**Market Research Assignment Performance Work Statement (PWS)**

**IDEX TECHNCAL SUPPORT SERVICES**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ORGANIZATION NAME:**  **IDEX AGENCY** | | | **NO. AX10400001** | | **DELIVERY DATE:**  **October 1, 20XX** | | | |
| **CONTRACTING OFFICER:**  Bobby Doe | | | | | | | | |
| **POINT OF CONTACT/PHONE:**  BOBBY DOE, (100) 666-4444 | | | | | | | | |
| It is requested that the supplies or services enumerated below and/or in the attachment be procured and delivered by the date herein specified. | | | | | | | | |
| **PURCHASE FOR:**  Acquisition and Requirements Division | | | | | | | | |
| **ITEM:** | **DESCRITPTION OF MATERIALS AND SERVICES TO BE PURCHASED** | | | **QUANTITY** | | **UNIT** | **ESTIMATE** | **TOTAL** |
|  | SEE ATTACHED PAGES | | |  | |  |  |  |
|  | | | | | | | | |
| **PURPOSE: To Support the IDEX Agency IT mission** | | | | | | | | |
| DATE: January 10, 20XX | | SIGNATURE , GRADE AND TELEPHONE NUMBER  REQUESTING OFFICIAL: | | | | | | |
| DATE: January 10, 20XX | | SIGNATURE, GRADE AND TELEPHONE NUMBER OF  APPROVING OFFICIAL: | | | | | | |
| I certify that the supplies and services identified on this form shall be acquired for the government official use. | | | | | | | | |
| ACCOUNTING AND APPROPRIATION DATE: 0444020XX00355TJ22k234BJ123456 | | | | | | | | |
| DATE: January 10, 20XX | | SIGNATURE OF CERTIFYING OFFICIAL: | | | | | | |
| REMARKS | | **THIS REQUIREMENT SHALL NOT BE ACQUIRED UNDER FAR PART 12.** | | | | | | |
|  | | | | | | | | |

OPTIONAL FORM 36 - CONTINUATION SHEET

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0001 |  |  | Hours |  |  |
|  | Period of performance Base Year  LH  Technical Support Manager, period of Performance 01 October 20XX to 30 Sep20XX. In accordance with Task 1 of the PWS  PURCHASE REQUEST NUMBER: W90A9L-3274-3000-000 | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
|  | CEILING PRICE | | | |  |
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FOB: Destination

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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0002 |  |  | Hours |  |  |
|  | Period of Performance Base Year  LH  Junior System Analyst, The period of performance 01 October 20XX - 30 September 20XX with base year. Associated with Task 2 of the PWS.  PURCHASE REQUEST NUMBER: W90A9L-3274-3000-000 | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 0003 |  |  | Hours |  |  |
|  | Period of performance Base Year  LH  Production Support Specialist. The period of performance 01 October 20XX - 30 September 20XX. Associated with Task 3 of the PWS.  PURCHASE REQUEST NUMBER: W90A9L-3274-3000-000 | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 1001 |  |  | Hours |  |  |
| OPTION | Period of performance - Option year 1  LH  Technical Support Manager period of Performance 01 October 20XX to 30 Sep 20XX. In accordance with Task 1 of the PWS. | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 1002 |  |  | Hours |  |  |
| OPTION | Period of Performance Option Year 1  LH  System Analyst, Junior. The period of performance 01 October 20XX - 30 September 20XX. Task 2 of the PWS. | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 1003 |  |  | Hours |  |  |
| OPTION | Period of performance - Option Year 1  LH  Production Support Specialist - The period of performance 01 October 20XX to 30 September 20XX. Task 3 of the PWS. | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 2001 |  |  | Hours |  |  |
| OPTION | Period of performance - Option year 2  LH  Technical Support Manager period of Performance 01 October 20XX to 30 September 20XX. Task 1 of the PWS | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 2002 |  |  | Hours |  |  |
| OPTION | Period of Performance, Option Year 2  LH  System Analyst, Junior. The period of performance 01 October 20XX - 30 September 20XX. Task 2 of the PWS. | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
|  | CEILING PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 20XX |  |  | Hours |  |  |
| OPTION | Period of performance - Option Year 2  LH  Production Support Specialist. The period of performance 01 October 20XX - 30 September 20XX. Task 3 of the PWS | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
|  | CEILING PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 3001 |  |  | Hours |  |  |
| OPTION | Period of performance - Option Year 3  LH  Technical Support Manager period of Performance 01 October 20XX to 30 September 20XX. Task 1 of the PWS | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
|  | CEILING PRICE | | | |  |
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| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 3002 |  |  | Hours |  |  |
| OPTION | Period of Performance Option Year 3  LH  System Analyst, Junior. The period of performance 01 October 20XX - 30 September 20XX. Task 2 of the PWS. | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
|  | CEILING PRICE | | | |  |
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| --- | --- | --- | --- | --- | --- |
| ITEM NO | SUPPLIES/SERVICES | ESTIMATED QUANTITY | UNIT | UNIT PRICE | AMOUNT |
| 3003 |  |  | Hours |  |  |
| OPTION | Period of performance Option Year 3  LH  Production Support Specialist. The period of performance 01 October 20XX - 30 September 20XX. Task 3 of the PWS | | | |  |
|  | TOT ESTIMATED PRICE | | | |  |
|  | CEILING PRICE | | | |  |
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FOB: Destination

