

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS**  
 OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30

1. REQUISITION NUMBER  
 HQ002882218526

PAGE 1 OF 24

2. CONTRACT NO. HQ0028-08-C-0027  
 3. AWARD/EFFECTIVE DATE 23-Sep-2008  
 4. ORDER NUMBER  
 5. SOLICITATION NUMBER  
 6. SOLICITATION ISSUE DATE

7. FOR SOLICITATION INFORMATION CALL:  
 a. NAME  
 b. TELEPHONE NUMBER (No Collect Calls)  
 8. OFFER DUE DATE/LOCAL TIME

9. ISSUED BY  
 HQ0028 DEFENSE MEDIA CENTER  
 CONTRACTING OFFICE  
 23755 Z STREET  
 RIVERSIDE CA 92518-2031  
 CODE HQ0028  
 10. THIS ACQUISITION IS  
 UNRESTRICTED  
 SET ASIDE: 100% FOR  
 SB  
 HUBZONE SB  
 8(A)  
 SVC-DISABLED VET-OWNED SB  
 EMERGING SB  
 SIZE STD: 750 NAICS: 541513  
 11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED  
 SEE SCHEDULE  
 12. DISCOUNT TERMS  
 Net 30 Days  
 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)  
 13b. RATING  
 14. METHOD OF SOLICITATION  
 RFO  IFB  RFP

15. DELIVER TO  
 F2MTAN - HQ AFNEWS CBL  
 JOE BELA  
 203 NORTON ST  
 SAN ANTONIO TX 78236  
 CODE F2MTAN  
 16. ADMINISTERED BY  
 CODE  
**SEE ITEM 9**

17a. CONTRACTOR/OFFEROR  
 OMNITEC SOLUTIONS, INC  
 MORRIS L. BROWN JR.  
 6701 DEMOCRACY BLVD, SUITE 300  
 BETHESDA MD 20817-1828  
 CODE 1PN29  
 18a. PAYMENT WILL BE MADE BY  
 F67100 DFAS-LI  
 DFAS-BAASD/CC  
 P.O. BOX 369020  
 COLUMBUS OH 43236-9024  
 CODE F67100  
 FACILITY CODE


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  SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<b>SEE SCHEDULE</b>					

25. ACCOUNTING AND APPROPRIATION DATA  
 See Schedule  
 26. TOTAL AWARD AMOUNT (For Govt. Use Only)  
**\$2,720,376.60 EST**

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3, 52.212-5 ARE ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED  
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.  
  
 29. AWARD OF CONTRACT REFERENCE  
 OFFER DATED . . . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS.

30a. SIGNATURE OF OFFEROR/CONTRACTOR  
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)  
  
 31c. DATE SIGNED  
 23-Sep-2008

30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)  
 30c. DATE SIGNED  
 31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)  
 ARTIMAR SHEPHERD / CONTRACTING OFFICER  
 TEL: (951) 413-2303 EMAIL: shepha@dodmedia.osd.mil

<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS (CONTINUED)</b>	PAGE 2 OF 24
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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
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32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
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38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
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41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY ( <i>Print</i> )	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	42b. RECEIVED AT ( <i>Location</i> )	
	42c. DATE REC'D ( <i>YY/MM/DD</i> )	42d. TOTAL CONTAINERS
41c. DATE		

Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001		12	Each	\$213,698.05	\$2,564,376.60

Air Force Public Web - Labor  
 FFP  
 Description: Air Force Public Web  
 FFP  
 Provide information technology support in accordance with the Performance Work Statement (PWS) for all Air Force active duty and Reserve public web content.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: HQ002882218626  
 FOB: Destination  
 NSN: 9999-01-SNP-1530  
 MILSTRIP: F2MTAN82210001  
 PURCHASE REQUEST NUMBER: HQ002882218626  
 PROJECT: 8FG LI: 1

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	NET AMT	\$2,564,376.60
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ACRN AA		\$2,564,376.60
CIN: HQ0028822186260001		

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002		20,000	Each	\$1.00	\$20,000.00 EST

Travel  
 FFP  
 Reimbursement of travel expenses in accordance with PWS paragraph 7.14.  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: HQ002882218626  
 FOB: Destination  
 PURCHASE REQUEST NUMBER: HQ002882218626  
 PROJECT: 8FG LI: 1

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	NET AMT	\$20,000.00 (EST.)
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ACRN AA		\$20,000.00
CIN: 00000000000000000000000000000000		

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003		136,000	Each	\$1.00	\$136,000.00 EST

Equipment Purchases  
FFP

Reimbursement of equipment purchase in accordance with the PWS, paragraph 7.15

FOB: Destination

PURCHASE REQUEST NUMBER: HQ002882218626

FOB: Destination

PURCHASE REQUEST NUMBER: HQ002882218626

PROJECT: 8FG LI: 1

NET AMT

\$136,000.00 (EST.)

ACRN AA

\$136,000.00

CIN: 00000000000000000000000000000000

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 30-SEP-2008 TO 29-SEP-2009	N/A	F2MTAN - HQ AFNEWS CBL JOE BELA 203 NORTON ST SAN ANTONIO TX 78236 210-925-1281 FOB: Destination	F2MTAN
0002	POP 30-SEP-2008 TO 29-SEP-2009	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	F2MTAN
0003	N/A	N/A	N/A	N/A

## ACCOUNTING AND APPROPRIATION DATA

AA: AA578340030815N1AMHGSC0400005920091212F667100 F2MTAN8184G001 F67100 MIPR: F2MTAN8184G001  
 AMOUNT: \$2,720,376.60  
 CIN 00000000000000000000000000000000: \$156,000.00  
 CIN HQ0028822186260001: \$2,564,376.60

