of any damage prior to receipt.
  - d. Deploy and set-up desktop to the user location.
  - e. Follow deployment checklists to set-up user (this includes ensuring the user has their user profiles, printers are mapped, PST files are available and all user specific software is installed if not available as a virtualized application).
  - f. Resolve and track all issues until completion.
  - g. On site disposal of deployment related trash to in the immediate installation premises & properly clean the installation area.
  - h. Pick-up old workstations from user location after two weeks.
  - i. Update user information in Remedy.
  - j. Provide any lessons learned and update checklists accordingly to improve the process
- 4.2 Provide and deliver imaged desktops/laptops services; which include but is not limited to:
  - a. Image desktops/Laptops for components conducting their own deployments.
  - b. Deliver desktops/Laptops to specified locations within the NCR.
  - c. Pick-up desktops/Laptops from specified locations within the NCR and deliver to warehouse.
- 4.3 Provide Help Desk Support for Windows 7 Deployment issues; which include but is not limited to:
  - a. Provide help desk support for all issues related to Windows 7 deployment.
  - b. Utilize Remedy to track and update issue resolution.
- 4.4 Provide day after deployment support
  - a. Provide boots on the ground support the day after to users at the location.
  - b. Resolve user issues.
  - c. Complete user quality survey.
- 4.5 Provide support the WHS and PFPA Pilot deployment
  - a. Assist in development/verification of the checklists for the WHS/PFPA deployments.
  - b. Support the PFPA and WHS beta and customer pilot deployment.

- 4.6 Provide Customer Satisfaction which includes but not limited to:
  - a. Interactive Customer Evaluations.
  - b. Weekly Schedule updates and progress.
- 4.6 Provide Asset Management and Transportation Services which includes but is not limited to :
  - a. Provide vehicles and personnel for equipment delivery and pick-up.
  - b. Provide Schedule, Pickup and Delivery equipment to various locations.
  - c. Labeling and hand receipt/transfer receipt management.
- 4.7 Provide End User Training Services which includes but not limited to :
  - a. Provide desk side training during deployment to executives as required, which will include basic system and software functionality.
  - b. Provide classroom training on new software to be delivered to the end user (Windows 7 and Office 2010).
  - c. Provide printed training materials for end user education on their new subsystem and updated image.
  - d. Provide a training schedule for all training to be offered during the period of performance.
- 4.8 Provide Service Desk Training which includes but not limited to:
  - a. Provide classroom based training to Service Desk Members in the use of Windows 7 and Office 2010 as well as the support and troubleshooting practices for those technologies.
  - b. Training should occur 2 weeks before the first deployments to allow for Service Desk Support of the new image and software.
  - c. The training should be offered up to 2 weeks after the final deployments.
  - d. Provide web-based training (IE 8 compatible) on new software to be delivered to the Service Desk Member (Windows 7 and Office 2010).
  - e. Provide training schedule for all training to be offered during the period of performance.

