

<b>SOLICITATION, OFFER AND AWARD</b>		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING DO	PAGE OF PAGES 1 21
2. CONTRACT NUMBER	3. SOLICITATION NUMBER N00173-06-R-CR01	4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)		5. DATE ISSUED 02/17/06	6. REQUISITION/PURCHASE NUMBER
7. ISSUED BY CONTRACTING OFFICER NAVAL RESEARCH LABORATORY 4555 OVERLOOK AVE SW CODE 3220.CR WASHINGTON, DC 20375-5326		CODE N00173	8. ADDRESS OFFER TO (If other than Item 7) Same		

NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".

**SOLICITATION**

9. Sealed offers in original and 2 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in Bldg 222 - Room 115 until 4:00 pm local time 03/21/06  
(Hour) (Date)

CAUTION - LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME ALAN W CRUPI, CODE 3220.CR	B. TELEPHONE (NO COLLECT CALLS)		C. E-MAIL ADDRESS Wayne.Crupi@nrl.navy.mil
		AREA CODE 202	NUMBER 767-3595	EXT.

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**OFFER (Must be fully completed by offeror)**

NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.

12. In compliance with the above, the undersigned agrees, if this offer is accepted within \_\_\_\_\_ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232-8)	<input checked="" type="checkbox"/> 10 CALENDAR DAYS (%)	<input type="checkbox"/> 20 CALENDAR DAYS (%)	<input type="checkbox"/> 30 CALENDAR DAYS (%)	<input type="checkbox"/> CALENDAR DAYS (%)
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14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE

15A. NAME AND ADDRESS OF OFFEROR	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)
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15B. TELEPHONE NUMBER AREA CODE NUMBER EXT.	<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.	17. SIGNATURE	18. OFFER DATE
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**AWARD (To be completed by Government)**

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION
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22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c) ) <input type="checkbox"/> 41 U.S.C. 253(c) ( )	23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)	ITEM
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24. ADMINISTERED BY (If other than Item 7) CODE	25. PAYMENT WILL BE MADE BY CODE
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26. NAME OF CONTRACTING OFFICER (Type or print)	27. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	28. AWARD DATE
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IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.

**PART I - THE SCHEDULE  
SECTION B  
SUPPLIES OR SERVICES AND PRICES/COSTS**

**B-1 SUPPLIES OR SERVICES AND PRICES/COSTS**

**BASIC**

ITEM NUMBER	SUPPLIES OR SERVICES	MAXIMUM NOT TO EXCEED AMOUNT
0001	The contractor shall provide technical and maintenance support in accordance with Attachment (1) - Performance Statement of Work and any other documents, exhibits, or attachments in Section 5. (Includes approx. \$10,000 for travel – see Section L-11)	\$720,000.00
0001AA	The contractor shall provide the data in accordance with Exhibit A, DD1423, Contract Data Requirements List.	NSP *
	<b>BASIC – TOTAL MAXIMUM NOT TO EXCEED AMOUNT</b>	<b>\$720,000.00</b>

\* Not Separately Priced

**OPTION I (First Option Year)**

ITEM NUMBER	SUPPLIES OR SERVICES	MAXIMUM NOT TO EXCEED AMOUNT
0002	The contractor shall provide technical and maintenance support in accordance with Attachment (1) - Performance Statement of Work and any other documents, exhibits, or attachments in Section 5. (Includes approx. \$10,000 for travel – see Section L-11)	\$720,000.00
0002AA	The contractor shall provide the data in accordance with Exhibit A, DD1423, Contract Data Requirements List.	NSP
	<b>OPTION I – TOTAL MAXIMUM NOT TO EXCEED AMOUNT</b>	<b>\$720,000.00</b>

**OPTION II (Second Option Year)**

ITEM NUMBER	SUPPLIES OR SERVICES	MAXIMUM NOT TO EXCEED AMOUNT
0003	The contractor shall provide technical and maintenance support in accordance with Attachment (1) - Performance Statement of Work and any other documents, exhibits, or attachments in Section 5. (Includes approx. \$10,000 for travel – see Section L-11)	\$720,000.00
0003AA	The contractor shall provide the data in accordance with Exhibit A, DD1423, Contract Data Requirements List.	NSP
	<b>OPTION II – TOTAL MAXIMUM NOT TO EXCEED AMOUNT</b>	<b>\$720,000.00</b>

**OPTION III (Third Option Year)**

ITEM NUMBER	SUPPLIES OR SERVICES	MAXIMUM NOT TO EXCEED AMOUNT
0004	The contractor shall provide technical and maintenance support in accordance with Attachment (1) - Performance Statement of Work and any other documents, exhibits, or attachments in Section 5. (Includes approx. \$10,000 for travel – see Section L-11)	\$720,000.00
0004AA	The contractor shall provide the data in accordance with Exhibit A, DD1423, Contract Data Requirements List.	NSP
OPTION III – TOTAL MAXIMUM NOT TO EXCEED AMOUNT		\$720,000.00

**OPTION IV (Fourth Option Year)**

ITEM NUMBER	SUPPLIES OR SERVICES	MAXIMUM NOT TO EXCEED AMOUNT
0005	The contractor shall provide technical and maintenance support in accordance with Attachment (1) - Performance Statement of Work and any other documents, exhibits, or attachments in Section 5. (Includes approx. \$10,000 for travel – see Section L-11)	\$720,000.00
0005AA	The contractor shall provide the data in accordance with Exhibit A, DD1423, Contract Data Requirements List.	NSP
OPTION IV – TOTAL MAXIMUM NOT TO EXCEED AMOUNT		\$720,000.00

**TOTAL NOT TO EXCEED INCLUDING OPTIONS, IF EXERCISED:     \$3,600,000.00**

*NOTE: The contractor shall propose labor categories and a loaded labor rate for each labor category in order to comply with the Performance Work Statement. The estimated number of hours for support is provided.*

*Provide a matrix cross-referencing the Government Labor Category with the corresponding Contractor Labor Category.*

GOVERNMENT LABOR CATEGORY	CONTRACTOR CORRESPONDING LABOR CATEGORY	ESTIMATED NUMBER OF HOURS PER YEAR	LOADED HOURLY RATE BASIC AWARD	LOADED HOURLY RATE OPTION I	LOADED HOURLY RATE OPTION II	LOADED HOURLY RATE OPTION III	LOADED HOURLY RATE OPTION IV
1. Project Mgr/Senior Systems Administrator		2080					
2. System Administrator		190					
3. Senior Systems Analyst		190					
4. Systems Analyst		4160					
5. Junior Systems Analyst		190					
6. Systems Engineer		190					
7. Senior Network Engineer		190					
8. Network Engineer		190					
9. Network Technician		190					
10. Wiring/Cable Technician		190					
11. Web Designer/Administrator		190					
12. Junior Web Designer/Administrator		190					
13. Database Administrator		190					
14. Human Resources Automation Expert		2080					

**SECTION C**  
**DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK**

**C-1** The work under this contract shall be performed in accordance with Attachment (1), Performance Work Statement, with Exhibit A, DD Form 1423, Contracts Data Requirements List, and all other Attachments cited in Section J, which are incorporated by reference into Section C.

**C-2 REQUIREMENTS FOR ON-SITE CONTRACTORS**

For those portions of the work under this contract performed at any NRL site, the contractor shall comply with the Requirements for On-Site Contractors dated 30 July 2004 which are hereby incorporated by reference. The full text is available at <http://heron.nrl.navy.mil/contracts/home.htm>

**SECTION D**  
**PACKAGING AND MARKING**

**D-1** Preservation, packaging, packing and marking of all deliverable contract line items must conform to normal commercial packing standards to assure safe delivery at destination.

**SECTION E**  
**INSPECTION AND ACCEPTANCE**

**E-1 INSPECTION AND ACCEPTANCE CLAUSES BY REFERENCE:**

**FAR CLAUSE    TITLE**

52.246-6        -    Inspection - Time-And-Material And Labor-Hour (MAY 2001)  
52.246-16      -    Responsibility For Supplies (APR 1984)

**DFARS CLAUSE    TITLE**

252.246-7000   -    Material Inspection And Receiving Report (MAR 2003)

**E-2 INSPECTION AND ACCEPTANCE**

Inspection and acceptance of the final delivery will be accomplished by the Technical Manager (TM) or Contracting Officer Representative (COR) designated in Section G of this contract. Inspection and acceptance will be performed at the Naval Research Laboratory, Washington DC 20375-5320.

