**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS**

OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30

<table>
<thead>
<tr>
<th>1. REQUISITION NUMBER</th>
<th>HQ0034-12-F-0113</th>
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</thead>
<tbody>
<tr>
<td>2. CONTRACT NO.</td>
<td>GS-06F-0673Z</td>
</tr>
<tr>
<td>3. AWARD/EFFECTIVE DATE</td>
<td>07-May-2012</td>
</tr>
<tr>
<td>4. ORDER NUMBER</td>
<td></td>
</tr>
<tr>
<td>5. SOLICITATION NUMBER</td>
<td></td>
</tr>
<tr>
<td>6. SOLICITATION ISSUE DATE</td>
<td></td>
</tr>
<tr>
<td>7. FOR SOLICITATION INFORMATION CALL</td>
<td></td>
</tr>
<tr>
<td>8. TELEPHONE NUMBER</td>
<td></td>
</tr>
<tr>
<td>9. TELEPHONE NUMBER</td>
<td></td>
</tr>
<tr>
<td>10. THIS ACQUISITION IS</td>
<td>UNRESTRICTED</td>
</tr>
<tr>
<td>11. DELIVERY FOR DESTINATION UNLESS BLOCK IS MARKED</td>
<td>SEE SCHEDULE</td>
</tr>
<tr>
<td>12. DISCOUNT TERMS</td>
<td>Net 30 Days</td>
</tr>
<tr>
<td>13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)</td>
<td></td>
</tr>
<tr>
<td>13b. RATING</td>
<td></td>
</tr>
<tr>
<td>14. METHOD OF SOLICITATION</td>
<td>PFO, IFB, RFP</td>
</tr>
<tr>
<td>15. DELIVER TO</td>
<td></td>
</tr>
<tr>
<td>16. ADMINISTERED BY</td>
<td></td>
</tr>
<tr>
<td>17a. CONTRACTOR/OFFEROR</td>
<td></td>
</tr>
<tr>
<td>18a. PAYMENT WILL BE MADE BY</td>
<td></td>
</tr>
<tr>
<td>19. ITEM NO.</td>
<td></td>
</tr>
<tr>
<td>20. SCHEDULE OF SUPPLIES/ SERVICES</td>
<td></td>
</tr>
<tr>
<td>21. QUANTITY</td>
<td></td>
</tr>
<tr>
<td>22. UNIT</td>
<td></td>
</tr>
<tr>
<td>23. UNIT PRICE</td>
<td></td>
</tr>
<tr>
<td>24. AMOUNT</td>
<td></td>
</tr>
<tr>
<td>25. ACCOUNTING AND APPROPRIATION DATA</td>
<td></td>
</tr>
<tr>
<td>See Schedule</td>
<td></td>
</tr>
<tr>
<td>26. TOTAL AWARD AMOUNT (For Govt. Use Only)</td>
<td>$3,899,096.64</td>
</tr>
<tr>
<td>27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3, 52.212-5 ARE ATTACHED</td>
<td>ADDENDA ARE NOT ATTACHED</td>
</tr>
<tr>
<td>27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-6 IS ATTACHED</td>
<td>ADDENDA ARE NOT ATTACHED</td>
</tr>
<tr>
<td>28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 9 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN</td>
<td></td>
</tr>
<tr>
<td>29. AWARD OF CONTRACT: REFERENCE OFFER DATED</td>
<td>YOUR OFFER ON SOLICITATION BLOCK 5, INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS</td>
</tr>
<tr>
<td>30a. SIGNATURE OF OFFEROR/CONTRACTOR</td>
<td></td>
</tr>
<tr>
<td>30b. NAME AND TITLE OF SIGNER</td>
<td></td>
</tr>
<tr>
<td>30c. DATE SIGNED</td>
<td></td>
</tr>
</tbody>
</table>

**SEE ITEM 9**

**SCHEDULE**

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>SCHEDULE OF SUPPLIES/ SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>See Schedule</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL AWARD AMOUNT**