## CLAUSES INCORPORATED BY REFERENCE

52.202-1	Definitions	JUL 2004
52.203-3	Gratuities	APR 1984
52.203-7	Anti-Kickback Procedures	JUL 1995
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity	JAN 1997
52.203-10	Price Or Fee Adjustment For Illegal Or Improper Activity	JAN 1997
52.203-12	Limitation On Payments To Influence Certain Federal Transactions	SEP 2007
52.209-6	Protecting the Government's Interest When Subcontracting With Contractors Debarred, Suspended, or Proposed for Debarment	SEP 2006
52.212-4	Contract Terms and Conditions--Commercial Items	FEB 2007
52.215-21	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data--Modifications	OCT 1997
52.219-4	Notice of Price Evaluation Preference for HUBZone Small Business Concerns	JUL 2005
52.222-3	Convict Labor	JUN 2003
52.222-21	Prohibition Of Segregated Facilities	FEB 1999
52.222-26	Equal Opportunity	MAR 2007
52.222-35	Equal Opportunity For Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans	SEP 2006
52.222-36	Affirmative Action For Workers With Disabilities	JUN 1998
52.222-37	Employment Reports On Special Disabled Veterans, Veterans Of The Vietnam Era, and Other Eligible Veterans	SEP 2006
52.227-1	Authorization and Consent	DEC 2007
52.229-3	Federal, State And Local Taxes	APR 2003
52.232-1	Payments	APR 1984
52.232-8	Discounts For Prompt Payment	FEB 2002
52.232-9	Limitation On Withholding Of Payments	APR 1984
52.232-23 Alt I	Assignment of Claims (Jan 1986) - Alternate I	APR 1984
52.232-25	Prompt Payment	OCT 2003
52.232-33	Payment by Electronic Funds Transfer--Central Contractor Registration	OCT 2003
52.233-1	Disputes	JUL 2002
52.237-3	Continuity Of Services	JAN 1991
52.242-13	Bankruptcy	JUL 1995
52.243-1 Alt I	Changes--Fixed Price (Aug 1987) - Alternate I	APR 1984
52.245-1	Government Property	JUN 2007
52.246-25	Limitation Of Liability--Services	FEB 1997
52.249-1	Termination For Convenience Of The Government (Fixed Price) (Short Form)	APR 1984
52.249-2	Termination For Convenience Of The Government (Fixed-Price)	MAY 2004

52.253-1	Computer Generated Forms	JAN 1991
252.203-7001	Prohibition On Persons Convicted of Fraud or Other Defense- Contract-Related Felonies	DEC 2004
252.204-7004 Alt A	Central Contractor Registration (52.204-7) Alternate A	SEP 2007
252.209-7004	Subcontracting With Firms That Are Owned or Controlled By The Government of a Terrorist Country	DEC 2006
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	MAR 2008
252.232-7010	Levies on Contract Payments	DEC 2006
252.243-7001	Pricing Of Contract Modifications	DEC 1991
252.243-7002	Requests for Equitable Adjustment	MAR 1998
252.244-7000	Subcontracts for Commercial Items and Commercial Components (DoD Contracts)	JAN 2007

#### CLAUSES INCORPORATED BY FULL TEXT

##### 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 15 days (insert the period of time within which the Contracting Officer may exercise the option).

(End of clause)

##### 52.233-4 APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM (OCT 2004)

United States law will apply to resolve any claim of breach of this contract.

(End of clause)

##### 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

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

<http://www.acquisition.gov/far/>

(End of clause)

##### 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 DFARS 48 CHAPTER 2 and DLAD CFR CHAPTER 54 clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

252.219-7009 SECTION 8(A) DIRECT AWARD (SEP 2007)

(a) This contract is issued as a direct award between the contracting office and the 8(a) Contractor pursuant to the Partnership Agreement between the Small Business Administration (SBA) and the Department of Defense. Accordingly, the SBA, even if not identified in Section A of this contract, is the prime contractor and retains responsibility for 8(a) certification, for 8(a) eligibility determinations and related issues, and for providing counseling and assistance to the 8(a) Contractor under the 8(a) Program. The cognizant SBA district office is:

U.S. Small Business Administration  
 Washington Metropolitan Area District Office  
 Attn: Ms. Charita Albright  
 1110 Vermont Ave. N.W., 9<sup>th</sup> Floor  
 Washington, DC 20043

(b) The contracting office is responsible for administering the contract and for taking any action on behalf of the Government under the terms and conditions of the contract; provided that the contracting office shall give advance notice to the SBA before it issues a final notice terminating performance, either in whole or in part, under the contract. The contracting office also shall coordinate with the SBA prior to processing any novation agreement. The contracting office may assign contract administration functions to a contract administration office.

(c) The Contractor agrees that--

(1) It will notify the Contracting Officer, simultaneous with its notification to the SBA (as required by SBA's 8(a) regulations at 13 CFR 124.308), when the owner or owners upon whom 8(a) eligibility is based plan to relinquish ownership or control of the concern. Consistent with Section 407 of Pub. L. 100-656, transfer of ownership or control shall result in termination of the contract for convenience, unless the SBA waives the requirement for termination prior to the actual relinquishing of ownership and control; and

(2) It will not subcontract the performance of any of the requirements of this contract without the prior written approval of the SBA and the Contracting Officer.

(End of Clause)

ELECTRONIC INVOICING

**ELECTRONIC INVOICING IS MANDATORY –**

**UNDERSTANDING WIDE AREA WORKFLOW – READ THESE INSTRUCTIONS TO EXPEDITE ELECTRONIC PAYMENT**

(a) This contract action for commercial items of supply incorporates DFARS 252.232-7003, Electronic Submission of Payment Requests. For the Department of Defense, the MANDATORY method of electronic submission of payment requests is by Wide Area Workflow (WAWF). This means that paper invoices are not permitted and will not be processed for payment.

(b) Definitions Important to the WAWF Process

**Acceptor:** The organization or person designated in block 15 of the SF 1449 (cover page of the purchase request) who accepts the products or services tendered. The acceptor has a unique DoDAAC (Department of Defense Activity Address Code) shown in the upper right had box of block 15 that must be used to notify the acceptor that an electronic invoice is pending.

**DoDAAC:** As stated above, an acronym for Department of Defense Activity Address Code. This code unique to each organization in the Department of Defense. Knowledge of what DoDAAC codes must be input into WAWF electronic invoices is crucial to the payment process as it alerts the acceptor that an invoice is pending for acceptance and alerts the payment office that a completed action is ready to process for payment.

**Payment Office:** The location of the Defense Finance and Accounting Service (DFAS) office shown in block 18a of the SF 1449 that will process your electronic invoices. The payment office also has a unique DoDAAC.