**SECTION F  
DELIVERIES OR PERFORMANCE**

**F-1 DELIVERIES OR PERFORMANCE CLAUSES BY REFERENCE:**

**FAR CLAUSE    TITLE**

52.242-15    -    Stop-Work Order (AUG 1989)  
52.242-17    -    Government Delay Of Work (APR 1984)  
52.247-34    -    F.O.B. Destination (NOV 1991)

**F-2 DELIVERIES OR PERFORMANCE**

- (a) The period of performance under this contract shall be from date of contract award through twelve (12) months, with four (4) options each extending the period of performance by an additional twelve (12) months, if exercised.
- (b) The principal place of performance of this contract shall be NRL, Washington D.C.

**SECTION G  
CONTRACT ADMINISTRATION DATA**

**G-1 PROCURING OFFICE REPRESENTATIVE**

In order to expedite administration of the contract, the Administrative Contracting Officer (ACO) will direct inquiries to the appropriate office listed below. Please do not direct routine inquiries to the person listed in Item 20A on Standard Form 26.

Security Matters- Contracting Officer for Security, Code 1221, (202) 767-2240, DSN 297-2240,  
Email: security-group@nrl.navy.mil

Safety Matters- Head, Safety Branch, Code 3540, (202) 767-2232, DSN 297-2232,  
Email: safety@nrl.navy.mil

Patent Matters- Associate Counsel (Intellectual Property), Code 1008.2, (202) 404-1552,  
DSN 297-1552, Email: patents@nrl.navy.mil

Release of Data- Public Affairs Officer, Code 1030 (202) 767-2541, DSN 297-2541,  
Email: publicaffairs@nrl.navy.mil

## G-2 PAYMENT AND INVOICE INSTRUCTIONS

In accordance with the contract clause, *Electronic Submission of Payment Requests* (DFARS 252.232-7003), the contractor must submit requests for payment electronically.

If the contractor uses the Wide Area Workflow (WAWF), it may be accessed at its homepage <https://wawf.eb.mil/> . Instructions for registration may be accessed at: <https://wawf.eb.mil/vreg.htm>

The following information is applicable to vouchers submitted under this contract using WAWF:

Under "Create New Document" select "Public Voucher". When you enter the contract number, some of the fields may fill out automatically.

Use the appropriate Item Number stated in the contract (e.g. 0001, 0002 or 0001AA, 0001AB, etc.)

Contract Number: [Use the contract number as listed on page one of the award document.]

Issue By DODAAC: N00173

Admin DODAAC: [Use the 6 character "ADMINISTERED BY" CODE as listed on page one of the award document]

Pay DODAAC: [Use the 6 character "PAYMENT WILL BE MADE BY" CODE as listed on page one of the award document]

DCAA Auditor DODAAC: Go to <http://www.dcaa.mil/> Select "Audit Office Locator" from Left Menu

Service Acceptor DODAAC/Extension: N00173 Extension 1800

Ship To Code DODAAC/Extension: N00173 Extension 1800

LPO DODAAC: N00173

Cage Code: [Use your company specific code.]

When submitting vouchers using WAWF, use the *Send More Email Notifications* function in WAWF to provide notification to the COR identified in Section G of the contract that a voucher has been submitted.

If the contractor uses a method other than WAWF to submit vouchers under this contract, a copy of the voucher is to be sent (preferably by email) to the COR identified in Section G of the contract.

Pursuant to DFARS 242.803(b)(i)(c), if the cognizant Government auditor has notified the contractor of its authorization to do so, the contractor may submit vouchers under this contract direct to the payment office. Such authorization does not extend to the first and final vouchers. The contractor shall continue to submit first vouchers to the cognizant auditor. The final voucher shall be submitted to the Administrative Contracting Officer.

## G-3 CONTRACTING OFFICER'S REPRESENTATIVE (COR) - FUNCTIONS AND LIMITATIONS

\* is hereby designated the cognizant COR who will represent the Contracting Officer in the administration of technical details within the scope of this contract and inspection and acceptance. The COR is not otherwise authorized to make any representations or commitments of any kind on behalf of the Contracting Officer or the Government. The COR does not have the authority to alter the Contractor's obligations or change the specifications in the contract. If, as a result of technical discussions, it is desirable to alter contract obligations or statements of work, a modification must be

issued in writing and signed by the Contracting Officer. The COR is responsible for reviewing the bills and charges submitted by the Contractor and informing the ACO of areas where exceptions are to be taken.

( \* To be filled in at time of award)

**G-4 CONTRACT CEILING PRICE**

(a) The amount of \$ \* is presently available for payment and allotted to this contract. This amount is the ceiling price that the contractor shall not exceed except at its own risk. It is estimated that this amount is sufficient for performance of the contract through \*.

(b) The not-to-exceed price stated in Section B is the Government's estimate of the price of the maximum labor and travel required to perform this contract. The parties contemplate that the Government will allot additional funds incrementally to the contract up to the full not-to-exceed amount or to a lesser amount necessary to perform the contract.

(c) The Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor will not be obligated to continue work beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract regardless of anything to the contrary in any other clause or provision of this contract.

(d) The Contractor shall notify the Contracting Officer in writing at least sixty days prior to the date when, in the Contractor's best judgment, the work under the contract will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate the total amount then allotted to the contract. The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance through the current period of performance or to a mutually agreed upon substitute date. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer, upon the Contractor's written request, will terminate the contract on that date in accordance with the provisions of the Termination clause of this contract.

(e) If, solely by reason of failure of the Government to allot additional funds in amounts sufficient for timely performance of the contract, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or in the period of performance, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract.

(g) Nothing in this clause affects the rights of the Government to terminate this contract pursuant to other clause or provisions of this contract.

( \* To be filled in at time of award)

**SECTION H  
SPECIAL CONTRACT REQUIREMENTS**

**H-1 TYPE OF CONTRACT**

(To be filled in at time of award)

**H-2 REPRESENTATIONS AND CERTIFICATIONS**

The Contractor's completed Representations, Certifications, and Other Statements of Offerors or Respondents is incorporated herein by reference in any resultant award.

**H-3 ONR 5252.237-9705 - KEY PERSONNEL (DEC 88)**

(a) The Contractor agrees to assign to the contract tasks those persons whose resumes were submitted with its proposal and who are necessary to fulfill the requirements of the contract as "key personnel". No substitutions may be made except in accordance with this clause.

(b) The Contractor understands that during the first ninety (90) days of the contract performance period, no personnel substitutions will be permitted unless these substitutions are unavoidable because of the incumbent's sudden illness, death or termination of employment. In any of these events, the Contractor shall promptly notify the Contracting Officer and provide the information described in paragraph (c) below. After the initial ninety (90) day period the Contractor must submit to the Contracting Officer all proposed substitutions, in writing, at least thirty (30) days in advance (sixty (60) days if security clearance must be obtained) of any proposed substitution and provide the information required by paragraph (c) below.

(c) Any request for substitution must include a detailed explanation of the circumstances necessitating the proposed substitution, a resume for the proposed substitute, and any other information requested by the Contracting Officer. Any proposed substitute must have qualifications equal to or superior to the qualifications of the incumbent. The Contracting Officer or his/her authorized representative will evaluate such requests and promptly notify the Contractor of his/her approval or disapproval thereof.

(d) In the event that any of the identified key personnel cease to perform under the contract and the substitute is disapproved, the contract may be immediately terminated in accordance with the Termination clause of the contract.

The following are identified as key personnel:

(\*To be filled in at time of award)

Labor Category	First/M/Last Name *
Project Manager/Sr Systems Administrator	
Human Resources Automation Expert	

#### **H-4 EXERCISE OF OPTIONS (AWARD TERM)**

This contract is for a one-year period with four options each of which would extend the contract period by one year. The contractor may earn extensions of the contract period to a maximum of five years on the basis of "Fully Successful" performance described herein. The decision to exercise the option for Line Item 0002 (corresponding to year 2) will be made without regard to the performance evaluation procedure described herein.