$3,899,096.64

**SIGNATURE**

James Johnson

**DATE SIGNED**

07-May-2012

<table>
<thead>
<tr>
<th>NAME</th>
<th>TYPE OR PRINT</th>
<th>DATE SIGNED</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>James Johnson</td>
<td>Branch Chief</td>
<td>703-545-9693</td>
<td></td>
</tr>
</tbody>
</table>

**PREVIOUS EDITION IS NOT USABLE**

STANDARD FORM 1449 (REV 3/2005)

Prescribed by GSA
FAR (48 CFR) 53.212
|--------------|-----------------------------------|--------------|----------|---------------|-----------|

**SEE SCHEDULE**

<table>
<thead>
<tr>
<th>32a. QUANTITY IN COLUMN 21 HAS BEEN</th>
<th>RECEIVED</th>
<th>INSPECTED</th>
<th>ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE</th>
<th>32c. DATE</th>
<th>32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE</th>
<th>32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>33. SHIP NUMBER</th>
<th>34. VOUCHER NUMBER</th>
<th>35. AMOUNT VERIFIED</th>
<th>36. PAYMENT</th>
<th>37. CHECK NUMBER</th>
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</thead>
<tbody>
<tr>
<td>PARTIAL</td>
<td>FINAL</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>38. S/R ACCOUNT NUMBER</th>
<th>39. S/R VOUCHER NUMBER</th>
<th>40. PAID BY</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT</th>
<th>41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER</th>
<th>41c. DATE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>42a. RECEIVED BY</th>
<th>42b. RECEIVED AT</th>
<th>42c. DATE RECEIVED (YYYY/MM/DD)</th>
<th>42d. TOTAL CONTAINERS</th>
</tr>
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</table>

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV 3/2005) BACK
Prescribed by GSA
FAR (48 CFR) 53.212
POINTS OF CONTACT

Contractor
(b)(6)

Customer/WAWF Inspect/Accept
(b)(6)

Contract Specialist
(b)(6)

DFAS Customer Service Vendor Pay
1-888-332-7366 (Option 2)
<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Life Cycle Refresh</td>
<td>1</td>
<td>Lot</td>
<td>(b)(4)</td>
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<tr>
<td></td>
<td>FFP</td>
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<tr>
<td></td>
<td>Per the PWS, dated 07 MAY 2012</td>
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</table>

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
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<tbody>
<tr>
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<td>Funding for CLIN 0001</td>
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<td>PURCHASE REQUEST NUMBER: HQ000213110001000</td>
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</table>

| NET AMT | $0.00 |

ACRN AA
<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
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<tbody>
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<td>ACRN AB</td>
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</table>

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
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<tr>
<td></td>
<td>NET AMT</td>
<td>$0.00</td>
<td>(b)(4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ACRN AC</td>
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</table>

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
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<tr>
<td></td>
<td>NET AMT</td>
<td>$0.00</td>
<td>(b)(4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ACRN AD</td>
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ITEM NO 000105
SUPPLIES/SERVICES QUANTITY UNIT UNIT PRICE AMOUNT
Funding for CLIN 0001 FFP PURCHASE REQUEST NUMBER: HQ000213110001000

Funding for CLIN 0001
FFP PURCHASE REQUEST NUMBER: HQ000213110001000

NET AMT $0.00

ACRN AE

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:

- 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
- 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
- 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 are 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 are 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
4.5 Provide support the WHS and PFPA Pilot deployment
   a. 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.
   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/](http://www.dtic.mil/whs/directives/).


- United States Cyber Command (USCC) orders, directives, and IA vulnerability alerts are listed at [https://www.jtigno.mil](https://www.jtigno.mil).

- DoD Instruction 5000.64, Accountability and Management of DoD-Owned Equipment and Other Accountable Property.