**STATEMENT OF WORK**

##### **PERFORMANCE WORK STATEMENT (PWS)**

###### **FOR**

**Technical Support Services**

**Acquisition Requirements Division,**

**Information Technology Agency**

September 20XX

**1. General Information**

1.1 Introduction/Background

The Information Technology Agency (ITA) provides Information Technology (IT) services to customers throughout the National Capital Region (NCR). The Acquisitions and Requirement Division (ITA-AR) exercises primary staff supervision overall contracting and acquisition functions for Information Technology Agency (ITA). These functions include: acquisition strategic planning, contract management (hardware, software, services, maintenance and facilities contracts), ITA contracting and acquisition policy and procedures; IMPAC cards policy and execution; outsourcing, contract consolidation/assessment; and special acquisitions. e.g., Blanket Purchase Agreements, Indefinite Delivery contracts; and projects with special program emphasis. The Acquisition Requirements Division is the primary interface between ITA and the contracting service providers, principal acquisition advocate for the Agency and is the single point of contact for the ITA IMPAC Credit Card Program.

**1.2 Objective**

The objective of this Performance Work Statement (PWS) is to establish technical support services for the Acquisition Requirements Division, Information Technology Agency (ITA-AR). This is a non-personal services contract; personnel performing work under this contract are not employees of the Government.

# 1.3 Scope of Work

The contractor shall provide services for production support, database management and administration, system analysis, system implementation, user training, user support, project management, and metrics, standard/adhoc reporting. The Contractor shall support a customer base of approximately 1288 persons with a credit card and contract volume of 1800 requirements per year. Anticipated labor categories include the following:

|  |  |  |
| --- | --- | --- |
| Task | Estimated Hours | Estimated FTEs |
| Technical Support Manager  Period of Performance  01 October 20XX – 30 September 20XX | 2000 | 1 |
| System Analyst, Junior  Period of Performance  1 October 20XX – 30 September 20XX | 2000 | 1 |
| Production Support Specialist  01 October 20XX – 30 September 20XX | 2000 | 1 |
| Total Estimated FTE | 6000 | 3 |

**1.4 Period of Performance**. The period of performance shall be for one (1) Base Year and Three 3 option years. The Period of Performance will be as follows:

Base Year 1 October 20XX through 30 September 20XX

Option Year I 1 October 20XX through 30 September 20XX

Option Year II 1 October 20XX through 30 September 20XX

Option Year III 1 October 20XX through 30 September 20XX

The Government reserves the right to extend the term of this contract at the prices set forth in Section B in accordance with the terms and conditions contained in clause 52.217-9 entitled, “Option to Extend the Term of the Contact”.