The decision to exercise the options for Line Items 0003, 0004 and 0005 (corresponding to years 3, 4 and 5) will be made on the basis of the contractor's evaluated performance during the preceding "Evaluation Period." The decision to exercise the option for year 3 will be based on the evaluated performance during the first evaluation period (the period from Date of Award (DOA) through 18 months after the DOA). The decision to exercise the option for year 4 will be based on the evaluated performance during the second evaluation period (the period from 18 months after DOA through 30 months after DOA). The decision to exercise the option for year 5 will be based on the evaluated performance during the third evaluation period (the period from 30 months after DOA through 42 months after DOA).

The contractor's performance will be evaluated at the end of the specified evaluation periods if the contract remains in effect. If the contractor's performance during the first evaluation period is rated "Fully Successful," the contractor earns Year 3. If the contractor's performance during the second evaluation period is rated "Fully Successful," the contractor earns Year 4. If the contractor's performance during the third evaluation period is rated "Fully Successful," the contractor earns Year 5.

Evaluation of the contractor's performance will be made by the Authorized Government Representative (AGR) in accordance with the criteria stated in Attachment (3) to this contract. The evaluation will be completed at the end of the first, second and third evaluation periods if the contract is in effect. The AGR will forward a written evaluation report to the Contracting Officer no later than 60 days after the end of the evaluation period. The decision to award the extension of the contract period will be made by the Contracting Officer. The decision will be provided to the contractor no later than 90 days after the end of the evaluation period. If the contractor is rated less than "Fully Successful" a copy of the written evaluation report will be provided to the contractor and the contractor afforded an opportunity to make comments. The contractor may request reconsideration of a decision by the Contracting Officer to not award an extension. The Contracting Officer's decision will be final and not subject to dispute.

Notwithstanding a "Fully Successful" evaluation, no option to extend the period of the contract will be exercised unless it is determined that the Government has a continued need for the services and the prices of the optional services are fair and reasonable.

#### **H-5 ELECTRONIC AND INFORMATION TECHNOLOGY (EIT)**

In accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), all EIT supplies and services provided under this contract must comply with the applicable accessibility standards issued by the Architectural and Transportation Barriers Compliance Board at 36 CFR part 1194 (see FAR Subpart 39.2). Electronic and information technology (EIT) is defined at FAR 2.101.

**PART II - CONTRACT CLAUSES**  
**SECTION I**  
**CONTRACT CLAUSES**

**I-1 FAR 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.acqnet.gov/far>

<http://heron.nrl.navy.mil/contracts/home.htm>

**a. FEDERAL ACQUISITION REGULATION CLAUSES**

**FAR CLAUSE    TITLE**

- 52.202-1 - Definitions (JUL 2004)
- 52.203-3 - Gratuities (APR 1984)
- 52.203-5 - Covenant Against Contingent Fees (APR 1984)
- 52.203-6 - Restrictions On Subcontractor Sales To The Government (JUL 1995)
- 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 (JUN 2003)
- 52.204-4 - Printed Or Copied Double-Sided On Recycled Paper (AUG 2000)
- 52.204-7 - Central Contractor Registration (OCT 2003)
- 52.204-9 - Personal Identity Verification Of Contractor Personnel (JAN 2006)
- 52.209-6 - Protecting The Government's Interest When Subcontracting With Contractors Debarred, Suspended, Or Proposed For Debarment (JAN 2005)
- 52.211-15 - Defense Priority And Allocation Requirements (SEP 1990)
- 52.215-2 - Audit And Records-Negotiation (JUN 1999)
- 52.215-8 - Order Of Precedence - Uniform Contract Format (OCT 1997)
- 52.215-10 - Price Reduction For Defective Cost Or Pricing Data (OCT 1997)
- 52.215-11 - Price Reduction For Defective Cost Or Pricing Data - Modifications (OCT 1997)
- 52.215-12 - Subcontractor Cost Or Pricing Data (OCT 1997)
- 52.215-13 - Subcontractor Cost Or Pricing Data Modifications (OCT 1997)
- 52.215-14 - Integrity Of Unit Prices (OCT 1997)
- 52.215-17 - Waiver Of Facilities Capital Cost Of Money(OCT 1997) ( *will be included if the successful offeror does not propose facilities capital cost of money*)
- 52.217-8 - Option To Extend Services (NOV 1999)
- 52.219-4 - Notice Of Price Evaluation Preference For HUBZone Small Business Concerns (JUL 2005)  Offeror elects to waive the evaluation preference.
- 52.219-14 - Limitations On Subcontracting (DEC 1996)
- 52.219-27 - Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (MAY 2004)
- 52.222-3 - Convict Labor (JUN 2003)
- 52.222-21 - Prohibition of Segregated Facilities (FEB 1999)
- 52.222-26 - Equal Opportunity (APR 2002)

- 52.222-35 - Equal Opportunity For Special Disabled Veterans, Veterans Of The Vietnam Era, And Other Eligible Veterans (DEC 2001)
- 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 (DEC 2001)
- 52.222-39 - Notification Of Employee Rights Concerning Payment Of Union Dues Or Fees (DEC 2004)
- 52.223-3 - Hazardous Material Identification And Material Safety Data (JAN 1997)
- 52.223-5 - Pollution Prevention and Right-To-Know Information (AUG 2003)
- 52.223-6 - Drug-Free Workplace (MAY 2001)
- 52.223-10 - Waste Reduction Program (AUG 2000)
- 52.223-14 - Toxic Chemical Release Reporting (AUG 2003)
- 52.225-13 - Restrictions On Certain Foreign Purchases (DEC 2003)
- 52.227-1 - Authorization And Consent (JUL 1995)
- 52.227-2 - Notice And Assistance Regarding Patent And Copyright Infringement (AUG 1996)
- 52.227-11 - Patent Rights - Retention By The Contractor (Short Form) (JUN 1997) (*will be included if the successful offeror is a small business or a non-profit organization*)
- 52.228-5 - Insurance - Work on a Government Installation (JAN 1997)
- 52.229-3 - Federal, State, And Local Taxes (APR 2003)
- 52.232-7 - Payments Under Time-And-Materials And Labor-Hour Contracts (DEC 2002)
- 52.232-9 - Limitation On Withholding Of Payments (APR 1984)
- 52.232-17 - Interest (JUN 1996)
- 52.232-23 - Assignment Of Claims (JAN 1986)
- 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)
- 52.233-3 - Protest After Award (AUG 1996)
- 52.233-4 - Applicable Law For Breach Of Contract Claim (OCT 2004)
- 52.237-2 - Protection Of Government Buildings, Equipment, And Vegetation (APR 1984)
- 52.237-3 - Continuity Of Services (JAN 1991)
- 52.239-1 - Privacy Or Security Safeguards (AUG 1996)
- 52.242-13 - Bankruptcy (JUL 1995)
- 52.243-3 - Changes--Time-And-Materials Or Labor-Hours (SEP 2000)
- 52.244-2 - Subcontracts (AUG 1998) - Alternate I (MAR 2005)
- 52.245-9 - Use And Charges (APR 1984)(DEVIATION)
- 52.249-6 - Termination (Cost - Reimbursement) (MAY 2004) Alternate IV (SEP 1996)
- 52.249-8 - Default (Fixed-Price Supply And Service) (APR 1984)
- 52.249-14 - Excusable Delays (APR 1984)
- 52.251-1 - Government Supply Sources (APR 1984)
- 52.252-6 - Authorized Deviations In Clauses (APR 1984) fill in Defense Federal Acquisition Regulation Supplement (48 CFR Chapter 2);
- 52.253-1 - Computer Generated Forms (JAN 1991)

**DFARS CLAUSE    TITLE**

- 252.201-7000 - Contracting Officer's Representative (DEC 1991)
- 252.203-7001 - Prohibition On Persons Convicted Of Fraud Or Other Defense Contract Related Felonies (DEC 2004)
- 252.203-7002 - Display Of DoD Hotline Poster (DEC 1991)
- 252.204-7000 - Disclosure Of Information (DEC 1991)

