

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE
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PAGE OF PAGES
1 2

2. AMENDMENT/MODIFICATION NO.
21

3. EFFECTIVE DATE
20-May-2015

4. REQUISITION/PURCHASE REQ. NO.
N6298014RCEN404

5. PROJECT NO. (If applicable)
N/A

6. ISSUED BY CODE

N00189

7. ADMINISTERED BY (If other than Item 6) CODE

S2404A

NAVSUP FLC Norfolk, Detachment Philadelphia
700 Robbins Avenue, Bldg. 2B
Philadelphia PA 19111-5083

DCMA Manassas
14501 George Carter Way
Chantilly VA 20151

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code)

SCIENCE APPLICATIONS INTERNATIONAL CORP
1710 SAIC Drive
McLean VA 22102-3702

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.

N00178-04-D-4119-EX06

10B. DATED (SEE ITEM 13)

13-Feb-2012

CAGE CODE
6XWA8

FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

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

- (*) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
- B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.)SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). FAR 43.103(b)(1)
- C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
- D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
SEE PAGE 2

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

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

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

(Signature of person authorized to sign)

BY

(Signature of Contracting Officer)

20-May-2015

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105

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

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GENERAL INFORMATION

The purpose of this modification is to correct an administrative error from Mod 20. The 3rd character in the LOA was incorrect and is hereby updated ... Accordingly, said Task Order is modified as follows: A conformed copy of this Task Order is attached to this modification for informational purposes only.

The Line of Accounting information is hereby changed as follows:

600501:

From: AK 1721804 22T4 252 62980 0 068566 2D CEN404 629802EN252Q

To: AK 1741804 22T4 252 62980 0 068566 2D CEN404 629804EN252Q

The total amount of funds obligated to the task is hereby increased from \$7,912,360.39 by \$0.00 to \$7,912,360.39.

The total value of the order is hereby increased from \$10,000,679.00 by \$0.00 to \$10,000,679.00.

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SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For Cost Type Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost	Fixed Fee	CPFF
4000	R499	Services IAW attached Performance Work Statement in Section C (O&MN,N)	1.0	LO	██████████	██████████	\$3,150,865.55
400001	R499	PDSS LABOR (O&MN,N)					
400002	R499	BOL LABOR (O&MN,N)					
400003	R499	FY13 PDSS LABOR (O&MN,N)					
400004	R499	FY 13 BOL LABOR (O&MN,N)					
4001	R499	Option I Services IAW attached PWS (O&MN,N)	1.0	LO	██████████	██████████	\$3,360,513.06
400101	R499	PDSS LABOR (O&MN,N)					
400102	R499	BOL LABOR (O&MN,N)					
400103	R499	BOL LABOR (associated with SLIN 400102 as Amend 1) (O&MN,N)					
400104	R499	PDSS LABOR (O&MN,N)					
400105	R499	BOL LABOR (Flag Fitrep upgrade) (O&MN,N)					
400106	R499	BOL LABOR (associated with SLIN 400102 as Amend 2) (O&MN,N)					
400107	R499	PDSS Labor (O&MN,N)					
4002	R499	Option II - Services IAW attached PWS (O&MN,N)	1.0	LO	██████████	██████████	\$3,469,300.39
400201	R499	PDSS Labor (O&MN,N)					
400202	R499	PDSS Labor (O&MN,N)					
400203	R499	PDSS Labor (O&MN,N)					

For ODC Items:

Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
6000	R499	Travel in support of CLIN 4000 (O&MN,N)	1.0	LO	\$3,000.00
6001	R499	Other Direct Cost (ODC) in support of CLIN 4000 (O&MN,N)	1.0	LO	\$3,000.00
6003	R499	TRAVEL in support of CLIN 4001 Option I (O&MN,N)	1.0	LO	\$3,000.00
600301	R499	TRAVEL (O&MN,N)			
6004	R499	Other Direct Costs (ODC) Option I (O&MN,N)	1.0	LO	\$3,000.00
600401	R499	OTHER DIRECT COST (O&MN,N)			