**1.5** **Quality Assurance Plan**: The government shall evaluate the contractor’s performance under this contract in accordance with the quality Assurance Surveillance Plan.

**1.5.1 Quality Control**: In accordance with the requirements of FAR 46.105, Contractor Responsibilities, the Contractor shall establish a Quality Control Plan to ensure that services and products provided to ITA meet or exceed the quality requirements Performance Work Statement (PWS). The QC Plan is the means by which the Contractor assures himself that his work complies with the requirements of the contract. This QCP recognizes that the contractor, not the government, is responsible for management and quality control actions required to meet the term of the contract. The QC Plan shall be submitted within 30 days of contract award. The file or record system must document all corrective action taken and must be made available to the Government at any time during the term of this contract. The KO will notify the Contractor of acceptance or required modification within 30 days after initial submission. The contractor shall make appropriate modifications and obtain acceptance of the plan by the KO within 15 days of notification.

**1.5.2** **Government Remedies**: The contracting officer shall follow FAR 52.212-4, “Contract Terms and Conditions-Commercial Items” or 52.246-4, “Inspection of Services-Fixed Price” for contractor’s failure to perform satisfactory services or failure to correct non-conforming services.

**1.5.3** **Recognized Holidays**: Federal Law (5 U.S.C. 6103) establishes the following public holidays for Federal employees: New Years Day, Birthday of Martin Luther King Jr., Washington’s Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

**1.5.4** **Post Award Conference/Periodic Progress Meetings**: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings the contracting officer will apprise the contractor of how the government views the contractor's performance and the contractor will apprise the Government of problems, if any, being experienced. The contractor will also notify the contracting officer (in writing) of any work being performed, if any, that the contractor considers over and above the requirements of the contract. Appropriate action shall be taken to resolve outstanding issues.

The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract: perform inspections necessary in connection with contract performance: maintain written and oral communications with the Contractor concerning technical aspects of the contract: issue written interpretations of technical requirements, including Government drawings, designs, specifications: monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting order.

**1.5.6 Contract Manager**: The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

**1.5.7 Identification of Contractor Employees**: All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed. Contractor’s personnel will be required to obtain and wear badges in the performance of this service.

**Part 2**

DEFINITIONS and ACRONYMS

COR – Contracting Officer’s Representative: A JDIT-ITA government employee (military or civilian) who is assigned the responsibility of administrating a contract on a day-to-day basic.

HQDA – Headquarters Department of Army: Government agency that provides and sustains the information technology products and services to the Centagon community.

DOD – Department Of Defense: A group of organization within the government, which is responsible national defense and security.

KO - Contracting Officer: A government official authorized to enter into or administer procurement contract and make related determination and findings.

 QC - Quality Control: Those actions taken by a contractor in conformance with their approved inspection system (as required by the Inspection Clause) to control the production of goods or services so that they will meet the requirement of the PBSOW.

 QASP – Quality Assurance Surveillance Plan: It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

KWS – Knowledge Worker System: KWS provides an on-line model of all the processes assigned to an organization. It delivers task-specific information to the person performing the work, on an as-needed basis. KWS links all task assignments, files related to the task, information when the task is due, relevant automated tools, and filters all these resources back to the person actually executing the work.

ISO 9001: International Organization for Standardization family of international quality management standards and guidelines has earned a global reputation as the basis for establishing quality management systems.

AR – Acquisition and Requirement: The Acquisition and Requirement Division (ITA) exercises primary staff supervision over all contracting and acquisition functions for ITA.

IDEX – IDEX Agency: Government agency that provides and sustains the information technology products and services to the Centagon Community.

**Part 3**

**Government Furnished Property, Equipment, and Services**

* 1. **General**: The government will provide office space, furnishings, telephone service, storage space, desktop, software, access, test equipment, and tools necessary to perform required functions of this PWS. The contractor shall not use property provided by the Government for any purpose other than what is contained in this PWS.