- 252.204-7002 - Payment For Subline Items Not Separately Priced (DEC 1991)
- 252.204-7003 - Control Of Government Personnel Work Product (APR 1992)
- 252.204-7004 - Alternate A (NOV 2003)
- 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 (MAR 1998)
- 252.215-7000 - Pricing Adjustments (DEC 1991)
- 252.223-7004 - Drug-Free Work Force (SEP 1988)
- 252.223-7006 - Prohibition On Storage And Disposal Of Toxic And Hazardous Materials (APR 1993)
- 252.225-7001 - Buy American Act And Balance Of Payments Program (JUN 2005)
- 252.225-7002 - Qualifying Country Sources As Subcontractors (APR 2003)
- 252.225-7012 - Preference For Certain Domestic Commodities (JUN 2004)
- 252.225-7013 - Duty-Free Entry (JUN 2005)
- 252.225-7014 - Preference For Domestic Specialty Metals (JUN 2005)
- 252.225-7031 - Secondary Arab Boycott Of Israel (JUN 2005)
- 252.225-7043 - Antiterrorism/Force Protection Policy For Defense Contractors Outside The United States (JUN 2005) (fill in : Naval Criminal Investigative Service (NCIS), Code 24, telephone, DSN 228-9113 or commercial (202)433-9113)
- 252.226-7001 - Utilization of Indian Organizations, Indian-Owned Economic Enterprises, And Native Hawaiian Small Business Concerns (SEP 2004)
- 252.227-7000 - Non-Estoppel (OCT 1966)
- 252.227-7001 - Release Of Past Infringement (AUG 1984)
- 252.227-7013 - Rights In Technical Data--Noncommercial Items (NOV 1995)
- 252.227-7014 - Rights In Noncommercial Computer Software And Noncommercial Computer Software Documentation (JUN 1995)
- 252.227-7016 - Rights In Bid or Proposal Information (JUN 1995)
- 252.227-7019 - Validation Of Asserted Restrictions--Computer Software (JUN 1995)
- 252.227-7025 - Limitations On The Use Or Disclosure Of Government-Furnished Information Marked With Restrictive Legends (JUN 1995)
- 252.227-7026 - Deferred Delivery Of Technical Data Or Computer Software (APR 1988)
- 252.227-7027 - Deferred Ordering Of Technical Data Or Computer Software (APR 1988)
- 252.227-7030 - Technical Data--Withholding Of Payment (MAR 2000)
- 252.227-7037 - Validation Of Restrictive Markings On Technical Data (SEP 1999)
- 252.227-7039 - Patents--Reporting of Subject Inventions (APR 1990)
- 252.232-7003 - Electronic Submission Of Payment Requests (JAN 2004)
- 252.232-7006 - Alternate A (DEC 2003)
- 252.232-7010 - Levies On Contract Payments (SEP 2005)
- 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) (NOV 2005)
- 252.246-7001 - Warranty Of Data (DEC 1991)
- 252.247-7023 - Transportation Of Supplies By Sea (MAY 2002)
- 252.247-7024 - Notification Of Transportation Of Supplies By Sea (MAR 2000) (*will be included if the successful offeror made a negative response to the inquiry at DFARS 252.247-7022*)
- 252.251-7000 - Ordering From Government Supply Sources (OCT 2002)

**I-2 FAR 52.223-11 - OZONE-DEPLETING SUBSTANCES (MAY 2001)**

(a) *Definitions.* "Ozone-depleting substance", as used in this clause, means any substance the Environmental Protection Agency designates in 40 CFR Part 82 as –

- (1) Class I, including, but not limited to, chlorofluorocarbons, halons, carbon tetrachloride, and methyl chloroform; or
- (2) Class II, including, but not limited to, hydrochlorofluorocarbons.

(b) The Contractor shall label products which contain or are manufactured with ozone-depleting substances in the manner and to the extent required by 42 U.S.C. 7671j (b), (c), and (d) and 40 CFR Part 82, Subpart E, as follows:

**WARNING**

Contains (or manufactured with, if applicable) \* \_\_\_\_\_, a substance(s) which harm(s) public health and environment by destroying ozone in the upper atmosphere.

\*The Contractor shall insert the name of the substance(s).

**PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS****SECTION J****LIST OF ATTACHMENTS**

- J-1** Attachment (1) – Performance Work Statement - 3 Pages, with Exhibit A - DD Form 1423, Contract Data Requirements – 5 Pages.
- J-2** Attachment (2) – Personnel Qualifications – 6 Pages.
- J-3** Attachment (3) – Government Quality Assurance Plan - 2 Pages.
- J-4** Attachment (4) – Accounting and Appropriation Data – 1 Page \*

*(\* To be included at time of award)*

**PART IV - REPRESENTATIONS AND INSTRUCTIONS**  
**SECTION K**  
**REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS OR RESPONDENTS**

**K-1 REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS**

In accordance with FAR 4.1201, prospective contractors must complete electronic annual federal representations and certifications via the Online Representations and Certifications Application (ORCA) at <http://orca.bpn.gov> in conjunction with required registration in the Central Contractor Registration (CCR) <http://www.ccr.gov> database. The representations and certification must be updated as necessary, but at least annually, to ensure they are kept current, accurate and complete.

In addition, each offeror must submit completed DFARS and contract specific Representations, Certifications, and Other Statements Of Offerors or Respondents with its proposal which is available electronically in full text at <http://heron.nrl.navy.mil/contracts/repsandcerts.htm> .  
Use Contract Representations and Certifications: A

**K-2 FILL IN FOR FAR 52.219-1 - SMALL BUSINESS PROGRAM REPRESENTATIONS (MAR 2001)**

The fill in information is as follows:

- (a) (1) The NAICS code for this acquisition is 541512.
- (2) The small business size standard is \$21M.

**SECTION L**  
**INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS OR RESPONDENTS**

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

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

<http://www.acqnet.gov/far>  
<http://heron.nrl.navy.mil/contracts/home.htm>

**FAR CLAUSE    TITLE**

52.204-8       -    Annual Representations and Certifications (JAN 2005)

- 52.214-34 - Submission Of Offers In The English Language (APR 1991)
- 52.214-35 - Submission Of Offers In U.S. Currency (APR 1991)
- 52.215-1 - Instructions To Offerors- Competitive Acquisition (JAN 2004)
- 52.215-16 - Facilities Capital Cost Of Money (JUN 2003)
- 52.219-24 - Small Disadvantaged Business Participation Program - Targets (OCT 2000)

### **DFAR CLAUSE TITLE**

- 252.209-7001 - Disclosure Of Ownership Or Control By The Government Of A Terrorist Country (MAR 1998)
- 252.211-7005 - Substitutions For Military Or Federal Specifications And Standards (FEB 2003)

## **L-2 INSTRUCTIONS FOR SUBMISSION OF PROPOSALS/OFFERS**

All proposals shall be submitted in accordance with FAR 52.215-1- *Instructions to Offerors- Competitive Acquisition*. Proposals/offers submitted in paper media through the United States Postal Service (USPS) or overnight delivery services shall be addressed :

**Contracting Officer, ATTN: Code 3220.CR**

**RFP No. N00173-06-R-CR01 Closing Date: March 21, 2006 Time: 4pm local EST**

**Naval Research Laboratory**

**4555 Overlook Avenue, S.W.**

**Washington, D.C. 20375**

Proposals may be hand delivered to the Contracting Office, NRL, 4555 Overlook Avenue, S.W., Washington, D.C. 20375, Building 222, Room 115 between the hours of 8AM until 4PM, local time, excluding weekends and federal holidays. NRL is a controlled-access facility. Photo identification will be required. Report first to Building 72, Visitor Control for access to NRL. After receiving a Visitor Pass, proceed directly to Building 222, Room 115, Contracting Office Receptionist to deliver the proposal. All offerors shall allow sufficient time for delivery of their proposal to the Contracting Office prior to the closing date and time announced in the solicitation. Directions and additional information about NRL is available at <http://www.nrl.navy.mil/aboutdc.htm>

## **L-3 FAR 52.211-14 - NOTICE OF PRIORITY RATING FOR NATIONAL DEFENSE USE (SEP 1990)**

Any contract awarded as a result of this solicitation will be a  DX rated order;  DO rated order certified for national use under the Defense Priorities and Allocations system (DPAS) (15 CFR 700), and the Contractor will be required to follow all of the requirements of this regulation.