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Item	PSC	Supplies/Services	Qty	Unit	Est. Cost
6005	R499	TRAVEL - OPTION II (O&MN,N)	1.0	LO	\$5,000.00
600501	R499	Travel (O&MN,N)			
600502	R499	Travel (New) (O&MN,N)			
6006	R499	Other Direct Cost Option II (O&MN,R)	1.0	LO	\$3,000.00

LEVEL OF EFFORT (COST TYPE CONTRACT)(JUN 1995)

(a) The level of effort for the performance of this contract during the period from the start of contract performance to 12 months thereafter is based upon 48,000 estimated manhours of direct labor. If all options are exercised by the government, the level of effort for the performance of this contract will be increased by an additional 102,720 estimated manhours of direct labor, for a total level of effort of 150,720 estimated manhours of direct labor (hereinafter referred to as the "Estimated Total Hours").

(b) The estimated composition by labor category of the Estimated Total Hours is as follows:

	IA Cert Level	Base Year Hours	Option Yr 1 Hours	Option Yr 2 Hours
PROJECT MANAGER				
Minimum experience: Five years experience in project/program management of personnel system/software development projects covering all phases of systems and software development to include design, development, implementation and testing is required.	IAT-II	█	█	█
SOFTWARE JAVA DEVELOPMENT LEAD				
Minimum experience: Five years experience JAVA system/software development in web or thin client environments. At least 1 year experience must be in leading system/software development projects, covering all phases of systems and software development to include design, development, implementation and testing is required.	IAT-II	█	█	█
SOFTWARE JAVA DEVELOPMENT				
Minimum experience: Three years experience JAVA system/software development in web or thin client environments. At least 1 year experience must cover all phases of systems and software development to include design, development, implementation and testing is required.	IAT-II	█	█	█
SOFTWARE .NET DEVELOPMENT LEAD				
Minimum experience: Five years experience .Net system/software development primarily developing web based systems. At least 1 year experience must be in leading system/software development projects, covering all phases of systems and software development to include design, development, implementation and testing is required.	IAT-II	█	█	█
SOFTWARE .NET DEVELOPMENT				

Minimum experience: Three years experience .Net system/software development primarily developing web based systems. At least 1 year experience must cover all phases of systems and software development to include design, development, implementation and testing is required.	IAT-II	■	■	■
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WEBSHERE APPLICATION DEVELOPER				
Five years experience in development technology using Websphere application server is required. Must have three years experience in systems analysis, software development, systems test, implementation and maintenance of applications. Certified Solution Developer – Web Services is desired.	IAT-II	■	■	■

BUSINESS ANALYST				
Minimum of three (3) years demonstrated Navy experience in any or all of the following areas: Navy Personnel records management, Selection Boards, Fitness Report/Evaluation processing; desired one (1) year experience with the Electronic Military Personnel Records Management System (EMPRS); two (2) Years experience determining, developing, and documenting user functional and cross-functional requirements, and (1) year experience in systems testing, and implementation of applications related to Navy personnel management systems. Demonstrated experience with Project Management methodology.	N/A	■	■	■

KOFAX ASCENT CAPTURE DEVELOPER				
Five years experience as a Kofax system administrator or developer is required. Certification as an Ascent Capture Solutions Specialist with two years experience working directly with Kofax Ascent Capture (KOFAX) and RUP is desired.	IAT-II	■	■	■

IBM CONTENT MANAGER ADMINISTRATOR/DEVELOPER				
Minimum experience: Five years experience working directly with Content Manager Version 8 or above is required. Includes experience in analyzing systems requirements and performing logical and physical systems designs and reviews, and working with Rational Unified Process (RUP).	IAT-II	■	■	■

SYSTEMS INTEGRATION ENGINEER (System Architect)				
Five years experience in planning, deployment, sustainment, and operation of a major system or data center environment. Three years experience working in IBM computing environment is required. Experience in network engineering and administrator required including full responsibility for system administration activities, including but not limited to user access rights, security and system performance enhancements, server virtualization, data replication, zoning, and IA compliance processes. Knowledge of and working with such IBM AIX, Databases, VM ware software, Windows based servers, SANs.	IAT-II	■	■	■