(c) Options within WAWF include a “stand-alone” invoice, a 2-in-1 invoice for service contracts, and a “combo” that includes both the payment request and the receiving document required to validate that the object of the invoice has been received in an acceptable condition. The experience of this office in the administration of electronic invoices has shown that the use of the “2-in-1” invoice, when available, will result in a quicker, more accurate payment. The matching of “stand-alone” and “combo” invoices by DFAS offices of invoices and receiving reports separately or individually submitted by the vendor and the receiving activity routinely cause lengthy delays and possible rejection because they do not appear together and must be individually matched and then verified. The use of the “2-in-1” does not present this problem and avoids the attendant delays associated with matching. The 2-in-1 is the preferred method of electronic submission of payment requests, and is preferred by some DFAS offices such as DFAS Indianapolis for commodities or items of supply. Detailed instructions on how to create a 2-in-1 invoice, as well as other topical issues, can be found at the WAWF training website shown below.

(d) A key, important, and imperative step for vendors to take is to **e-mail notification to the acceptor identified in the contract in block 15 by clicking on the “Send More E-Mail Notifications” link in WAWF upon submission of the electronic invoice instrument (combo or 2-in1)**. This step provides notice to the acceptor of your pending invoice

Self registration for the use of WAWF can be accomplished at <https://wawf.eb.mil/index.html> . For assistance in registering contact:

1-866-618-5988

COMMERCIAL: 801-605-7095

[CSCASSIG@CSD.DISA.MIL](mailto:CSCASSIG@CSD.DISA.MIL)

Helpful training on the use of WAWF for the submission of invoices is available on line at <http://www.wawftraining.com>.



**POINT OF CONTACT**

The Defense Media Center Contracting Officer name and email address for this contract is:

Ms. Susan M. Madrid – [susan.madrid@dodmedia.osd.mil](mailto:susan.madrid@dodmedia.osd.mil)

The Point of Contact for this contract is: Ms. Susan Madrid – (951) 413-2371

FOR FOLLOW-UP INFORMATION REGARDING CHANGES OR LATE PAYMENTS, PLEASE CONTACT RICH TALBERT, CONTRACTING OFFICER, AT (951) 413-6741/ FAX (951) 413-2432 or e-mail [talber@dodmedia.osd.mil](mailto:talber@dodmedia.osd.mil)

OR

Milagros Bulford at (951) 413-2509/FAX (951) 413-2432 or e-mail at [milagros.bulford@dodmedia.osd.mil](mailto:milagros.bulford@dodmedia.osd.mil)

**PERFORMANCE WORK STATEMENT  
HQ AIR FORCE NEWS AGENCY  
AIR FORCE PUBLIC WEB PROGRAM  
INFORMATION TECHNOLOGY SERVICES**

**1.0 BACKGROUND**

The Air Force News (AFNEWS) Agency is engaged in the dissemination of news and information programming to the public and to the Air Force community, including active duty, Reserve, Air National Guard, civilian employees and family members located around the world. Air Force Public Web is a Department of Defense (DoD) network of World Wide Web sites accessible via the Internet by the general public. It includes Air Force Link (the official public web site of the U.S. Air Force), and all base, major command, and specialty web sites. The AFNEWS is responsible for the consolidation and integration of all public-facing Air Force web sites. This includes the employment of a corporate branding approach by developing a unified and consistent portrayal of the Air Force organizational image among all Air Force public web sites while serving meaningful and releasable local content. The Air Force Public Information Management System (AFPIMS), version 1.5, has been developed and deployed as the portal content management system currently in use. A requirement for continuing web development and integration for associated information technology infrastructure, and for support services, is essential to the continuing evolution of the AFPIMS as the DoD's content management system of choice, and for continued consolidation and management of all Air Force active duty, Air National Guard, and Air Reserve public web content.

**2.0 SCOPE OF WORK**

2.1 The purpose of this solicitation is to acquire information technology hardware, software, and services required to further the Air Force Public Web (AFPW) Program at Headquarters Air Force News Agency, San Antonio, Texas. The activities are under the auspices of the Secretary of the Air Force for Public Affairs, Pentagon, Washington, D.C.

2.2 The contractor shall provide the personnel, services and materials necessary, to sustain the creation, migration, consolidation, and maintenance for approximately 375 public-facing Air Force active duty, Air National Guard, and Air Reserve web sites and their content. The contractor shall further the development of the AFPIMS, as the primary web-based content management system utilized to achieve the initiatives of the AFPW Program. All material and workmanship performed under this contract shall conform to common or standard commercial practices. Specific work requirements performed by the contractor are set forth in Section 3 of this Performance Work Statement (PWS).

2.3 The contractor shall provide the personnel, services and materials necessary, to perform task specific development work to support the integration and expansion of AFPIMS as a DoD content management system for public web content.

**3.0 PERFORMANCE REQUIREMENTS**

3.1 The contractor shall furnish the necessary personnel, services, and material to accomplish the tasks described below in support of the Air Force Public Web initiative. All material and workmanship performed on this contract shall conform to commercial best practices.

3.2 AFPIMS Maintenance Support. The contractor shall provide software and database maintenance for the current Air Force Public Information Management System. The contractor shall:

3.2.1 Maintain the current operational capabilities of the AFPIMS system, ensuring reliable, day-to-day operations of the system, and continued functionality of the system.

**3.2.2** Provide routine preventive diagnostics monitoring of the software, as well as responding to Government identified programming modifications. Ensure all code and functionality improvements, system-level maintenance and performance upgrades are migrated routinely to the AFPIMS development team to ensure seamless integration with new version requirements.

**3.2.3** Monitor and ensure the AFPIMS content compatibility and content flow are constantly maintained with the Air Force Portal system and related databases.

**3.2.4** Identify and implement operational enhancements to improve system performance and increase AFPIMS and Air Force Portal compatibility and interactivity.

**3.3** Operation Support. The contractor shall provide help desk and user assistance related to the AFPIMS implementation and operation. The contractor shall:

**3.3.1** Maintain and operate a help desk support staff to assist and resolve system, software and user trouble calls related to AFPIMS for approximately 3,000 customers.

**3.3.2** Maintain a trouble call log to quantify and capture user requests to track, capture, and codify reoccurring help desk issues for input on future refinements and continuous improvement of AFPIMS.

**3.3.3** Provide AFPIMS help desk operations implementation plans to include help desk procedures, policies, and operations to include recommendations on help desk management software solutions.