**L-4 FAR 52.215-20 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA (OCT 1997) ALTERNATE IV (OCT 1997)**

- (a) Submission of cost or pricing data is not required.
- (b) Provide information described in Section L-2, Instructions for Submission and Information Required to Evaluate Proposals.

**L-5 FAR 52.216-1 - TYPE OF CONTRACT (APR 1984)**

The Government contemplates award of a Time and Material contract resulting from this solicitation.

**L-6 FAR 52.233-2 - SERVICE OF PROTEST (AUG 1996)**

(a) Protests, as defined in Section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO) shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from the Control Desk, Code 3200, Bldg. 222, Rm. 115, Naval Research Laboratory, 4555 Overlook Ave., S.W., Washington DC 20375-5326.

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

**L-7 DFARS 252.227-7017 - IDENTIFICATION AND ASSERTION OF USE, RELEASE, OR DISCLOSURE RESTRICTIONS (JUN 1995)**

- (a) The terms used in this provision are defined in following clause or clauses contained in this solicitation—
  - (1) If a successful offeror will be required to deliver technical data, the Rights in Technical Data--Noncommercial Items clause, or, if this solicitation contemplates a contract under the Small Business Innovative Research Program, the Rights in Noncommercial Technical Data and Computer Software--Small Business Innovative Research (SBIR) Program clause.
  - (2) If a successful offeror will not be required to deliver technical data, the Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation clause, or, if this solicitation contemplates a contract under the Small Business Innovative Research Program, the Rights in Noncommercial Technical Data and Computer Software--Small Business Innovative Research (SBIR) Program clause.
- (b) The identification and assertion requirements in this provision apply only to technical data, including computer software documents, or computer software to be delivered with other than unlimited rights. For contracts to be awarded under the Small Business Innovative Research Program, the notification requirements do not apply to technical data or computer software that

will be generated under the resulting contract. Notification and identification is not required for restrictions based solely on copyright.

- (c) Offers submitted in response to this solicitation shall identify, to the extent known at the time an offer is submitted to the Government, the technical data or computer software that the Offeror, its subcontractors or suppliers, or potential subcontractors or suppliers, assert should be furnished to the Government with restrictions on use, release, or disclosure.
- (d) The Offeror's assertions, including the assertions of its subcontractors or suppliers or potential subcontractors or suppliers shall be submitted as an attachment to its offer in the following format, dated and signed by an official authorized to contractually obligate the Offeror:

Identification and Assertion of Restrictions on the Government's Use, Release, or Disclosure of Technical Data or Computer Software.

The Offeror asserts for itself, or the persons identified below, that the Government's rights to use, release, or disclose the following technical data or computer software should be restricted:

Technical Data or Computer Software to be Furnished With Restrictions*	Basis for Assertion **	Asserted Rights Category ***	Name of Person Asserting Restrictions****
(List)*****	(List)	(List)	(List)

\* For technical data (other than computer software documentation) pertaining to items, components, or processes developed at private expense, identify both the deliverable technical data and each such items, component, or process. For computer software or computer software documentation identify the software or documentation.

\*\* Generally, development at private expense, either exclusively or partially, is the only basis for asserting restrictions. For technical data, other than computer software documentation, development refers to development of the item, component, or process to which the data pertain. The Government's rights in computer software documentation generally may not be restricted. For computer software, development refers to the software. Indicate whether development was accomplished exclusively or partially at private expense. If development was not accomplished at private expense, or for computer software documentation, enter the specific basis for asserting restrictions.

\*\*\* Enter asserted rights category (e.g., government purpose license rights from a prior contract, rights in SBIR data generated under another contract, limited, restricted, or government purpose rights under this or a prior contract, or specially negotiated licenses).

\*\*\*\* Corporation, individual, or other person, as appropriate.

\*\*\*\*\* Enter "none" when all data or software will be submitted without restrictions.

Date \_\_\_\_\_  
 Printed Name and Title \_\_\_\_\_  
 \_\_\_\_\_  
 Signature \_\_\_\_\_  
 \_\_\_\_\_  
 (End of identification and assertion)

- (e) An offeror's failure to submit, complete, or sign the notification and identification required by

- paragraph (d) of this provision with its offer may render the offer ineligible for award.
- (f) If the Offeror is awarded a contract, the assertions identified in paragraph (d) of this provision shall be listed in an attachment to that contract. Upon request by the Contracting Officer, the Offeror shall provide sufficient information to enable the Contracting Officer to evaluate any listed assertion.

**L-8 DFARS 252.227-7028 - TECHNICAL DATA OR COMPUTER SOFTWARE PREVIOUSLY DELIVERED TO THE GOVERNMENT (JUN 1995)**

The Offeror shall attach to its offer an identification of all documents or other media incorporating technical data or computer software it intends to deliver under this contract with other than unlimited rights that are identical or substantially similar to documents or other media that the Offeror has produced for, delivered to, or is obligated to deliver to the Government under any contract or subcontract. The attachment shall identify - -

- (a) The contract number under which the data or software were produced;
- (b) The contract number under which, and the name and address of the organization to whom, the data or software were most recently delivered or will be delivered; and
- (c) Any limitations on the Government's rights to use or disclose the data or software, including, when applicable, identification of the earliest date the limitations expire.

**L-9 GOVERNMENT-FURNISHED PROPERTY**

No material, labor, or facilities will be furnished by the Government unless provided for in the solicitation.

**L-10 INQUIRIES CONCERNING THE RFP**

Any questions concerning the RFP must be submitted in writing no later than 10 calendar days prior to the closing date to the Contracting Officer representative at the location noted in blocks 7 and 10 of the Standard Form 33, *Solicitation, Offer and Award*. Offerors are cautioned against directing any questions concerning this RFP to technical personnel at the Naval Research Laboratory.

**L-11 TRAVEL ESTIMATE**

During the term of the contract, the contractor will be reimbursed actual and verifiable travel and other direct associated expenses in accordance with federal travel guidelines.

The Government estimates the travel cost for this effort as \$10,000 per year for the basic award and \$10,000 per each option period, if exercised.

**L-12 PROPOSAL ORGANIZATION**

(1) Information for the technical/management proposal shall be placed in Volume I and be completely separate from the business proposal (Volume II).

(2) Proposal Format and Length - No attempt is made to restrict the proposal format and style. However, the proposal should be written and organized so as to be compatible with the RFP. Offerors are encouraged to use recycled paper and maximize the use of double sided copying when preparing responses to solicitations.

**L-13 VOLUME I - TECHNICAL/MANAGEMENT PROPOSAL**

REQUIRED COPIES: 1 ORIGINAL AND 2 COPIES.

The following information is required for evaluation of your technical/management:

(a) Personnel Qualifications

Identify the proposed personnel and indicate the labor categories for which they are to be utilized. Describe the qualifications and experience of proposed personnel particularly as they relate to the Performance Work Statement (PWS – Attachment 1) and the Personnel Qualifications stated in Attachment 2. Resumes must be provided for all proposed personnel.

(b) Corporate Experience

Provide a management plan demonstrating the (1) the ability to manage and administratively support the effort under the contract, (2) the ability to recruit and retain qualified personnel, and (3) the ability to respond to program changes that may occur. Discuss corporate experience, in particular, similar efforts performed at a government or other client's site.

(c) Past Performance Information

(a) Offerors shall submit the following information as part of their proposal. (Offerors are encouraged to submit the information prior to other parts of the proposal to assist the government in reducing the length of the evaluation period.) List the last three (3) contracts or subcontracts completed by the offeror or predecessor companies during the past three (3) years for services similar in nature to this requirement. Include in the three (3) contracts any current contracts or subcontracts for similar services that were awarded at least one year prior to the date of this solicitation. Offerors that have no similar previous or current contracts should provide the requested information for proposed subcontractors that will perform major or critical aspects of the requirement or for the proposed project manager or key personnel responsible for major or critical aspects of the requirement.

1. Name of contracting organization.
2. Contract number
3. Contract type
4. Total contract value
5. Description of the contract work
6. Contracting officer and telephone number

7. Contracting officer's representative, program manager, or similar official and telephone number

(b) Offerors shall contact the contracting organizations identified pursuant to paragraph (a) as soon as possible and request them to send past performance information on the identified contracts to the address in Block 7 of the face page of this solicitation. The past performance report which is available electronically in full text at <http://heron.nrl.navy.mil/contracts/home.htm> is to be provided to the contracting organization for this purpose. If the contracting organization has already collected past performance information on the contract pursuant to FAR Subpart 42.15, the format used to collect the information may be used instead of the past performance report.