6. **PERFORMANCE METRICS:**

<table>
<thead>
<tr>
<th>Performance Objectives</th>
<th>Requirement Description</th>
<th>Performance Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Standard Images Deployed PWS 4.2 and 4.2</td>
<td>Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government</td>
<td>At least 98% by the end of the period of performance</td>
</tr>
<tr>
<td>Customer Satisfaction PWS 4.6</td>
<td>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</td>
<td>At least 4 out of 5 on a Likert scale by the end of the period of performance</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Enterprise Standard Images Deployed (Halfway) PWS 4.1 and 4.2</td>
<td>Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government</td>
<td>50% or more at 4 months after award</td>
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<tr>
<td>Customer Satisfaction PWS 4.6</td>
<td>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</td>
<td>At least 3.75 out of 5 on a Likert scale by 6 months after award</td>
</tr>
</tbody>
</table>

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**

The contractor shall provide the following management reports and deliverables:

Table 7.1

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Description</th>
<th>Schedule</th>
<th>Format</th>
</tr>
</thead>
</table>
| Revised Deployment Plan PWS 3.8 | • Deployment plan  
• Communications and their timing  
• Any technologies used  
• Deployment process  
• Deployment Checklists | 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 | 10 days 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

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Description</th>
<th>Schedule</th>
<th>Format</th>
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<tbody>
<tr>
<td>Lessons Learned PWS 4.1</td>
<td>Report of trouble calls reported after the deployment, consolidated customer evaluation responses, and suggestions for improving the deployment processes</td>
<td>Weekly</td>
<td>Mutually Agreed</td>
</tr>
</tbody>
</table>

### INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

<table>
<thead>
<tr>
<th>CLIN</th>
<th>INSPECT AT</th>
<th>INSPECT BY</th>
<th>ACCEPT AT</th>
<th>ACCEPT BY</th>
</tr>
</thead>
<tbody>
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</tr>
<tr>
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<td>Destination</td>
<td>Government</td>
</tr>
<tr>
<td>000105</td>
<td>Destination</td>
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<td>Destination</td>
<td>Government</td>
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### DELIVERY INFORMATION

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<th>SHIP TO ADDRESS</th>
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<td>POP 14-MAY-2012 TO 13-FEB-2013</td>
<td>N/A</td>
<td>OSD CIO</td>
<td>HQ0002</td>
</tr>
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ACCOUNTING AND APPROPRIATION DATA

AA: 9700300 2020 P0009 6402 251 G S49447 DHAC08424
AMOUNT: (b)(4)
CIN HQ0002131100010000001 (b)(4)

AB: 9700300 2020 P0009 6402 251 G S49447 DHAC08425
AMOUNT: (b)(4)
CIN HQ0002131100010000002 (b)(4)

AC: 9710300 2020 P1009 6402 251 G S49447 DHAC18314
AMOUNT: (b)(4)
CIN HQ0002131100010000003 (b)(4)

AD: 9710300 2020 P1009 6401 251 G S49447 DHAC18315
AMOUNT: (b)(4)
CIN HQ0002131100010000004 (b)(4)

AE: 9720300 2020 P2009 6401 251 G 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 Officers 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.);

(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.

c) The Contractor shall include the substance of this clause, including this paragraph (c), 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:

252.247-7003 Pass-Through of Motor Carrier Fuel Surcharge Adjustment to the Cost Bearer (JUL 2009) (Section 884 of Public Law 110-417)

(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 (Aruba, Austria, Belgium, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungry, 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 specified 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 specified 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 or 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.

(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 DETAINES 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&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:

<table>
<thead>
<tr>
<th>Contract Number</th>
<th>GS-06F-0673Z</th>
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<tr>
<td>Delivery Order</td>
<td>HQ0034-12-F-0113</td>
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<tr>
<td>Pay DoDAAC</td>
<td>HQ00347</td>
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<td>Issue By DoDAAC</td>
<td>HQ0034</td>
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<tr>
<td>Admin By DoDAAC</td>
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<tr>
<td>Inspect By DoDAAC/Extension</td>
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<tr>
<td>Service Acceptor DODAAC/Extension or Ship to DODAAC/Extension or Service Approver DODAAC/Extension or Grant Approver DODAAC/Extension</td>
<td>HQ0002</td>
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<tr>
<td>DCAA Auditor DODAAC/Extension</td>
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<tr>
<td>LPO DODAAC</td>
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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 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**

<table>
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<td>REQUISITION/PURCHASE REQ. NO.</td>
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<tr>
<td>PROJECT NO. (if applicable)</td>
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<td>07-May-2012</td>
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**CONTRACTING OFFICER**

- **NAME AND ADDRESS OF CONTRACTOR**
  - Digital Management Inc.
  - 6801 Rockpring Dr 7th Floor
  - Bethesda MD 20817-1124

- **CODE**
  - 38016

- **facility code**
  - 38016

**ACCOUNTING AND APPROPRIATION DATA**

- **DESCRIPTION OF AMENDMENT/MODIFICATION**
  - The purpose of this modification is to add CLIN 0002 as specified herein.