IBM DB2 DATABASE ADMINISTRATOR				
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Five years experience managing and administering very large DB2 databases in a high transaction volume environment, supporting Websphere and AIX based systems, experience in tuning DB2 and SQL performance. At least two years experience using Veritas NetBackup with DB2 to perform database backups.	IAT-II	■	■	■
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MICROSOFT SQL DATABASE ADMINISTRATOR				
Five years experience managing and administering very large Microsoft SQL 2005 or above databases in a high transaction volume environment, supporting windows and Linux based systems. Three years experience in the development, tuning, and debugging of clustered database servers, stored procedure, triggers, and backup recovery procedures. Certification as a Microsoft Certified Database Administrator (MCDBA). Must have demonstrated experience working directly with at least two of the following: Tivoli, IBM Content Manager, IBM eRecords Manager, or Webshphere.	IAT-II	■	■	■

DOCUMENTATION SPECIALIST				
Six (6) years of progressive management experience in documentation generation required. Knowledge of Document Control methods and release control is necessary. Must be competent to manage the highest level of all phases of electronic documentation.	N/A	■	■	■

ADOBE LIVECYCLE DEVELOPER				
Five years experience in Adobe LiveCycle eForms development working in Adobe Livecycle Daesigner, Adobe Livecycle Workbench in the creation and modification of Java Script, Forms (static & dynamic), Workflow orchestration Two years experience in mentoring or instruction to others on LiveCycle development processes and best practices.	IAT-II	■	■	■

SAP BUSINESS OBJECT ADMINISTRATOR/DEVELOPER				
Five years experience in development of Business Objects reporting suite at the enterprise level with emphasis on using Business Objects software to use Web Services, LDAP cubes and other data gathering tools. 3 Years of experience with Business Object XiR2 or above with Strong knowledge of Business Object architecture, Business Objects Security Management, developing Webi reports involving complex and evolving data sources, universe and roles, designing complex dashboards and interactive reports, web services architecture. 2 years of experience development or management of data warehouse and data mining applications.	IAT-II	■	■	■

ORACLE DATABASE ADMINISTRATOR				
Five (5) years experience managing and administering large Oracle	IAT-II	■	■	■

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Databases in a high transaction volume environment, supporting Oracle e-Business Suite. Experiencing in tuning Oracle and SQL performance. Experience in remote database administration.

Total hours: [REDACTED] [REDACTED] [REDACTED]

Grand total if all options are exercised [REDACTED]

(c) The Estimated Total Hours include and subcontracting hours but exclude holidays, sick leave, vacation days and other absences.

(d) The number of manhours expended per month shall be commensurate with the effort ordered and the required delivery date of such effort. The number of manhours expended per month may fluctuate in pursuit of the technical objective, provided that such fluctuation does not result in the utilization of the total manhours of effort prior to the expiration of the term thereof. The number of manhours for any labor category may be utilized by the contractor for any other labor category if necessary in performance of the contract.

(e) The contractor shall not be obligated to continue performance beyond the Estimated Total Hours, except that the Contracting Officer may require the contractor to continue performance in excess of the Estimated Total Hours until the total estimated cost has been expended. The government will not be obligated to pay fee on any hours expended in excess of the Estimated Total Hours. Any hours expended in excess of the Estimated Total Hours shall be excluded from all fee computations and adjustments. The Contracting Officer may also require the contractor to continue performance in excess of the total estimated cost until the Estimated Total Hours have been expended. In no event, however, will the Contracting Officer, pursuant to this paragraph (e), require the contractor to continue performance in excess of the Estimated Total hours if the Contracting Officer is requiring or has required the contractor to continue performance in excess of the total estimated cost. Nor will the Contracting Officer, pursuant to this paragraph (e), require the contractor to continue performance in excess of the total estimated cost if the Contracting Officer is requiring or has required the contractor to continue performance in excess of the Estimated Total Hours. The Contracting Officer may extend the period of performance in order to expend either the total estimated cost or the Estimated Total Hours. If this contract is subject to the Service Contract Act, in no event will the Contracting Officer, pursuant to this paragraph (e), extend the period of performance such that the period of performance, as extended, will exceed five years.

(f) If at any time during the performance of this contract the contractor expends in excess of 85% of the available estimated manhours of direct labor, the contractor shall immediately notify the Contracting Officer in writing. Nothing herein shall be construed to alter or waive any of the rights or obligations of either party pursuant to the clause entitled "Limitation of Cost" and/or "Limitation of Funds."