(c) Offerors may include in their proposals specific information relating to problems encountered in performing the identified contracts and any corrective actions by the offeror. Offerors should not provide general information on their performance on the identified contracts as this will be obtained from the contracting organizations.

## **L-14 VOLUME II - BUSINESS PROPOSAL**

REQUIRED COPIES: 1 ORIGINAL AND 2 COPIES

### **(1) PRICE PROPOSAL**

The offeror shall submit a business proposal that includes a price proposal with supporting information. The supporting breakdown should include such elements as materials, direct labor, indirect cost, and other costs such as travel. The offeror shall provide exhibits as necessary to substantiate the price.

## **SECTION M EVALUATION FACTORS FOR AWARD**

### **M-1 EVALUATION**

Award will be made to that offeror whose proposal is determined to be the best value to the Government, proposed price and other factors considered. The Government reserves the right to make award to other than the low offeror.

### **M-2 EVALUATION FACTORS FOR AWARD**

Proposals will be evaluated in accordance with the following criteria. The technical factor is more important than the price factor. Technical subfactors (1) and (2) are of equal importance and each is of greater importance than subfactor (3).

**M-2-1. TECHNICAL/MANAGEMENT****(1) PERSONNEL QUALIFICATIONS**

Proposed personnel will be evaluated on the degree to which they meet or exceed the desired qualifications stated in Attachment (2) and the relevancy of their experience to the Performance Work Statement (Attachment 1).

**(2) CORPORATE EXPERIENCE/MANAGEMENT PLAN**

Corporate experience will be evaluated on its relevance to the work to be performed under the contract. The management plan will be evaluated on its perceived adequacy for successful management and administrative support of contract performance, the ability to recruit and retain qualified personnel, and the ability to respond to program changes that may occur.

**(3) PAST PERFORMANCE**

Past performance will be evaluated on the basis of the quality of the work performed or supplies delivered and timeliness of performance or delivery. The evaluation will be based on the information provided pursuant to Section L and other sources if available. The evaluation will take into account past performance information regarding predecessor companies, subcontractors that will perform major or critical aspects of the requirement, or the proposed project manager or key personnel responsible for major or critical aspects of the requirement. Offerors that have no relevant performance history or for which past performance information is not available will not be evaluated favorably or unfavorably on past performance. The government may begin proposal evaluation prior to receipt of past performance information. If, after completion of proposal evaluation except evaluation of past performance, the contracting officer determines that evaluation of past performance will not affect the outcome of competitive selection, the contracting officer may waive its evaluation in accordance with FAR 15.304(c)(3)(iv).

**M-2-2 PRICE TO THE GOVERNMENT**

Proposed estimated price to the Government.

**M-3 FAR 52.217-5 - EVALUATION OF OPTIONS (JUL 1990)**

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

## PERFORMANCE WORK STATEMENT

### 1. Background:

The Naval Research Laboratory (NRL) Human Resources Office (HRO) provides full human resources services (excluding personnel action processing). Services include policy and procedure analysis; management and employee advisory services in position classification, staffing, and employee/labor relations; policy development; and representation of NRL on Department of the Navy (DoN) and Department of Defense (DoD) human resources groups and committees. The NRL human resources program is unique within the Federal Government due to the implementation of a personnel demonstration project at NRL in 1999. Therefore, the human resources policies and procedures applicable to NRL are different from those applicable to other Federal Government agencies. In support of these services, the HRO maintains its own computer network and systems tailored to the unique requirements of the NRL demonstration project.

### 2. Scope:

The contractor shall provide day-to-day information technology support in the development, implementation, maintenance, and enhancement of the automated systems supporting the HRO.

Typical hours for performance of this work statement is (M-F, 5 days a week, excluding government holidays, 8am – 4:30pm), however the hours may be adjusted upon mutually agreeable terms.

### 3. Tasks

**3.1** The contractor shall perform maintenance support, program design enhancements/development and administer the following equipment and applications. Includes, but not limited to, daily and weekly backups of all systems.

- Microsoft Windows Server 2003 (computer network within HRO)
- Microsoft Internet Information Server 2003 (HRO web servers hosting website and applications)
- Virtual Private Network (VPN)
- Microsoft Exchange 2003 server (includes web Outlook)
- Microsoft SharePoint Team Services 2003 system
- Blackberry Enterprise server
- HRO Polycom Video Conferencing facility
- Cognos Business Information Suite applications

- HRO unique applications/systems, including, those built on MS.Net architecture (includes those built on Java platform)(Programming languages used in the various applications include, but are not limited to, Java, and C++)
- Desktop personal computers, servers, scanners, printers, and other peripherals (including software upgrades to color printers)
- Apple Macintosh workstations
- Microsoft Office Professional 2003
- WordPerfect Office 10
- Watson Wyatt Interactive CD applications

**3.2** The contractor shall perform security and risk analysis, including periodic security audits, for all components of the HRO network, including, but not limited to, antivirus, antispam, and antispymware scanning, system security upgrades, and incident reporting to assure compliance with NRL directives.

**3.3** The contractor shall design, develop, and implement an integrated information database for human resources data using Microsoft SQL Server. Consolidating multiple data sources into one authoritative source for human resources information and automate the transformation of the various data sources using SQL and data transformation services and other means.

**3.4** The contractor shall provide Help Desk services to HRO network and application/systems users on topics including, but not limited to, how-to help, hardware failures, software problems, system updates, and hardware and software installation.

**3.5** The contractor shall provide hardware and software compatibility testing.

**3.6** The contractor shall, at the rates offered in the Schedule, provide maintenance of government-owned equipment, which shall include all labor and the use of tools and test equipment necessary to repair the equipment to OEM specifications. Only new standard parts or parts equivalent to new in performance when used in the machines shall be furnished in effecting repairs. Maintenance parts shall be furnished on an exchange basis, and the replaced parts become the property of the contractor. Repairs/components, purchase/replacement which will cost \$500 or more, including parts and labor, must have approval of the COR prior to effecting repair on such equipment. In instances where the contractor elects to return the equipment to its factory or service depot, the contractor shall be responsible for the equipment (to include packing and shipping) from the time it leaves the Government site until its return.

**3.7** The contractor is required to provide all necessary elements to maintain the equipment, in working condition in accordance with OEM specifications, i.e.: skilled technical labor, documentation, schematics, repair parts, maintenance supplies, tools, test equipment, transportation and other related services, and at the prices shown in the schedule. Excluded from the maintenance service is electrical work external to the equipment.

**CONTRACT DATA REQUIREMENTS LIST**  
(2 Data Items)

Form Approved  
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 220 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0704-0188). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Please do not return your form to the above organization. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.

<b>A. CONTRACT LINE ITEM NO.</b> 0001AA - 0005AA	<b>B. EXHIBIT</b> A	<b>C. CATEGORY:</b> TDP _____ TM _____ OTHER <u>  X  </u>
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<b>D. SYSTEM/ITEM</b> 0001 - 0005	<b>E. CONTRACT/PR NO.</b> N00173-06-R-CR01	<b>F. CONTRACTOR</b>
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<b>1. DATA ITEM NO.</b> A001	<b>2. TITLE OF DATA ITEM</b> Nightly Backup media	<b>3. SUBTITLE</b>
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<b>4. AUTHORITY (Data Acquisition Document No.)</b> N/A	<b>5. CONTRACT REFERENCE</b> Entire PWS	<b>6. REQUIRING OFFICE</b> NRL Code 1804
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<b>7. DD 250 REQ</b> N/A	<b>9. DIST STATEMENT REQUIRED</b> N/A	<b>10. FREQUENCY</b> DAILY	<b>12. DATE OF FIRST SUBMISSION</b>	<b>14. DISTRIBUTION</b>		
<b>8. APP CODE</b> N/A		<b>11. AS OF DATE</b> *	<b>13. DATE OF SUBSEQUENT SUBMISSION</b>	<b>a. ADDRESSEE</b>	<b>b. COPIES</b>	
					<b>Draft</b>	<b>Final</b>
						<b>Reg</b>
						<b>Repro</b>