**3.2 Equipment**: The Government will provide:

Computer Systems (Monitor, CPU, Mouse, Keyboard)

Peripherals (Printers, Scanners)

Software

**3.3 Services**: NA

**3.4 Facilities**: The Government will furnish the necessary workspace for the contractor staff to provide the support outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment.

**Part 4**

**Contractor Furnished Items and Services**

**4.1 General**: Except for those items specifically stated to be government furnished in Section C-3, the contractor shall furnish everything required to perform this PWS.

**4.2 Secret Facility Clearance**: N/A

**Part 5**

**Specific Tasks**

## 5.1 Task 1 - Technical Support Manager

## 5.1.1 The Contractor shall serve as the Project Manager for the transition and implementation of the new Requirement system.

## 5.1.2 The Contractor shall coordinate with designated government personnel on the conversion of the Knowledge Worker System (KWS) to the new requirements tracking system and monitoring both KWS and new system during the pilot and fielding phases.

## 5.1.3 The Contractor shall coordinate with designated government personnel and conduct briefings and presentations to management level and Director of ITA of the new system.

## 5.1.4 The Contractor shall present demonstrations and pilot program to service center personnel and directors.

## 5.1.5 The Contractor shall develop and implement the fielding plans for the new requirements tracking system.

## 5.1.6 The Contractor shall develop the following Management Plans:

* Project Management Plan
* Risk Management Plan
* Quality Management Plan
* Test and Acceptance Management Plan
* Transition Management Plan

**5.1.7** The contractor shall conduct monthly IPRs to various management levels of ITA to discuss:

* Milestone schedule and project variances
* Project risk and risk management strategy
* Status of deliverables
* Potential scope issues
* Issues impacting success
* Fielding and training

**5.1.8** The Contractor shall serve as technical coordinator to oversee all technology needs or requirements within the division. Provide user support and assistance to the new system users. Coordinate all technology troubleshooting and enhancements. Perform key coordination with other division technology assets, CARE, eDarts, and Warehouse operations. Develop technology driven process changes for the Division and Service Centers.

**5.1.9** The Contractor shall develop Performance Work Statements (PWS), Quality Assurance

Surveillance Plan (QASP), Independent Government Cost Estimate (IGCE), and prepare the Department of Defense Contract Security Classification Specification Form (DD254).

**5.1.10** The Contractor shall prepare acquisition requirements documentation packages, which shall include IGCE, PWS, QASP, DD254, and designated Contracting Officer Representative or Point of Contact letter.

**5.1.11** The Contractor shall perform business process evaluations on current systems and applications in an effort to improve business processes. Contractor shall provide evaluation report to government personnel for review.

Meet with appropriate government staff quarterly to review current acquisition processes.

* + Make appropriate changes to flow charts using iGraphics software.
  + Develop and update flowchart procedures.
  + Ensure the acquisition processes are compliant with ISO 9001

**5.1.12** The Contractor shall prepare acquisition requirements documentation. The Contractor shall develop and convert Statements of Work to Performance Work Statements and develop QASP’s for surveillance of contracts.

**5.1.13** The Contractor shall describe innovations to streamline business practices, to reduce costs, and improve customer service, in accordance with ITA’s implementation of IT Service Management (ITSM).

**5.1.14** The Contractor shall review monthly metrics reports and brief various ITA management staff levels on metrics, which will be conducted monthly.

|  |  |
| --- | --- |
| Date | Management |
| 5th of the Month | Reviews Metric Report |
| 8th of the Month | Brief AR Staff |
| 15th of the Month | Brief Director NISO |
| 20th of the Month | Brief ITA Director |

**5.1.15** Contractor shall note deficiencies and prepare a corrections plan of action within 10 days after initial briefing date.

### 5.2 Task 2 - System Analyst, Junior

**5.2.1** The Contractor shall provide Acquisition /system support to a team of Acquisition professionals. This requires expert knowledge in preparing Simplified Acquisition procedures, in the use of Microsoft Office Word Processing, Excel Spreadsheet, Access database, and graphic presentation software programs used in an office automation environment.