**NAME AND TITLE OF SIGNER**

- **Signature**
- James Johnson / Branch Chief
  - Tel: 703-545-0693
  - Email: james.johnson@va.mil

**DATE SIGNED**

- 07-Aug-2012

**SIGNATURES**

- **Signature**
- (Signature of person authorized to sign)

- **Signature**
- (Signature of Contracting Officer)

**EXCEPTION TO SF 30**

- **APPROVED BY ORM 11-84**

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

The following have been modified:

POINTS OF CONTACT

Contractor

Customer/WAWF Inspect/Accept

Contract Specialist

Contracting Officer

DFAS Customer Service Vendor Pay

1-888-332-7366 (Option 2)

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 | AMOUNT
----- | ----------------- | -------- |------ |------------ |-------- |--------
0002   | Other Direct Cost (ODC) | Lot     | Lot  | Lot         | Lot    | Lot

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

ACRN AE

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).

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:

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<th>QUANTITY</th>
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<tr>
<td>FOB: Destination</td>
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</table>

INSPECTION AND ACCEPTANCE

The following Acceptance/Inspection Schedule was added for CLIN 0002:
(End of Summary of Changes)
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO.  
PM0002

3. EFFECTIVE DATE  
17-Dec-2012

4. REQUIREMENT/PURCHASE REQ. NO. 
See Schedule

5. PROJECT NO. (if applicable)

6. ISSUED BY CODE  
WHI: ACQUISITION DIRECTORATE  
1504 DEFENSE PENTAGON  
WASHINGTON DC 20314-1185

See Item 6

7. ADMINISTERED BY CODE  
HQ0004

8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)
DigiTech Management Inc.
[address]

9A. AMENDMENT OF SOLICITATION NO. 

9B. DATED (SEE ITEM 11)
X

10A. MOD. OF CONTRACT/ORDER NO.
HQ0034·12·F·0113

10B. DATED (SEE ITEM 13)
X 07-May-2012

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

☐ Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: 
(a) By completing Items 5 and 15, and returning _______ copies of the amendment; or by acknowledging receipt of this amendment on each copy of the offer submitted; or (b) By separate letter or telegram which includes a reference to the solicitation and amendment number.

Failure of your acknowledgement 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. 

12. ACCOUNTING AND APPROPRIATION DATA (If required)

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

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:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not. ☑ 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: orwnked13375

No cost Time Extension

15A. NAME AND TITLE OF SIGNER (Type or print)
JAMES JOHNSON
BRANCH CHIEF
TEL: 703·545-0693
EMAIL: james.johnson@wars.mil

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED 16B. UNITED STATES OF AMERICA

16C. DATE SIGNED 17-Dec-2012

STANDARD FORM 30 (Rev. 10-83)
APPROVED BY OIRM 11-84
30-105-04

Prescribed by GSA
FAR (48 CFR) 53.243
SUMMARY OF CHANGES

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)

DELIVERIES AND PERFORMANCE

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

<table>
<thead>
<tr>
<th>DELIVERY DATE</th>
<th>QUANTITY</th>
<th>SHIP TO ADDRESS</th>
<th>UIC</th>
</tr>
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<tbody>
<tr>
<td>POP 14-MAY-2012 TO 13-FEB-2013</td>
<td>N/A</td>
<td>OSD C/O</td>
<td>HQ0002</td>
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</table>