**3.3.4** Implement planning actions to ensure the system is functioning and reliable at all times throughout the day.

**3.3.5** Integrate the help desk operations with the technical response team to ensure efficient and effective solutions to customer-identified issues.

**3.4** Training and Migration Support. The contractor shall provide support for training and migration operations of the Air Force active duty, Air National Guard and Reserve unit web sites to AFPIMS. Provide migration planning and migration training to expedite inclusion of Air Force identified Web sites into the AFPIMS. The contractor shall:

**3.4.1** Develop training plan for the latest AFPIMS Version identifying key content areas, training audience, goals, learning objectives, and training evaluation.

**3.4.2** Develop course curriculum to support implementation of the training plan and provide training to customer trainers to carry out training efforts.

**3.4.3** Maintain and update training plan and associated materials as required to keep the information current with the latest version of AFPIMS.

**3.4.4** Provide content and site migration counseling and one-on-one support for Air Force-identified site managers to optimize content migration and site structure and taxonomy solutions using best practice-identified industry standards to ensure complete and effective site migrations into the Air Force Public Web Program.

**3.4.5** Provide web-based log analysis service that allows AFPW users to track trends and usage on their respective web properties as part of the AFPW program. This service will use combined web logs from all the AFPW sites and provide data with no more than 24-hour latency.

**3.4.6** Develop and implement a Web Compliance program designed to identify, track and report discrepancies in content on migrated Air Force Public Web sites, IAW current DoD and Air Force instructions, guidance, policies and directives.

**3.5 System Development Support.** The contractor shall design and develop improvements to AFPIMS and associated databases in support of the Air Force's Public Web initiative. The contractor shall:

**3.5.1** Develop and incorporate improvements and new requirements to upgrade the existing AFPIMS version into a content management system that will further improve collaboration and interactivity of Air Force Public Web operations, as well as improve customer interface and usability. The following requirements shall be incorporated into the enhanced version of AFPIMS:

- Improve the reporting of content within AFPIMS.
- Improve the sorting and categorizing features of the system to increase ability to customize sites, while maintaining standardized look and feel of Air Force Public Web Program.
- Identify and define metrics for all Air Force web products.
- Improve the efficiency of individual web sites to report content, security and comply with Air Force policy and procedures.
- Expedite the review process for web content and improve flow of content within the system from remote sites to Headquarters Air Force level.

**3.5.2** Provide software design support for the web portal and internal databases; develop portal content requirements; prepare web pages; prepare flow diagrams; design page layout and graphics alternatives; implement web pages using web development software; program code for databases and web interfaces; develop customized searches and applications.

**3.5.3** Provide recommendations and proposed enhancements for the continuous improvement of AFPIMS. Monitor technology advances, new software tools and help desk-identified issues to develop system enhancements.

**3.5.4** Provide configuration and data management support for AFPIMS customers' data and records, archiving the data; providing backup for sensitive files; and, purging obsolete data and records according to agreed upon criteria.

**3.6 Infrastructure Support.** The contractor shall provide hardware and infrastructure system support for the servers and related equipment in support of the Air Force Public Web initiative. The contractor shall:

**3.6.1** Provide operation and maintenance support of the web server, networks and related equipment. Provide recommendations for the improvement of network services. This includes computer systems architecture, engineering, design, programming testing, training, maintenance, documentation, installation, networking, and operations.

**3.6.2** Provide functional and technical specifications for all hardware and software used in support of the AFPIMS. Review existing database and Web server requirements as they apply to the Air Force existing site.

**3.6.3** Connect to network using government provided routable IP addresses. In performing this step, the contractor shall review existing applicable site firewall specifications to ensure the configuration meets these specifications.

**3.6.4** Provide account management, data backup and recovery. Install software and hardware upgrades to the network and computing infrastructure. Perform troubleshooting, and file management and archiving support. Perform systems analysis and prepare recommendations on system configuration, security and access.

**3.7 Data and Video Transfer Support.** The contractor shall provide technical support to assist in the development and integration of Air Force News Service computing infrastructure. This support will include local facilities as well as remote systems. The contractor shall:

**3.7.1** Develop a distributed forward caching solution to distribute content to users which will increase security, improve and standardize Air Force Public Web sites performance and remove public web traffic from the NIPRNET.

**3.7.2** Assist in the design and development of data and video transfer media to support the Air Force Public Web Program. This includes analyzing the latest technology and incorporating existing assets into a comprehensive solution.

**3.7.3** Develop hosting solutions for all Air Force Public Web sites to allow for centralized control with quick access to Internet and NIPRNET.

**3.7.4** Provide expertise to host and manage Air Force websites, by providing a broad range of application support services, including the implementation, support, and monitoring of the entire application stack.

**3.8 Streaming Media Support.** The contractor shall provide customized streaming video/audio applications designed to reach high speed and dial up Internet users with video news and information. The contractor shall provide:

**3.8.1** Streaming media site design, coding, regression testing, systems allocation and deployment to include encoding of individual video clips to continue service provided for AFPW Program.

**3.8.2** Posting, storage, archiving and web access of video clips on a continuing basis. This includes daily site updates during normal business hours and encoding and storage of digital video and audio products.

**3.8.3** Site maintenance, systems usage reports, content management storage. Maintenance of the technology, including site updates, hosting, and database maintenance.

**3.8.4** Additional streaming related support services such as weekend updates and e-mail alert services, video on demand streaming and live Internet broadcast services.

**4.0 SERVICE SUMMARY (PERFORMANCE STANDARDS)**

<b>Performance Objective</b>	<b>PWS Reference</b>	<b>Performance Threshold</b>
Provide software and database maintenance support for the AFPIMS content management system.	3.2	Ensure 100% compliance with documented requirements and system performance criteria upon delivery, and government pass-fail review and approval.
Provide timely and efficient AFPIMS help desk services.	3.3	Ensure 100% response to initial help desk requests, with a 98% closure/resolution rate for tier 1 support monthly.
Provide current migration and training documentation in support of the AFPIMS content management system.	3.4	Ensure all training is current with identifiable system upgrades, and available to customers via hands-on, web or print-based media 100% of the time.
Perform Web site compliance inspections, and produce and distribute monthly audit reports.	3.4.6	Provide monthly Web site compliance audit reports, with a minimum of 125

		reports in a 365 day period, using established checklists to identify discrepancies with current DoD and Air Force instructions and policies.
Design, implement improvements to AFPIMS and associated databases in support of the Air Force's Public Web initiative	3.5	Ensure compliance with documented requirements and system performance criteria upon delivery and Government pass-fail review and acceptance.
Provide hardware and infrastructure system support for the servers and related equipment in support of the Air Force Public Web initiative	3.6	Ensure compliance with documented requirements and system performance criteria upon delivery and Government pass-fail review.
Data and media transfer support and development	3.7	Ensure 100% compliance with documented requirements and system performance criteria upon delivery and Government pass-fail review.
Provide weekly progress reports, and monthly status reports detailing the work effort in support of the performance and tasks associated with this PWS.	7.3 7.4	Deliver weekly progress report on Thursday, except when the day falls on federal holiday; then the report will be due the following duty day. Deliver monthly status reports by 5 <sup>th</sup> day of every month. Compliance set at 100% of the time.