## 5. ADMINISTRATIVE REQUIREMENTS:

- 5.1 Security: All personnel assigned to this contract shall at a minimum have an active DOD security clearance (SECRET). In addition, DOD Instruction 8500.2, Information Assurance (IA) Implementation, requires certain investigative levels for contractors working on DoD Information Systems while a minimum of 2 personnel/individuals will have an active Top Secret (TS/SCI) security clearance.
- 5.2 Technical Data and Software Licenses: At the discretion and approval of the Government, applicable and relevant technical data and software licensing currently in existence will be provided to the contractor during initial transition.
- 5.3 Place of Performance: The primary place of performance will be at the Pentagon and other Government facilities within the NCR. Primary locations include Pentagon, Mark Center, Crystal City, Rosslyn, Suffolk Building in Arlington, VA, and the consolidated warehouse in Alexandria, VA.
- 5.4 Period of Performance: The period of performance shall be for nine months.
- 5.5 Hours of Operation/Performance:
- Normal Working Hours (NWHs) are 6:00 am to 6:00 pm on weekdays. Extended Working Hours (EWHs) are 6:00 pm to 8:00 am weekdays and include all day on weekends and Federal holidays.
- 5.6 Applicable Documents:
- The contractor shall ensure continuing adherence to generally accepted Government information technology policies and guidance applicable to the task order. This includes, but is not limited to, public laws, executive orders, directives, regulations, manuals, standards, memorandums, and instructions. The contractor shall comply with the appropriate DoD-approved programs, standards, and guidelines.
- DoD Issuances including directives, instructions publications, and memorandums are listed at <http://www.dtic.mil/whs/directives/>.
  - DoD IA policies, procedures, directives, instructions, and manuals are listed at <http://iase.disa.mil/policy-guidance/index.html>.
  - United States Cyber Command (USCC) orders, directives, and IA vulnerability alerts are listed at <https://www.jtfgn0.mil>
  - DoD Instruction 5000.64, Accountability and Management of DoD-Owned Equipment and Other Accountable Property.
  - ADM 002502-11 Implementation of Basic Input/Output System (BIOS) Protection Guidelines and the referenced National Institutes of Standards publication NIST 800-147 (April 2011) BIOS Protection Guidelines <http://csrc.nist.gov/publications/PubsSPs.html>

**6. PERFORMANCE METRICS:****Table 6.1**

<b>Performance Objectives</b>	<b>Requirement Description</b>	<b>Performance Standard</b>
Enterprise Standard Images Deployed PWS 4.2 and 4.2	Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government	At least 98% by the end of the period of performance
Customer Satisfaction PWS 4.6	Percentage of customer responses to an automated satisfaction survey (aka Interactive Customer Evaluations) that score 4 or better based on a typical five-level Likert scale	At least 4 out of 5 on a Likert scale by the end of the period of performance
Enterprise Standard Images Deployed (Halfway) PWS 4.1 and 4.2	Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government	50% or more at 4 months after award
Customer Satisfaction PWS 4.6	Percentage of customer responses to an automated satisfaction survey (aka Interactive Customer Evaluations) that score 4 or better based on a typical five-level Likert scale	At least 3.75 out of 5 on a Likert scale by 6 months after award

Note: Contractor Performance Evaluation: The Contractor's performance will be reported in the Contractor Performance Assessment Reporting System (CPARS) and the assessments will be reflected in the Past Performance Information Retrieval (PPIRS) Database.

**7. REPORTS AND DELIVERABLES**

The contractor shall provide the following management reports and deliverables:

**Table 7.1**

<b>Deliverable</b>	<b>Description</b>	<b>Schedule</b>	<b>Format</b>
Revised Deployment Plan PWS 3.8	<ul style="list-style-type: none"> <li>• Deployment plan</li> <li>• Communications and their timing</li> <li>• Any technologies used</li> <li>• Deployment process</li> <li>• Deployment Checklists</li> </ul>	10 days after award	Mutually Agreed
Weekly Status Reports PWS 3.6	Weekly updates reporting on schedule updates and progress	Weekly	Mutually Agreed
Training Schedule PWS 3.7	Details of training content and schedule for delivery to include places for delivery within Mark Center, Pentagon, and Crystal City	10days after award	Mutually Agreed
Master Deployment Schedule Final PWS 3.8	Detailed schedule to meet the requirements of this performance work statement (PWS)	10 days after award	Mutually Agreed

<b>Deliverable</b>	<b>Description</b>	<b>Schedule</b>	<b>Format</b>
Customer Surveys PWS 4.1	Conduct customer surveys to identify local peripherals, applications used, user profile, and fileshares, for each user to be deployed a new desktop/laptop (See draft deployment plan)	15 days prior to scheduled deployment	Mutually Agreed
Remedy Configuration Management Database (CMDB) and Remedy Asset Management Record Updates PWS 4.1	Updates to Remedy documenting the asset assignment to user and ensuring user information in Remedy is accurate for each a new desktop/laptop had been deployed to.	No longer than 5 days after installation	Mutually Agreed
Lessons Learned PWS 4.1	Report of trouble calls reported after the deployment, consolidated customer evaluation responses, and suggestions for improving the deployment processes	Weekly	Mutually Agreed