To:
### Delivery Schedule Item for CLIN 0002

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

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<thead>
<tr>
<th>DELIVERY DATE</th>
<th>QUANTITY</th>
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<tr>
<td>POP 06-AUG-2012 TO</td>
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<td>OSD CIO</td>
<td>HQ0002</td>
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<tr>
<td>13-FEB-2013</td>
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</table>

To:

<table>
<thead>
<tr>
<th>DELIVERY DATE</th>
<th>QUANTITY</th>
<th>SHIP TO ADDRESS</th>
<th>UIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>POP 06-AUG-2012 TO</td>
<td>N/A</td>
<td>OSD CIO</td>
<td>HQ0002</td>
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<tr>
<td>31-MAR-2013</td>
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</tr>
</tbody>
</table>

(End of Summary of Changes)
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2 AMENDMENT/MODIFICATION NO: P00003
3 EFFECTIVE DATE: 11-Feb-2013
4 REQUISITION/PURCHASE REQ. NO: SEE SCHEDULE
5 PROJECT NO (if applicable): 

6. ISSUED BY: WASH ACQUISITION DIRECTORATE
   1950 DEFENSE PENTAGON
   WASHINGTON DC 20301-1765
   CODE: H00034

2. ADMINISTERED BY (if other than item 6): 
   CODE: 

See Item 6

8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)
   (b)(6)
   8500 ROCK SPRING DR 7TH FLOOR
   BETHTSA MD 20817-1204
   CODE: 3BDLS
   FACILITY CODE: 

9A. AMENDMENT OF SOLICITATION NO: 
9B. DATED (SEE ITEM 11): 
   X 10A. MOD OF CONTRACT/ORDER NO: P00003-12-F-0113
   X 10B. DATED (SEE ITEM 13): 07-May-2012

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS: 

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

Offerors must acknowledge receipt of this amendment prior to the hour and date specified on the solicitation or as amended by one of the following methods:

(a) By completing Item 8 and 13, and returning one copy of the amendment.
(b) By acknowledging receipt of this amendment on each copy of the offer submitted, or
(c) By return telegram or letter which includes a reference to the solicitation and amendment number. 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. Any change 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:

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 52.243-4 Changes Ours.

D. OTHER (Specify type of modification and authority):

E. IMPORTANT: Contractor ☐ is not, ☑ 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: penciled/3706
Clarity PWS

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

15A. NAME AND TITLE OF SIGNER (Type or print):

(b)(6)

15B. CONTRACT OR ORDER NO: 
(b)(6)

15C. DATE SIGNED: 08 February 2013

(Signature of person authorized to sign)

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print):

JOHNSON.

Digiially signed by JOHNSON, JAMES E.

16B UNITED STATES OF AMERICA:

L.1037445025

16C DATE SIGNED: 08 February 2013

(Signature of Contracting Officer)

EXCEPTION TO SF 30

APPROVED BY OIRM 11-84

STANDARD FORM 30 (Rev. 10-83)

Prescribed by GSA

FAR (48 CFR) 52.243
**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

<table>
<thead>
<tr>
<th>2. AMENDMENT/MODIFICATION NO.</th>
<th>3. EFFECTIVE DATE</th>
<th>4. REQUISITION/PURCHASE REQ. NO.</th>
<th>5. PROJECT NO. (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>00003</td>
<td>11-Feb-2013</td>
<td>SEE SCHEDULE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8. NAME AND ADDRESS OF CONTRACTOR</th>
<th>9A. AMENDMENT OF SOLICITATION NO.</th>
<th>9B. DATED (SEE ITEM 11)</th>
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</thead>
<tbody>
<tr>
<td>BETHESDA, MD 20817-4124</td>
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</tr>
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</table>

<table>
<thead>
<tr>
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<th>10B. DATED (SEE ITEM 13)</th>
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<tbody>
<tr>
<td>HQ0003-11-Feb-2013</td>
<td>X</td>
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</tbody>
</table>

See Item 6

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

- The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of offers is extended.