* + 1. The Contractor shall develop Performance Work Statements (PWS), Quality Assurance

Surveillance Plan (QASP), Independent Government Cost Estimate (IGCE), and prepare the Department of Defense Contract Security Classification Specification Form (DD254).

**5.2.3** The Contractor shall prepare acquisition requirements documentation package, which shall include IGCE, PWS, QASP, DD254, and designated Contracting Officer Representative or Point of Contact letter.

**5.2.4** The Contractor shall provide monthly status reports, database support, troubleshoot database problems and issues.

**5.2.5** The Contractor shall provide adhoc reports from the database on acquisition status to the government team leaders.

**5.2.6** The Contractor shall update and provide daily status on expiring contracts list.

**5.2.7** The Contractor shall monitor suspense dates and identify to the AR Division Chief, all acquisition contracts due to expire within one hundred twenty (120) days of their expiration date or option periods and perform the same for credit card purchases in excel spreadsheet presentations and graphs.

**5.2.8** The Contractor shall serve as System Administrator for the Knowledge Worker System (KWS) and support the Technical Support Manager on the new requirement system in fielding and implementation of the new Requirements system. Also as serve as system administrator to the new requirements system.

**5.2.9** The Contractor shall update the Business Process Review charts (As is and To be) and disseminate to AR Division Chief and Team Leaders. The Contractor shall make all corrections and modifications after review from AR Division Chief and Team Leaders.

**5.3 Task 3 – Production Support Specialist**

**5.3.1** The contractor shall receive, screen, input and scan requirements documents from the service centers into the KWS system. The Contractor shall assign requirement to the buyer and notify customer of log number. This requirement requires expert knowledge in the use of the Microsoft Office Suite such as Word processing, Excel spreadsheet, Access database, and graphic presentation software programs and KWS system.

## 5.3.2 The Contractor shall develop and disseminate monthly acquisition metrics to Team Leaders and the AR Director. The Contractor shall prepare and maintain the monthly metrics analysis on the processing time frames of credit card purchases and contract awards.

**5.3.3** The Contractor shall provide data analysis by identifying trends and possible errors in Knowledge Worker System (KWS) database which tracks all Acquisition contracts and credit card purchase items by comparing contract documents and credit card buys to database entry.

**5.3.4** The Contractor shall manage and support the Knowledge Worker System (KWS) database, which currently tracks all Acquisition contracts and credit card purchase items.

**5.3.5** The Contractor shall convert database information into presentation documents such as graphs, spreadsheets, and technical reports.

**5.3.6** The Contractor shall receive the pre-validation budget report from the PSO on a monthly basis. The Contractor shall disseminate this report to AR personnel and collect information and prepare pre-validation response report to Government management within ten days (15) from receipt. The Contractor shall provide a report to AR Director and PSO on the findings.

**5.3.7** The Contractor shall receive, compile and verify data for adhoc reports, prepare briefing materials, and perform data entry.

**5.3.8** The Contractor shall extract purchase request requirements from the KWS and disseminate to Acquisition team members.

**5.3.9** The Contractor shall prepare a monthly requirement status report to identifying requirements workload. This report shall be rolled up into an annual report that is presented to the Director of ITA.