**5.0 CONTRACTOR PERSONNEL**

The contractor shall provide the necessary personnel to meet or exceed, to commercial and government standards, the requirements in accordance with the terms of this contract. The contractor shall submit for review and approval by the Contracting Officer's Representative (COR), the resumes for all personnel who are to be utilized during this contract period.

**5.1 Project Manager**

5.1.1 The contractor shall provide a project manager who shall be responsible for the performance of the work. The proposed project manager for this contract shall have strong management experience. The project manager is expected to devote an appropriate amount of time to the overall management of this contract, including coordination with Government staff, and assuring quality of work performed. The project manager shall have experience in preparing and delivering briefings to upper level management.

**5.1.2** The name of this person, and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the contracting officer. The project manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

**5.1.3** The project manager or alternate shall be available during normal duty hours within one hour to meet in the assigned workplace with government personnel (COR designated by the contracting officer) to discuss problem areas. After normal duty hours, the manager or alternate project manager shall be available to discuss problems within two hours.

## **5.2 Labor Classifications**

The following labor classifications are provided to assist the offeror in determining labor costs associated with requirements of this PWS, and may not be construed as all inclusive:

- Data Comms Manager
- Senior Software Developer
- Web Operations Manager
- Help Desk Manager
- Technical Editor
- Help Desk Specialist
- Training Specialist
- Web Compliance Manager/Specialist
- Web Compliance Specialist

## **5.3 Contractor Employees**

**5.3.1** The contractor shall not employ persons for work on this contract if such employee is considered by the contracting officer to be a potential threat to the health, safety, security, general well-being, or operational mission of the installation and its population.

**5.3.2** Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. Contractor employees whose workplace is a government facility will be issued badges, which shall be visibly worn at all times while in the facility.

**5.3.3** The contractor shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest.

**5.3.4** Training for Contractor Personnel. The contractor is responsible for ensuring that an adequately trained technical staff is available at all established times. Training for contractor personnel on new equipment or software purchased by the Government may be provided by the Government, as approved by the COR.

**5.3.5** Security. The highest level of security for this effort is SECRET. A level of SECRET is required for the following labor categories: Program Manager, Developer and Web Operations Manager. Most work will not be classified. However, clearances will be required in accordance with DoD operational and security procedures for those individuals who require root-level access to equipment and servers located on the NIPRnet. For those positions requiring secret clearances, submission of the DD 254, *Contract Security Classification Specification*, will be required. Also, in order to perform the duties under this contract, all contractor personnel not identified above must submit to and pass a security background check. Contractor personnel shall follow local COMSEC procedures, satisfactorily complete Government mandated annual Information Assurance training, and meet any other requirements the Government deems compulsory in order to gain access to information systems associated with the work performance.

**5.3.6** Controlled Access. Contractor personnel may be issued controlled access cards, badges, keycards, or other devices as determined by the COR and HQ AFNEWS. Contractor personnel shall follow local procedures and use

controlled access cards or other devices to enter the facility for the sole purpose of performing tasks and projects required by the contract.

## **6.0 GOVERNMENT FURNISHED PROPERTY AND SERVICES**

**6.1** Property made available by the Government for use by contractor personnel during performance of the contract at a government facility will include the following: workspaces, system furniture, desktop computers and peripherals, computer support, telephone, fax and reproduction services, database and storage servers and other equipment to support the Air Force Public Web program network infrastructure.

**6.2** Government Furnished Information. The Government will endeavor to provide the contractor in the HQ AFNEWS facility and other designated work areas such information and/or access to information necessary to perform the requirements of the contract. The provided information and/or access are for the sole purpose of this contract, and shall not be released to others.

## **7.0 GENERAL INFORMATION**

**7.1** Periodic Progress Reviews with Government. The contractor shall schedule and manage periodic reviews/meetings with HQ AFNEWS for the purpose of insuring that work requirements are proceeding in a timely and satisfactory manner. The contractor shall record minutes and present these to the Contracting Officer, or representative, within seven days of the meeting. Contractor determined format is acceptable if detailed enough to indicate actual status.

**7.2** Contractor Documentation. The contractor shall produce technical products, as required by the Government, documenting results of the contractor's technical efforts (such as reports, reviews, technical assessments, programming documentation, charts, manuals, matrices, sketches, and schedules) in formats, numbers of copies and times specified or jointly agreed upon by the contractor and HQ AFNEWS. These reports will assist HQ AFNEWS in defining and implementing improvements to the public Web program.

**7.3** Monthly Status Report. The contractor shall prepare and deliver the previous month's status report to the COR by the 5th of each month during the performance of this task. The contractor shall prepare the monthly status report to include, at a minimum, the following information:

- Background of the project
- Progress made during this reporting period
- Problems or unexpected difficulties encountered during this reporting period
- Resolutions to problems/difficulties encountered during this reporting period
- Progress planned for the next reporting period
- Lessons learned

**7.4** Weekly Progress Report. The contractor shall document the efforts performed in the completion of each task in a detailed weekly progress report due on Thursdays, except when Thursday falls on a federal holiday. The report will be due the following work day. The weekly progress report shall include, at a minimum, the following information:

- Background of the project
- Progress made during this reporting period
- Problems or unexpected difficulties encountered during this reporting period
- Resolutions to problems/difficulties encountered during this reporting period
- Progress planned for the next reporting period
- Lessons learned



**7.5 Government Ownership of Goods and Products.** All goods and products generated under this contract, to include program code associated with the development or enhancement of the AFPIMS and related applications, are the sole property of the Government.