- Failure to acknowledge receipt of this amendment prior to the hour and date specified in this solicitation or as amended by one of the following methods:
  - By completing Items 8 and 15, and returning copies of amendment;
  - By acknowledging receipt of this amendment on each copy of the offer submitted;
  - By separate letter or telegram which includes a reference to the solicitation and amendment number. 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. Any change 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

14. DESCRIPTION OF AMENDMENT/MODIFICATION

- Modification Control Number: 070003-137658

15A. NAME AND TITLE OF SIGNER (Type or print)

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

**EXCEPTION TO SF 30**

APPROVED BY OIRM 11-84

STANDARD FORM 30 (Rev. 10-83)

Prescribed by GSA

FAR (48 CFR) 53.243
The following have been modified:

**PWS**

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:

   - 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 reimagine 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:**

   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
- Technology Infrastructure Library (ITIL) version 3 (ITIL v3)
- 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 desk/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 when feasible, up to two (2) weeks.
   i. Update user information in Remedy.
   j. Provide any lesson learned and update checklists accordingly to improve the process.

4.2 **Provide and deliver imaged desktops/laptops services; which include but are 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 are 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**
4.5 Provide support the WHS and PFPA Pilot deployment

a. development/verification of the checklists for the WHS/PFPA deployments.
b. Support the PFPA and WHS beta and customer pilot deployment.

c. Resolve user issues.

4.6 Provide Customer Satisfaction which includes but not limited to:

a. Interactive Customer Evaluations.
b. Weekly Schedule updates and progress.

c. Provide boots on the ground support the day after to users at the location.

d. Complete user quality survey.

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.

d. Provide web-based training (IE 8 compatible) on new software to be delivered to the Service Desk Member (Windows 7 and Office 2010).

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.
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/](http://www.dtic.mil/whs/directives/).
- United States Cyber Command (USCC) orders, directives, and IA vulnerability alerts are listed at [https://www.jtfgno.mil](https://www.jtfgno.mil).
- DoD Instruction 5000.64, Accountability and Management of DoD-Owned Equipment and Other Accountable Property.

6. **PERFORMANCE METRICS:**

<table>
<thead>
<tr>
<th>Performance Objectives</th>
<th>Requirement Description</th>
<th>Performance Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Standard Images Deployed PWS 4.2 and 4.2</td>
<td>Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government</td>
<td>At least 98% by the end of the period of performance</td>
</tr>
<tr>
<td>Customer Satisfaction PWS 4.6</td>
<td>Percentage of customer responses to an automated satisfaction survey (aka Interactive</td>
<td>At least 4 out of 5 on a Likert scale by the end of the period of</td>
</tr>
<tr>
<td>Deliverable</td>
<td>Description</td>
<td>Schedule</td>
</tr>
<tr>
<td>-------------</td>
<td>-------------</td>
<td>----------</td>
</tr>
<tr>
<td>Revised Deployment Plan PWS 3.8</td>
<td>• Deployment plan&lt;br&gt;• Communications and their timing&lt;br&gt;• Any technologies used&lt;br&gt;• Deployment process&lt;br&gt;• Deployment Checklists</td>
<td>10 days after award</td>
</tr>
<tr>
<td>Weekly Status Reports PWS 3.6</td>
<td>Weekly updates reporting on schedule updates and progress</td>
<td>Weekly</td>
</tr>
<tr>
<td>Training Schedule PWS 3.7</td>
<td>Details of training content and schedule for delivery to include places for delivery within Mark Center, Pentagon, and Crystal City</td>
<td>10 days after award</td>
</tr>
<tr>
<td>Master Deployment Schedule Final PWS 3.8</td>
<td>Detailed schedule to meet the requirements of this performance work statement (PWS)</td>
<td>10 days after award</td>
</tr>
<tr>
<td>Customer Surveys PWS 4.1</td>
<td>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)</td>
<td>15 days prior to scheduled deployment</td>
</tr>
<tr>
<td>Remedy Configuration Management Database (CMDB) and Remedy Asset Management Record Updates PWS 4.1</td>
<td>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.</td>
<td>No longer than 5 days after installation</td>
</tr>
<tr>
<td>Lessons Learned PWS 4.1</td>
<td>Report of trouble calls reported after the deployment, consolidated customer evaluation responses, and suggestions for improving the deployment processes</td>
<td>Weekly</td>
</tr>
</tbody>
</table>
(End of Summary of Changes)
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](http://www.gsa.gov)