<b>16. REMARKS</b> * The contractor shall deliver the nightly backup item (tape, DVD, or other appropriate format) immediately after completion or, if after normal business hours, at the beginning of the next business day.	<b>15. TOTAL</b> → → 0 1 0
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<b>17. PRICE GROUP</b>
<b>18. ESTIMATED TOTAL PRICE</b>

<b>1. DATA ITEM NO.</b> A002	<b>2. TITLE OF DATA ITEM</b> Weekly Backup Media	<b>3. SUBTITLE</b>
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<b>4. AUTHORITY (Data Acquisition Document No.)</b> N/A	<b>5. CONTRACT REFERENCE</b> Entire PWS	<b>6. REQUIRING OFFICE</b> NRL Code 1804
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<b>7. DD 250 REQ</b> N/A	<b>9. DIST STATEMENT REQUIRED</b> N/A	<b>10. FREQUENCY</b> WEKLY	<b>12. DATE OF FIRST SUBMISSION</b>	<b>14. DISTRIBUTION</b>		
<b>8. APP CODE</b> N/A		<b>11. AS OF DATE</b> *	<b>13. DATE OF SUBSEQUENT SUBMISSION</b>	<b>a. ADDRESSEE</b>	<b>b. COPIES</b>	
					<b>Draft</b>	<b>Final</b>
						<b>Reg</b>
						<b>Repro</b>

<b>16. REMARKS</b> * The contractor shall deliver weekly backup item (tape, DVD, or other appropriate format) media immediately on Fridays after completion, or if after normal business hours, at the beginning of the next business day.	<b>15. TOTAL</b> → → 0 1 0
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<b>17. PRICE GROUP</b>
<b>18. ESTIMATED TOTAL PRICE</b>

<b>G. PREPARED BY</b> NRL Code 1802	<b>H. DATE</b> 01/23/06	<b>I. APPROVED BY</b>	<b>J. DATE</b>
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**CONTRACT DATA REQUIREMENTS LIST**  
(2 Data Items)

Form Approved  
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 220 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0704-0188). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Please do not return your form to the above organization. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.

<b>A. CONTRACT LINE ITEM NO.</b> 0001AA - 0005AA	<b>B. EXHIBIT</b> A	<b>C. CATEGORY:</b> TDP _____ TM _____ OTHER <u>  X  </u>
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<b>D. SYSTEM/ITEM</b> 0001 - 0005	<b>E. CONTRACT/PR NO.</b> N00173-06-R-CR01	<b>F. CONTRACTOR</b>
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<b>1. DATA ITEM NO.</b> A005	<b>2. TITLE OF DATA ITEM</b> Configuration Documentation	<b>3. SUBTITLE</b>
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<b>4. AUTHORITY (Data Acquisition Document No.)</b> N/A	<b>5. CONTRACT REFERENCE</b> Entire PWS	<b>6. REQUIRING OFFICE</b> NRL Code 1804
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<b>7. DD 250 REQ</b> N/A	<b>9. DIST STATEMENT REQUIRED</b> N/A	<b>10. FREQUENCY</b> ASREQ	<b>12. DATE OF FIRST SUBMISSION</b>	<b>14. DISTRIBUTION</b>		
<b>8. APP CODE</b> N/A		<b>11. AS OF DATE</b>	<b>13. DATE OF SUBSEQUENT SUBMISSION</b>	<b>a. ADDRESSEE</b>	<b>b. COPIES</b>	
					<b>Draft</b>	<b>Final</b>
						<b>Reg</b>
						<b>Repro</b>

<b>16. REMARKS</b> The contractor shall deliver MS Exchange Server configuration documentation NLT 90 calendar days after award. Any updates must be provided NLT 3 calendar days thereafter.	<b>15. TOTAL</b>	<b>→</b>	<b>0</b>	<b>1</b>	<b>0</b>
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<b>17. PRICE GROUP</b>
<b>18. ESTIMATED TOTAL PRICE</b>

<b>1. DATA ITEM NO.</b> A006	<b>2. TITLE OF DATA ITEM</b> Server Documentation	<b>3. SUBTITLE</b>
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<b>4. AUTHORITY (Data Acquisition Document No.)</b> N/A	<b>5. CONTRACT REFERENCE</b> Entire PWS	<b>6. REQUIRING OFFICE</b> NRL Code 1804
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<b>7. DD 250 REQ</b> N/A	<b>9. DIST STATEMENT REQUIRED</b> N/A	<b>10. FREQUENCY</b> ASREQ	<b>12. DATE OF FIRST SUBMISSION</b>	<b>14. DISTRIBUTION</b>		
<b>8. APP CODE</b> N/A		<b>11. AS OF DATE</b> *	<b>13. DATE OF SUBSEQUENT SUBMISSION</b>	<b>a. ADDRESSEE</b>	<b>b. COPIES</b>	
					<b>Draft</b>	<b>Final</b>
						<b>Reg</b>
						<b>Repro</b>

<b>16. REMARKS</b> * The contractor shall deliver documentation for all other servers starting with one server due every 30 days starting at 120 days after award until all servers are documented. Updates required as needed.  The report must include as a minimum the following data:  Server Name: Identify Hardware/Software: Identify drives and storage use: Utilization:	<b>15. TOTAL</b>	<b>→</b>	<b>0</b>	<b>1</b>	<b>0</b>
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<b>17. PRICE GROUP</b>
<b>18. ESTIMATED TOTAL PRICE</b>

<b>G. PREPARED BY</b> NRL Code 1802	<b>H. DATE</b> 01/23/06	<b>I. APPROVED BY</b>	<b>J. DATE</b>
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**CONTRACT DATA REQUIREMENTS LIST**  
(2 Data Items)

Form Approved  
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 220 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0704-0188). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Please do not return your form to the above organization. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.

<b>A. CONTRACT LINE ITEM NO.</b> 0001AA - 0005AA	<b>B. EXHIBIT</b> A	<b>C. CATEGORY:</b> TDP _____ TM _____ OTHER <u>  X  </u>
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<b>D. SYSTEM/ITEM</b> 0001 - 0005	<b>E. CONTRACT/PR NO.</b> N00173-06-R-CR01	<b>F. CONTRACTOR</b>
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<b>1. DATA ITEM NO.</b> A007	<b>2. TITLE OF DATA ITEM</b> Documentation of HR Software Applications	<b>3. SUBTITLE</b>
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<b>4. AUTHORITY (Data Acquisition Document No.)</b> N/A	<b>5. CONTRACT REFERENCE</b> Entire PWS	<b>6. REQUIRING OFFICE</b> NRL Code 1804
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<b>7. DD 250 REQ</b> N/A	<b>9. DIST STATEMENT REQUIRED</b> N/A	<b>10. FREQUENCY</b> ASREQ	<b>12. DATE OF FIRST SUBMISSION</b>	<b>14. DISTRIBUTION</b>		
<b>8. APP CODE</b> N/A		<b>11. AS OF DATE</b> *	<b>13. DATE OF SUBSEQUENT SUBMISSION</b>	<b>a. ADDRESSEE</b>	<b>b. COPIES</b>	
					<b>Draft</b>	<b>Final</b>
						<b>Reg</b>
						<b>Repro</b>

<b>16. REMARKS</b> * The contractor shall deliver documentation of Human Resource Management Software Applications NLT 60 calendar days after award. Then every 60 calendar days thereafter until all are documented.  The report must include as a minimum the following data:  Types of Applications: Version: Number of users per application: Number of authorized licenses: Web verses client:	<b>15. TOTAL</b> → 0 1 0
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<b>17. PRICE GROUP</b>
<b>18. ESTIMATED TOTAL PRICE</b>

<b>1. DATA ITEM NO.</b>	<b>2. TITLE OF DATA ITEM</b>	<b>3. SUBTITLE</b>
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<b>4. AUTHORITY (Data Acquisition Document No.)</b>	<b>5. CONTRACT REFERENCE</b>	<b>6. REQUIRING OFFICE</b>
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<b>7. DD 250 REQ</b>	<b>9. DIST STATEMENT REQUIRED</b>	<b>10. FREQUENCY</b>	<b>12. DATE OF FIRST SUBMISSION</b>	<b>14. DISTRIBUTION</b>		
<b>8. APP CODE</b>		<b>11. AS OF DATE</b>	<b>13. DATE OF SUBSEQUENT SUBMISSION</b>	<b>a. ADDRESSEE</b>	<b>b. COPIES</b>	
					<b>Draft</b>	<b>Final</b>
						<b>Reg</b>
						<b>Repro</b>

<b>16. REMARKS</b>	<b>15. TOTAL</b> → 0 0 0
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<b>17. PRICE GROUP</b>
<b>18. ESTIMATED TOTAL PRICE</b>

<b>G. PREPARED BY</b> NRL Code 1802	<b>H. DATE</b> 01/23/06	<b>I. APPROVED BY</b>	<b>J. DATE</b>
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## **Minimum Personnel Qualifications**

### **1. Project Manager/Senior Systems Administrator**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science, Computer Engineering, or Information Systems.