(End of Provision)

PAYMENT OF FIXED FEE (FEB 1996)

The fixed fee for work performed under this contract is [REDACTED] (inclusive of options) provided that approximately [REDACTED] hours of technical effort are employed by the contractor in performance of this contract. If substantially fewer than 1 [REDACTED] hours of technical effort are employed, the fixed fee shall be equitably reduced to reflect the reduction of work. The Government shall make monthly payments of the fixed fee at the rate of **\$ See chart below** per direct labor hour invoiced by the contractor. All payments shall be in accordance with the provisions of FAR 52.216-8, "Fixed Fee," and FAR 52.216-7, "Allowable Cost and Payment." Payments shall be subject to the withholding provisions of Paragraph (b) of FAR 52.216-8, provided that the total of all such monthly payment shall not exceed eighty-five (85%) percent of the fixed fee. Any balance of fixed fee due the contractor shall be paid to the Contractor, and any over-payment of fixed fee shall be repaid to the Government by the Contractor, or otherwise credited to the Government at the time of final payment.

Period of Performance	Total Fee Amount	Hours	Payout per hour	
Base period	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Option I	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Option II	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

(End of Provision)

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PERSONNEL QUALIFICATIONS

- (a) Personnel assigned to or utilized by the Contractor in the performance of this task order shall, as a minimum, be a United States citizen, meet the experience, educational, or other background requirements set forth above (See Level Of Effort) below and shall be fully capable of performing in an efficient, reliable, and professional manner. **If the offeror does not identify the labor categories listed above by the same specific title, then a cross-reference list should be provided in the quoter's submission identifying the difference.**
- (b) If the Ordering Officer questions the qualifications or competence of any person performing under the task order, the burden of proof to sustain that the person is qualified as prescribed herein shall be upon the Contractor.
- (c) The Contractor must have the personnel, organization, and administrative control necessary to ensure that the services performed meet all requirements specified in delivery/task orders. The work history of each Contractor employee shall contain experience directly related to the tasks and functions to be assigned. The Ordering Officer reserves the right to determine if a given work history contains necessary and sufficiently detailed, related experience to reasonable ensure the ability for effective and efficient performance.

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SECTION C DESCRIPTIONS AND SPECIFICATIONS

PERFORMANCE WORK STATEMENT Post Deployment Software Support (PDSS)

1. INTRODUCTION

The U.S. Navy Personnel Command (NPC), an office of the Bureau of Naval Personnel (BUPERS), located in Millington, Tennessee, is the primary and official manager of Navy military personnel records. NPC is tasked with maintaining and providing complete and accurate personnel records and records-related information to authorized users throughout the Navy and other federal agencies. The Post Deployment Software Support (PDSS) contract service portfolio will provide centralized thin-client, web enabled, server-based application support for NPC's pay, personnel, and distribution systems assigned as the responsibility of the Business Operations Department, PERS 5.

Some of the programs supported include Electronic Military Personnel Records System (EMPRS), BUPERS On-Line (BOL) system, and the Customer Relation Management applications. EMPRS is the military personnel record management system (a mission critical system) delivering the Title 10 mandated records management service for the Navy, and the decision support technology for all Navy promotion and advancement board operations. BOL provides numerous web enabled manpower and personnel decision making applications, and the CRM application provides the NPC Customer Service Center technical support.

NPC systems directly support the Commander, NPC (CNPC) goals for career management, retention, customer relations management, casualty assistance, and personnel distribution. PDSS Engineering and operations support is located at Millington, TN, but may be required at other sites using applicable Joint Travel Regulations.

1.1. SCOPE OF WORK

Post Deployment Software Support (PDSS) scope of work involves maximizing the efficient and effective use of technologies employed by NPC's systems assigned as the responsibility of the Business Operations Department. Work will include design, engineering, deployment, maintenance, and modification of systems under the assignment of the Business Operations Department. The scope of work includes analyzing the performance of existing hardware and software, recommending modifications to the system for improved performance or corrective action, providing level of effort analysis for the proposed action, developing and submitting detailed project and testing plans to government technical representative for approval, and then effecting approved changes or modification to the desired result. Once desired changes have been achieved, continued system monitoring is required to ensure optimum performance is maintained.