6. If you have any questions, please call me at (6) or email me at (6).
PERFORMANCE-BASED WORKSTATEMENT

Washington Headquarters Service (WHS)
Enterprise Information Technology Services Directorate (EITSD)
Lifecycle Refresh-WorkStation Installation Services

1. GENERAL INFORMATION:

Washington Headquarters Service (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 reimange 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 by 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 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/wps/directives/
- DoD IA policies, procedures, directives, instructions, and manuals are listed at http://race.absa.mil/policy-guidance/index.html.
- United States Cyber Command (USCC) orders, directives, and IA vulnerability alerts are listed at https://www.jffgno.mil
- DoD Instruction 5000.64, Accountability and Management of DoD-Owned Equipment and Other Accountable Property.
6. PERFORMANCE METRICS:

<table>
<thead>
<tr>
<th>Performance Objectives</th>
<th>Requirement Description</th>
<th>Performance Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Standard Images Deployed PWS 4.2 and 4.2</td>
<td>Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government</td>
<td>At least 98% by the end of the period of performance</td>
</tr>
<tr>
<td>Customer Satisfaction PWS 4.6</td>
<td>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</td>
<td>At least 4 out of 5 on a Likert scale by the end of the period of performance</td>
</tr>
<tr>
<td>Enterprise Standard Images Deployed (Halfway) PWS 4.1 and 4.2</td>
<td>Percentage of enterprise standard imaged deployed compared to a validated list of systems provided by the Government</td>
<td>50% or more at 4 months after award</td>
</tr>
<tr>
<td>Customer Satisfaction PWS 4.6</td>
<td>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</td>
<td>At least 3.75 out of 5 on a Likert scale by 6 months after award</td>
</tr>
</tbody>
</table>

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>
<thead>
<tr>
<th>Deliverable</th>
<th>Description</th>
<th>Schedule</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revised Deployment Plan</td>
<td>• Deployment plan&lt;br&gt;• Communications and their timing&lt;br&gt;• Any technologies used&lt;br&gt;• Deployment process&lt;br&gt;• Deployment Checklists</td>
<td>10 days after award</td>
<td>Mutually Agreed</td>
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<tr>
<td>PWS 3.8</td>
<td></td>
<td></td>
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<tr>
<td>Weekly Status Reports</td>
<td>Weekly updates reporting on schedule updates and progress</td>
<td>Weekly</td>
<td>Mutually Agreed</td>
</tr>
<tr>
<td>PWS 3.6</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Training Schedule</td>
<td>Details of training content and schedule for delivery to include places for delivery within Mark Center, Pentagon, and Crystal City</td>
<td>10 days after award</td>
<td>Mutually Agreed</td>
</tr>
<tr>
<td>PWS 3.7</td>
<td></td>
<td></td>
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<tr>
<td>Master Deployment Schedule</td>
<td>Detailed schedule to meet the requirements of this performance work statement (PWS)</td>
<td>10 days after award</td>
<td>Mutually Agreed</td>
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<tr>
<td>Final PWS 3.8</td>
<td></td>
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</tr>
<tr>
<td>Deliverable</td>
<td>Description</td>
<td>Schedule</td>
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<tr>
<td><strong>Customer Surveys</strong> PWS 4.1</td>
<td>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)</td>
<td>15 days prior to scheduled deployment</td>
<td>Mutually Agreed</td>
</tr>
<tr>
<td><strong>Remedy Configuration Management Database (CMDB) and Remedy Asset Management Record Updates PWS 4.1</strong></td>
<td>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.</td>
<td>No longer than 5 days after installation</td>
<td>Mutually Agreed</td>
</tr>
<tr>
<td><strong>Lessons Learned PWS 4.1</strong></td>
<td>Report of trouble calls reported after the deployment, consolidated customer evaluation responses, and suggestions for improving the deployment processes</td>
<td>Weekly</td>
<td>Mutually Agreed</td>
</tr>
</tbody>
</table>