**7.6 Place of Performance.** The primary place of work performance for this requirement, other than server maintenance and administration, is at HQ AFNEWS, 203 Norton Street, San Antonio, Texas, 78226. At the Government's discretion, some training, application development, programming, and other support functions may be performed at a contractor off site location, as agreed upon by both parties.

**7.7 Server Maintenance and Administration.** Work performance locations may vary at the convenience of the Government, but are currently at the Naval Media Center, 2713 Mitscher Road SW, Anacostia, D.C., 20373, and the American Forces Information Service, 601 North Fairfax Street, Alexandria, VA 22314.

**7.8 Normal Hours of Operation.** The contractor's core business hours shall be 0800 to 1700, Monday through Friday, excluding Federal holidays. Duty hours for contract personnel supporting help desk and content management training services may be changed at the Government's convenience in order to meet requirements under this PWS. If unforeseen workplace curtailments occur during normal business hours, the contractor shall accomplish the work scheduled on the day of curtailment on the following business day. The contractor shall have qualified personnel available on-site during normal duty hours to support all services identified within the PWS.

**7.9 Compensation for Other than Normal Duty Hour Work**

**7.9.1** The contractor shall perform work under the contract, so far as practicable, without using overtime, particularly as a regular employment practice, except when lower overall costs to the Government will result or when it is necessary to meet urgent mission needs. Periodically, requirements may require work to be accomplished at times other than normal duty hours. The contractor shall use flexible work scheduling techniques to minimize any support required outside of normal business hours.

**7.9.2** The use of overtime is only authorized under this contract and reimbursed if the overtime is necessary to meet essential delivery or performance schedules; make up for delays beyond the control and without the fault or negligence of the contractor; or eliminate foreseeable extended production bottlenecks that cannot be eliminated in any other way. Government approval for overtime is required in advance. In the event overtime support becomes necessary, the contractor will be reimbursed through funding on a separate CLIN.

**7.10 Federal Holidays**

The contractor is not required to provide services on Federal holidays, except in emergency situations or if necessary to support mission requirements. In the event contractor personnel are required to work on any of these federal holidays, prior approval shall be received from the COR and reimbursement will be provided through funding on a separate CLIN. Federal holidays are established by Federal Law and are currently as follows:

New Year's Day	1 January (see note)
Martin Luther King's Birthday	3 <sup>rd</sup> Monday in January
Presidents Day	3 <sup>rd</sup> Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July (see note)
Labor Day	1 <sup>st</sup> Monday in September
Columbus Day	2 <sup>nd</sup> Monday in October
Veterans Day	11 November (see note)

Thanksgiving Day	4 <sup>th</sup> Thursday in November
Christmas Day	25 December (see note)

NOTE: If a holiday falls on Saturday, the preceding Friday will be observed. If a holiday falls on Sunday, the following Monday will be observed. If a holiday falls on a regular workday, routine services shall be rescheduled. Executive Orders authorizing Government military and civilian time off apply to MEO operations but do not apply to Private Sector operations. The contractor and COR shall determine appropriate staffing levels to ensure services are provided IAW the PWS.

**7.11 After Hours Response.** Contractor personnel shall be available to respond within one hour to service outages or problems that occur outside of normal workday operating hours.

**7.12 Contractor Responsibility for Safety.** The contractor shall comply with all federal, state, and local safety standards, practices, and ordinances, and shall comply with all safety requirements set forth elsewhere herein. The contractor shall report all on job injuries of contractor personnel immediately to the Contracting Officer's Representative (COR).

**7.13 Quality Control.** The contractor shall develop a government approved QC program to ensure services are performed in accordance with commonly accepted commercial practices for IT hardware, software and associated service requirements under this contract. The contractor shall develop and implement procedures to identify and prevent defective services from recurring. The contractor shall ensure timely and effective corrective action is taken for all deficiencies identified by the Government. All deficiency responses shall include identification of the cause of the deficiency. The contractor shall conduct special inspections at the contracting officer's written request. Results of the inspection or audit shall be provided, in writing, in a timely manner as determined by the contracting officer.

**7.13 Quality Assurance.** The government will periodically evaluate the contractor's performance by appointing a QAE representative(s) to monitor performance to ensure services are received. Inspecting, auditing, and testing shall be prescribed by clear, complete, and current instructions. The inspection instructions shall include the specific criteria for approval and rejection of services that will be used in each inspection or audit. The contractor's inspection instructions shall be documented and shall be available for review by the DGR(s) throughout the life of the contract. The contractor shall notify the on-site Government representatives in writing of any changes to inspection instructions.

**7.14 Travel.** On occasion, travel outside the primary designated work area will be necessary. When such travel of Contractor personnel is required, the Contractor will be reimbursed for such travel expenses consistent with the current General Services Administration (GSA) policies and procedures.

**7.15 Reimbursement of Equipment Purchases.** In providing infrastructure support (paragraph 3.6 above) the Contractor may be authorized to purchase equipment on behalf of the Government at or below \$3,000.00 provided the Contractor complies with the purchasing procedures of FAR Part 13 to include obtaining three quotes, if available, and by submitting the proposed purchase to the COR for review and approval. Reimbursement shall be made to the Contractor through the contract line item for Equipment Purchases (CLIN 0003). The Government shall procure necessary equipment priced above \$3,000.00 and provide to the Contractor at no cost.

**8.0 APPENDICES**

**8.1 Equipment Inventory.** Brand name or equal commodities list for informational purposes only. Actual inventory list may vary based on equipment lifecycle replacements and new program development.

**8.1.1 Dell Power Edge 6650 Database Server - 2.2GHz / 2MB Cache Xeon / Quad Processors / 8GB DDR SDRAM (16X512MB) / 36GB, 15K RPM, Ultra 320 SCSI Hard Drive / PERC3DC, 128MB, 1 Internal & 1 External Channels / Windows 2000 Advance Server (25 Client Access Licenses) / Dual power supply / rack mountable / 24X IDE**

Internal CD-ROM / 1.44MB, 3.5in Drive / 16GB Utility partition / Dual On-Board NICS/ RAID 5. In addition, 2 years onsite support w/ 4-hour response time.