The contractor will be required to work closely with the MDC operations and NMCI/NGEN (Next Generation Enterprise Network services) contractor to provide seamless and transparent support to customers.

1.2. PERFORMANCE REQUIREMENTS

The government's quality assurance procedure and the service provider's minimum satisfactory ratings for these requirements are set forth in this performance work statement. Primary place of performance is Bldg 769, Millington, TN 38055. The contractor shall provide:

1.2.1. Data Support.

1.2.1.1. Provide support and monitoring of database SSI Packages and Maintenance Jobs.

1.2.1.2. Provide code review of Transact SQL, Stored Procedures, Schemas, Views and other database code to ensure systems security, stability and performance requirements prior to deployment.

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- 1.2.1.3. Develop stored procedures for internal use and for databases shared between applications.
- 1.2.1.4. Provide Business Objects XI development and administrative support to assist programmers and End-users in the proper operation and modification of subject application. The contractor shall develop application and data reporting capability within subject application.
- 1.2.1.5. Provide application database support in the following formats: Microsoft SQL, IBM DB2, and ORACLE.
- 1.2.2. Development and Software Maintenance Support.

Customer Relation Management Application Support

This performance work statement item pertains to Information Technology development and maintenance support for NPC, Customer Relations Management Application. It identifies functional requirements and provides guidance for operation and maintenance of an integrated Customer Relationship Management (CRM) solution.

Provide Oracle application support.

Provide support for the databases that support the Oracle application to include back-up and recovery support.

Develop and implement a technical support plan to perform CRM enhancements per approved functional requirements documents of Customer Service Request.

Provide Oracle administration support for Oracle e-business Suite including, iSupport, Oracle Foundation, and Knowledge Base.

Provide support for upgrades to the Oracle e-Business Suite.

Provide Oracle Workflow Support to include, monitoring workflow activities, including business events and reconfiguring workflows and routine workflow table maintenance.

Liaise with Network Engineering staff at the hosting site for hardware and software changes. Provide software support as required to update, modify and change CRM applications.

Provide impact statements that include impact on baseline system design, and scheduling projections for proposed system changes.

Provide support for the research, analysis, design, development, documentation, testing, and deployment of modifications as prioritized and tasked by the Government.

Provide support for the analysis of data received and / or transmitted through external and internal electronic interfaces with other systems.

Support reviews with functional and technical subject matter experts and system support personnel to define requirements, plan projects, develop estimates, and develop test plans.

Provide assistance and coordination to systems administration teams in the installation and support of the database management system (DBMS) as necessary.

Provide adequate procedures to ensure that all configuration items related to assigned applications are protected from disaster and / or loss.

- 1.2.2.1. Provide development support and deployment logistics for applications.
- 1.2.2.2. Provide code review to ensure applications meet DOD/DON security, stability and performance requirements prior to deployment on NPC Network.
- 1.2.2.3. Test proposed changes prior to deployment.

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1.2.2.4. Backup/fail over Procedures: Analyze the effectiveness and efficiency of backup/fail over procedures and processes to provide software development support for recommended improvements.

1.2.2.5. Analyze hardware and software for efficiencies and make recommendations for improvement.

1.2.2.5.1. Procurement Scanning and Recognition: Resolve technical issues with scanning and document recognition software to improve auto-recognition of forms and to speed the flow of documents through the defined business workflow.

1.2.2.5.2. Provide System Analysis support for hosted applications by defining requirements, coordinating testing activities, designing and implementing software programming changes, and documenting post deployment results to ensure performance is deemed acceptable and appropriate by CCB or designated government approval authority.

1.2.2.5.3. Additional support activities shall include preparing specifications documentation, business workflows and process diagrams, application “debugging,” of exposed defects or errors from the system. After the system has been tested, debugged, and ultimately implemented the contractor shall develop or assist with the development of user training and the development of users on-line frequently asked questions (FAQ) or other on-line instruction manuals.