Technical Exhibit 1

Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

|  |  |  |  |
| --- | --- | --- | --- |
| **Performance Objective** | **Standard** | **Performance Threshold** | **Method of Surveillance** |
| **PRS#1. Prepare Metrics**. The Contractor shall prepare and disseminate monthly acquisition metrics to Team Leaders and the AR Director. The Contractor shall prepare the monthly metrics analysis on the processing time frames of credit card purchases and contract awards.  5.3.2 | 100% of the time the Contractor shall prepare and disseminate monthly acquisition metrics to Team Leaders and the AR Director. The Contractor shall prepare the monthly metrics analysis on the processing time frames of credit card purchases and contract awards. | No more than three allowable deficiencies. | Periodic evaluation (Quarterly) |
| **PRS# 2. Support KWS System**. The Contractor shall manage and support the Knowledge Worker System (KWS) database, which tracks all Acquisition contracts and credit card purchase items.  5.3.4 | 100% of the time, the contractor shall manage and support the Knowledge Worker System (KWS) database, which tracks all Acquisition contracts and credit card purchase items. | No more than two allowable deficiencies. | Periodic evaluation  (Monthly) |
| **PRS# 3. Monitor Suspense Dates**. The Contractor shall monitor suspense dates and identify to the AR Division on all acquisition contract orders due to expire within one hundred and twenty days of their expiration date or option periods and perform the same for credit card purchases.  5.2.7 | 100% of the time, The Contractor shall monitor suspense dates and identify to the AR Division on all acquisition contract orders due to expire within one hundred and twenty days of their expiration date or option periods and perform the same for credit card purchases. | No more than six allowable deficiencies. | Periodic evaluation  (Quarterly) |
| **PRS# 4** **Prepare** **Acquisition Requirements Packages**. The Contractor shall prepare acquisition requirements documentation packages, which shall include IGCE, PWS, QASP, DD254, and designated Contracting Officer Representative or Point of Contact letter.  5.2.3, 5.1.10 | 90% of the time, the contractor shall prepare acquisition requirements documentation package | No more than six allowable deficiencies | Periodic evaluation  (Quarterly) |

Type of Surveillance to select from:

Periodic Inspection: The government quality assurance (QA) person(s) will receive monthly reports from the contractor as stated in this PWS.

  Performance Standard: Performance of services is acceptable if all of the required reports have been submitted on time without any defects.

Procedures: When reports are received, the QA personnel will ensure all the required data is correct. If the QA personnel discover an error in the report he/she will notify the contractor to correct the problem. If the problem cannot be settled at this level, the Contracting Officer will be notified and asked for a final decision in writing.

 Phase-In Period: The government will not perform any monitoring.

**Technical Exhibit 2**

**Deliverables Schedule**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Deliverable** | **Frequency** | **# of Copies** | **Medium/Format** | **Submit to** |
| Fielding Plan  5.1.5 | Due 10 days following decision on new Requirement System | 4 | Electronic copy on the shared drive and hard copy | AR Director, Team Leaders |
| **Management Plans:** Project Management Plan, Risk Management Plan, Quality Management Plan, Test and Acceptance Management Plan, Transition Management Plan  5.1.6 | Due NLT 60 days following contract initiation | 4 | Electronic and hard copy | AR Director and Team Leaders |
| Monthly IPR  5.1.7 | Due NLT the 15th day of each month following | 4 | Electronic and hard copy | AR Director, Team Leaders, ITA staff |
| Business Process Evaluation Report  5.1.11 | Due quarterly following contract initiation | 4 | Electronic copy to shared drive and hard copy | AR Director and Team Leaders |
| Monthly Status  Report 5.2.4 | Prepare NTL 3rd day of the month | 4 | Electronic | AR Director and Team Leaders |
| Adhoc Reporting  5.2.5 | Prepare as required based on operational requirement | 4 | Electronic and hard copy | AR Director and Team Leaders |
| Expiring Contracts Daily Status Report  5.2.6 | Update required NLT noon daily | 1 electronic copy performed on the shared document drive | Electronic | AR Director and Team Leaders |
| Monitor Suspense dates  5.2.7 | Perform at the beginning of each month to assess the upcoming suspense dates | 4 | Electronic | AR Director and Team Leaders |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Business Process Review charts of “As is” and “To be” Processes  5.2.9 | Due NLT 120 days after project initiation | 4 | Electronic and hard copy for presentation/briefing | Director of ITA,Team Leaders and Service Centers |
| Monthly acquisition metrics.  5.3.2 | Prepare NLT 5th day of the month | 4 | Electronic | AR Director, Team Leaders, and Director of ITA |
| Pre-Validation Response Report  5.3.6 | Perform at the initiation of the report by DFAS | 12 | Hard copy | AR Director, Team Leaders, and Team Members |
| Monthly Requirement Status Report  5.3.9 | Due NLT 5 working days following the beginning of the month | 4 | Electronic copy on the shared drive and hard copy | AR Director and Team Leaders |