**8.1.2 Dell Power Edge 2650 Storage Server - 3.2GHz / 2MB Cache Xeon / multithreading Dual Processors / 8GB DDR, 266MHz, 4x2GB DIMMS / 73GB, 15K RPM, Ultra 320 SCSI Hard Drive / Raid on motherboard, PERC3-DI, 128MB / Windows 2000 Advance Server (25 Client Access Licenses) / Dual power supply / Rack mountable / 24X IDE Internal CD-ROM / 1.44MB, 3.5in Drive / 16GB Utility partition / Dual On-Board NICS / 5-bay SCSI hard drive backplane (1x5). In addition, 2 years onsite support w/ 4 hour response time.**

**8.1.3 Dell Power Edge 1950 NAS - Quad Core Intel Xeon E5310, 2x4MB, Cache, 1.60GHz, 1066MHz FSB / Windows Server 2003 R2, Standard x64 Edition with SP2 / 4GB 667MHz (4x1GB), Dual Ranked DIMMs / 146GB, SAS, 3.5-inch, 15K RPM Hard Drive / 146GB, SAS, 3.5-inch, 15K RPM Hard Drive / 24X IDE CD-RW/DVD ROM Drive, All OS CDRWDVD. In addition, 3 years onsite support w/ 4 hour response time.**

**8.1.4 Google Search Appliance (GB-1001-150K-STD).**

**8.1.5 Firewall Server - Programmable gateway, with built-in Proxy Server, VPN and dual DNS (inside and outside)**

**8.1.6 Hardware List**

SVC TAG	MODEL	SERVER OS
D4SVBG1	M600	WIN 2003
55SVBG1	M600	WIN 2003
F4SVBG1	M600	WIN 2003
G4SVBG1	M600	WIN 2003
H4SVBG1	M600	WIN 2003
J4SVBG1	M600	WIN 2003
15SVBG1	M600	WIN 2003
25SVBG1	M600	WIN 2003
35SVBG1	M600	WIN 2003
45SVBG1	M600	WIN 2003
J10YZD1	MD1000	N/A
8NHQZD1	MD1000	N/A
5MB1XD1	PE 1950	WIN 2003
3D89MD1	PE 1950	WIN 2003
8D89MD1	PE 1950	WIN 2003
6FP8H91	PE 6850	WIN 2003
JZ00991	PE 1850	WIN 2003
5ZJTC81	PE 1850	WIN 2003
1KWN481	PE 6850	WIN 2003
GJWN481	PE 6850	WIN 2003

BBN4281	PE 1850	WIN 2003
H9N4281	PE 1850	WIN 2003
3BN4281	PE 1850	WIN 2003
5BN4281	PE 1850	WIN 2003
5LJ0281	PE 2850	WIN 2003
7LJ0281	PE 2850	WIN 2003
3JM3281	PE 1850	WIN 2003
GJWQSF1	PE 2950	WIN 2003
J02Z571	PE 6650	WIN 2003
5D4X571	PE 1850	WIN 2003
HMHKV51	PE 1850	WIN2003
DTF7V51	PE 1850	WIN 2003
DMHKVS1	PE 1850	WIN 2003
BMMMT51	PV 770N	WIN 2003
FMMMT51	PV 770N	WIN 2003
584W831	PE 6650	WIN 2003
97R0831	PE 2650	WIN 2000
B3TP221	PE 4600	WIN 2003
6B45T21	PE 6650	WIN 2003

## 8.2 References, Policies and Procedures

Regulation (U), DOD Instruction 5120.4, "Electronic Newspaper Policy"

Regulation (U), Section 508 of the Rehabilitation Act of 1973 - Mandatory Web-based usability standards

Regulation (U) DOD Website Administration Policies & Procedures

Regulation (U), Air Force Instruction 33-129 - Transmission of Information via the Internet

Regulation (U), Air Force Instruction 35-101, Chapter 18 - New Media & Public Affairs

Diagram (U), "Air Force Public Web Hierarchy Diagram," 3 Sep 2006, AFNEWS/SCP

The above listed references and policies may be updated or superseded. The contractor is expected to comply with all policy and procedural updates. The updates and/or superseding issuances, directives and/or instructions shall be considered part of this PWS.

## 8.3 Section 508 Compliance

**8.3.1** Section 508 of the Rehabilitation Act requires Federal agencies to make their electronic and information technology accessible to people with disabilities. This applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology.

**8.3.2** All electronic and information technology (EIT) procured through this contract shall meet the applicable accessibility standards specified in 36CFR1194.2, unless an agency exception to this requirement exists.

**8.3.3** The standards define Electronic and Information Technology, in part, as “any equipment or interconnected system or subsystem of equipment, which is used in the creation, conversion, or duplication of data or information. The standards define the type of technology covered and set forth provisions that establish a minimum level of accessibility. The application section of the standards (1194.2) outlines the scope and coverage of the standards. The standards cover the full range of electronic and information technologies in the Federal sector, including those used for communication, duplication, computing, storage, presentation, control, transport and production. This includes computers, software, networks, peripherals and other types of electronic office equipment.

**8.3.4** The contractor shall acknowledge compliance with requirements of Section 1194.22: *Web-based Intranet and Internet Information and Applications*, in their proposal to be considered for award.

## **QUALITY ASSURANCE AND SURVEILLANCE PLAN AIR FORCE PUBLIC WEB INFORMATION TECHNOLOGY SERVICES**

### **1. INTRODUCTION**

1.1 This Quality Assurance Plan (QAP) and Surveillance is designed to aid the Contracting Officer's Technical Representative (COTR), acting as a Quality Assurance Evaluator (QAE), in providing effective and systematic surveillance of the contractor's performance of the required services contained in solicitation HQ0028-07-R-0045.

1.2 The objective of this surveillance plan is to evaluate the contractor's performance in key areas. Primary interest is in the timeliness and coordination resulting in the quality of the contractor's services and final product. Consistent with established AFNEWS Web Operations practices, products are inspected by Air Force Public Web Program management at several stages of development through delivery of services or product.

### **2. PURPOSE OF THE QASP**

2.1 The QASP is intended to accomplish the following:

- 2.1.1 Define the roles and responsibilities of participating Government officials;
- 2.1.2 Define the types of work to be performed with required end results;
- 2.1.3 Describe the evaluation methods that will be employed by the Government in assessing the contractor's performance;
- 2.1.4 Provide copies of the quality assurance monitoring forms that will be used by the Government in documenting and evaluating the contractor's performance; and
- 2.1.5 Describe the process of performance documentation.