Individual must have a minimum of five (5) years of experience in systems software organization, programming languages, technical report generation, evaluation of technical plans, system management, technical design, system software development and installation, troubleshooting, test plans related to computer equipment and software, and/or Microsoft network/systems administration; and minimum of two (2) years experience managing information systems projects/teams. Certification as a Microsoft network administrator, a system engineer, or other similar certification is highly desirable.

Additional experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for educational degree, such experience must be in addition to the above stated years of experience.

### **2. System Administrator**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science, Computer Engineering, or Information Systems.

Individual must have a minimum of three (3) years experience in computer equipment and applications for system, programming, analysis, design, technical plans, systems management, technical recommendations, traffic analysis, programming assistance, hardware and software evaluations, database design, software development and installation, troubleshooting, and test plan development.

Additional experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for the educational degree, such experience must be in addition to the above stated years of experience.

### **3. Senior Systems Analyst**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science or Computer Engineering, or Information Systems.

Individual must have a minimum of eight (8) years of experience, which must include system software organization, programming languages, technical reports, evaluation of technical plans, systems management, technical recommendation, systems installation, troubleshooting, and/or test plans related to computer equipment and software.

Additional experience may be substituted for educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for educational degree, such experience must be in addition to the above stated years of experience.

### **4. Systems Analyst**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science, Computer Engineering, or Information Systems.

Individual must have a minimum of three (3) years experience with equipment and system applications; programming, analysis, system design; technical plans; systems management; technical recommendations; traffic analysis; programming assistance; hardware and software evaluations; database design; system software development and installation; troubleshooting; and/or test plan development related to computer equipment and software.

Additional experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for educational degree, such experience must be in addition to the above stated years of experience.

### **5. Junior Systems Analyst**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science, Computer Engineering, or Information Systems.

Course work must include subjects that deal with equipment and system applications; programming, analysis, system design; technical plans; systems

management; technical recommendations; traffic analysis; programming assistance; hardware and software evaluations; database design; system software development and installation; troubleshooting; and/or test plan development related to computer equipment and software.

Additional experience may be substituted for educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for education, such experience must be in addition to the above stated years of experience.

## **6. Systems Engineer**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science or Computer Engineering.

Individual must have a minimum of two (2) years of work experience in project management, complex programming, requirements analysis, design of specialized applications and performance analysis related to computer equipment and software.

Additional experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for education, such experience must be in addition to the above stated years of experience.

## **7. Senior Network Engineer**

Must possess a Bachelor of Arts (BA) or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science or Computer Engineering.

Individual must have a minimum of (10) years of work experience in networking or computer systems. Individual must possess five (5) years of experience as project manager in advanced network architecture, design, development, and implementation experience of integrated networks.

Additional experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for education, such experience must be in addition to the above stated years of experience.

**8. Network Engineer**

Must possess a Bachelor of Arts (BA) or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science or Computer Engineering.

Individual must have a minimum of eight (8) years of work experience in networking or computer systems. Individual must possess two (2) years of experience involving project management in advanced network architecture, design, development, and implementation of integrated networks.

Additional experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for education, such experience must be in addition to the above stated years of experience.

**9. Network Technician**

Must possess a Bachelor of Arts (BA) or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science or Computer Engineering.

Individual must have a minimum of two (2) years of related work experience in network architecture, design, development and implementation of integrated networks.

Additional experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for education, such experience must be in addition to the above stated years of experience.

**10. Wiring/Cable Technician**

Must possess a High School Diploma.

Individual must have a minimum of three (3) years of experience in voice, data and video applications including shielded and unshielded twisted pair (STP and UTP), coaxial, fiber optic and other specialized media. The individual must be familiar with both national and local wiring codes.

### **11. Web Designer/Administrator**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science, Computer Engineering, or Information Systems.

Individual must have a minimum of three (3) years experience in computer equipment and applications for web site design, development, and administration.

Additional applicable experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for education, such experience must be in addition to the above stated years of experience.

### **12. Junior Web Designer/Administrator**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science, Computer Engineering, or Information Systems.

The course work must include subjects that deal with computer equipment and applications used for web site design, development, and administration.

Experience with computer equipment and applications used for web site design, development, and administration may be substituted for the educational degree at the rate of three (3) years for a four (4) year degree.

### **13. Database Administrator**

Must possess a Bachelor of Arts (BA) degree or a Bachelor of Science (BS) degree from an accredited college or university in Computer Science, Computer Engineering, or Information Systems.

Individual must have a minimum of three (3) years experience with equipment and system applications; and programming, analysis, and system design related to relational database design, equipment, and software in a Microsoft SQL Server environment.

Additional experience may be substituted for the educational degree at the rate of three (3) years of the above experience is equivalent to a four (4) year degree. If this experience is substituted for education, such experience must be in addition to the above stated years of experience.

#### **14. Human Resources Automation Expert**

Must possess a Bachelors degree from an accredited college or university appropriate to human resources management, which included coursework in information technology.

Must have a minimum of 10 years experience in the human resources field for the Federal Government, to include but not limited to, management of human resources functions, such as Equal Employment Opportunity (EEO), staffing and classification, employee development, employee relations, systems support; and development/administration of human resources automation programs.

Must have expert knowledge of human resources demonstration projects and/or alternative personnel systems and experience in their design, development, implementation, and evaluation.

Must have experience and skill in using human resources management applications.

### GOVERNMENT QUALITY ASSURANCE PLAN

<b>PROVIDING ACCESS TO SERVICE</b>			
<b>Required Service</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Method of Surveillance</b>
Maintain customer access to automated information during established hours.	Service must not be closed to public access more than 30 minutes during the day.	No deviation, unless approved by COR.	Customer Feedback. COR keeps a customer complaint log.

<b>MAINTAINING AN INFORMATION DATA BASE</b>			
<b>Required Service</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Method of Surveillance</b>
Maintain an electronic database.	The inquiry response database may not contain more than 2% of incorrect, inaccessible, or inappropriate lines of information.	No deviation, unless approved by COR.	Review random portions of database for accuracy, appropriateness, and accessibility of information.

<b>REPORTING TO THE GOVERNMENT</b>			
<b>Required Service</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Method of Surveillance</b>
Provide timely notification on items requiring government action.	No reports provided to appropriate government representative may be later than the specified time period and/or no reports may go unreported.	No deviation, unless approved by COR.	Review operational logs, databases, metrics, and/or reports.

Incentives/Disincentives: Outstanding (Fully Satisfactory) or Unacceptable (Less Than Fully Satisfactory) performance is documented in Past Performance Reports.
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<b>RESPONDING TO INQUIRIES</b>			
<b>Required Service</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Method of Surveillance</b>
Provide accurate and current responses tailored to the individual needs of the caller and to agency requirements.	Provide acceptable responses during the month and no valid complaints about service during the month.	No deviation, unless approved by COR.	Review quality control activities.  Make sample or test calls.  Review call logs.  Review complaint log.

<b>SUPPORTING A CALL CENTER OPERATIONS</b>			
<b>Required Service</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level (AQL)</b>	<b>Method of Surveillance</b>
Maintain all equipment and materials.	Equipment failures, nonavailability, or maintenance shall not interfere with operations.	No deviation, unless approved by COR.	Random inspection; audit or review by COR.

Incentives/Disincentives: Outstanding (Fully Satisfactory) or Unacceptable (Less Than Fully Satisfactory) performance is documented in Past Performance Reports.