### **3. ROLES AND RESPONSIBILITIES OF GOVERNMENT OFFICIALS**

The Contracting Officer's Technical Representative (COTR) will be responsible for monitoring, assessing, recording, and reporting on the technical performance of the contractor on a day-to-day basis. The COTR will have the primary responsibility for completing Quality Assurance Monitoring Forms, which will be used to document the inspection and evaluation of the contractor's work performance. It is extremely important for the COTR to establish and maintain a team-oriented line of communication with the contractor's Project Manager (PM) and the PM's office staff in order to perform the monitoring functions. The COTR, Contracting Officer (CO), and PM must work together as a team to ensure that required work is accomplished in an efficient and proper manner. Meetings should be held on a regular basis in order to resolve serious problems. Less serious problems should be discussed and resolved on an impromptu basis.

#### 4. GENERAL SURVEILLANCE AND EVALUATION

4.1 Evaluation of the contractor's performance shall be based on critical factors as described below. The contractor shall be responsible for realizing "fully successful" performance of the services rendered under the contract.

4.2 Even though the Government, through its COTR, will be monitoring the contractor's performance on a continuing basis, the volume of tasks performed by the contractor makes technical inspections of every task and step impractical. Accordingly, the HQ AFNEWS will use a quality assurance review process to monitor the contractor's performance under this contract. Evaluation of the contractor's performance shall be based on critical factors as described below.

4.3 The contractor may elect to remedy work performance or services determined to be at a less than "fully successful" level with concurrence from the Government. If the contractor's performance in any surveyed area does not meet a "fully successful" level, as cited in the terms of the contract, the COTR or designated Government representative shall record the shortcoming in a memorandum and obtain the initials of the contractor's representative. This memorandum shall be forwarded to the Contracting Officer within five working days after the last day of the respective month and .5% of that month's payment will be withheld for each unresolved occurrence. The Government may elect to pursue formal contract remedies if the contractor's performance falls below the "fully successful" level in one or more areas.

4.4 In general, the work will be evaluated in terms of how well the requirements of the contract are satisfied, the extent to which the work performed follows the approach found in the contractor's technical proposal, clarity of documentation and reports, and timeliness of scheduled task accomplishment. Completed reports will be reviewed by the Air Force Public Web program manager or designated government representative. At the discretion of the COTR or the Contracting Office or Specialist, other Government officials approved by the Contracting Officer or Specialist may be asked to evaluate a particular deliverable or set of deliverables.

#### 5. SURVEILLANCE PLAN

##### 5.1 Primary Service: Web Portal Development and Support

###### Sub Tasks:

- 3.2 Measure of Success: Software and database maintenance for the AFPIMS.  
Criteria for Acceptance: Ensure specifications and system performance design criteria meet functional requirements.  
Maximum Allowable Degree of Deviation from Requirement: 1%  
Method of Surveillance: Government representative review.  
Positive or Negative Incentives: Positive, favorable performance reviews. Negative, see 4.3, above.
- 3.3 Measure for Success: Help desk operations.  
Criteria for Acceptance: 100% response to initial requests with 98% closure/resolution for tier 1 help desk support, monthly.  
Maximum Allowable Degree of Deviation from Requirement: 2%  
Method of Surveillance: Independent review of tickets and user feedback.  
Positive or Negative Incentives: Positive, favorable performance reviews. Negative, see 4.3, above.
- 3.4 Measures for Success: AFPIMS training services and training documentation.  
Criteria for Acceptance: Availability of effective training services and documentation.  
Maximum Allowable Degree of Deviation from Requirement: 5%  
Method of Surveillance: User feedback and Government representative review.

- Positive or Negative Incentives: Positive, favorable performance reviews. Negative, see 4.3, above.
- 3.4.6 Measures for Success: Complete and delivery monthly web compliance audit reports  
Criteria for Acceptance: Produce and deliver a minimum of 125 monthly web compliance reports in a 365 day period, using established checklists and tools to identify discrepancies with Government policies.  
Maximum Allowable Degree of Deviation from Requirement: 5%  
Method of Surveillance: Government representative review of reports.  
Positive or Negative Incentives: Positive, favorable performance reviews. Negative, see 4.3, above.
- 3.5 Measures for Success: Design and implement improvements to the AFPIMS and associated databases with concept validation.  
Criteria for Acceptance: Ensure specifications and system performance criteria meet functional requirements.  
Maximum Allowable Degree of Deviation from Requirement: 5%  
Method of Surveillance: Government representative review.  
Positive or Negative Incentives: Positive, favorable performance reviews. Negative, see 4.3, above.
- 3.6 Measures for Success: Hardware systems and infrastructure support.  
Criteria for Acceptance: Ensure specifications and system performance criteria meet functional requirements.  
Maximum Allowable Degree of Deviation from Requirement: 5%  
Method of Surveillance: Government representative review.  
Positive or Negative Incentives: Positive, favorable performance reviews. Negative, see 4.3, above.
- 3.7 Measures for Success: Data and media transfer support and development.  
Criteria for Acceptance: Ensure specifications and system performance criteria meet functional requirements.  
Maximum Allowable Degree of Deviation from Requirement: 5%  
Method of Surveillance: Government representative review.  
Positive or Negative Incentives: Positive, favorable performance reviews. Negative, see 4.3, above.
- 7.3-4 Measures for Success: Provide complete weekly status reports and monthly progress reports.  
Criteria for Acceptance: Delivery of detailed, completeness of reports as prescribed under the contract.  
Maximum Allowable Degree of Deviation from Requirement: 2 day deviation from established due dates.  
Method of Surveillance: Government representative review of reports.  
Positive or Negative Incentives: Positive, favorable performance reviews. Negative, see 4.3, above.

**QUALITY ASSURANCE MONITORING FORM**

TASK: \_\_\_\_\_

SURVEY PERIOD: \_\_\_\_\_

METHOD OF SURVEILLANCE: COR REVIEW

EVALUATION OF CONTRACTOR'S PERFORMANCE:

PREPARED BY: \_\_\_\_\_  
PRINT NAME / SIGNATURE / TITLE

DATE: \_\_\_\_\_