1.2.3. Application and Network Documentation Support.

1.2.3.1. Assist Information Assurance (IA) personnel in keeping the IA documentation up to date.

1.2.3.2. Create and maintain standardized procedures for acceptance of applications into the MDC architecture.

1.2.3.3. Create and maintain data dictionaries for each authorized system.

1.2.3.4. Maintain updated SOPs for application support.

1.2.3.5. Complete data calls requested by the government as they pertain to the NPC systems and operations.

1.2.3.6. Recommend hardware/software upgrades or other system enhancements. Provide Return On Investment (ROI) justification, defining reasons to upgrade for government review.

1.2.3.7. Documentation Development: Document all Software Development activity and maintain strict compliance with government configuration control and requirements using government supplied Application Life-cycle Management software.

1.2.4. Service Oriented Architecture Support.

1.2.4.1. Leverage the understanding of Service Oriented Architecture and Web Services to assist in the development of the IT solutions.

1.2.4.2. Translate IT technical requirements and solutions into concise presentations for government leadership.

1.2.4.3. Participate in work groups, seminars, meetings, etc., and communicate IT technical requirements and solutions directly to government leadership.

1.2.4.4. Maintain a broad understanding of the business units and IT tools used by the business units to effectively integrate the requirements of the command to meet the mission responsibilities.

1.2.5. Change requests (CRs) process support.

1.2.5.1. The contractor will provide support for (CR) process support for systems.

1.2.5.2. Requests that are determined to be changes to current system requirements or configuration shall be submitted via the system change request Requirements Configuration Management System (RCMS) tool. The

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RCMS tool generates a System Change Request (SCR) number for the desired CR. The CR will be presented to the Configuration Control Board (CCB) for approval and prioritization. CRs not requiring configuration change or requesting change in requirements will be approved and prioritized by government technical representative (GTR). All CRs will have an electronic configuration request or CR submitted via the Remedy EBF process.

1.2.5.3. Conduct development activities to resolve change requests in order of severity, using government supplied Configuration Management software.

1.2.6. Release Management.

1.2.6.1. Define processes using Agile Rational Team Concert tool for providing systematic control of product configuration and changes.

1.2.6.2. Maintain a Configuration Management disciplined environment to ensure configuration control. Ensure designs are traceable to requirements, change is controlled and documented, interfaces are defined and understood, and there is consistency between the product and its supporting documentation. Ensure Configuration is managed throughout the lifecycle and ensure processes are standardized across organization. Provide guidance and recommendations on executing program/project configuration management.

1.2.6.3. Perform Configuration Management activities using the Rational Team Concert tools provided as government furnished equipment (GFE).

1.2.6.4. Troubleshoot and correct errors associated with Configuration Management issues.

1.2.6.5. Manage software builds and releases to Test and Production and validate contents of each release delivery.

1.2.6.6. Provide accurate Estimates of the Scope of Efforts for input into schedules which should include impact studies, analysis, development, testing, implementation, integration, and configuration management.

1.2.7. Source Code control: Maintain all systems source code in the government provided application lifecycle management tool. Ensure that no less than two versions are maintained with one version being the current production version. Utilize the Change Management library for collecting, filing and tracking all documentation associated with COMNAVPERSCOM Information Technology Programs of Record (POR) and other systems as directed.

1.2.8. Assist functional community in developing Functional Requirements Documents (FRD). Develop System Engineering Plans (SEP), Levels of Effort documents, test cases, Plans of Actions and Milestones (POAM) for development efforts, risk documentation, and other documentation associated with acquisition principles. Work with external project coordinators to complete and deliver documentation per project coordinator requirements and timelines.

1.2.9. Provide Weekly Status Reports (WSR). The WSR shall include activities performed for the prior week and planned activities for the current week. It should also cover operational issues, including any action/intervention required by contract personnel.

1.2.10. Provide Monthly Status Reports (MSR). The MSR shall include significant activities for the prior month and major milestones for upcoming activities.

1.2.11. Development shall follow good Information Assurance and system administration principles/practices to include account management/permissions, space management, performance monitoring, and availability.

1.2.12. APPLICATIONS OPERATIONAL SUPPORT: Provide assistance to the IT Operations group when the government IT Operations Branch Head or designee deems appropriate. This may include troubleshooting or other work involved with resolution of application service requests and the testing of application modifications.

1.2.13 Customer Relation Management Application Support. This performance work statement item pertains to

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Information Technology development and maintenance support for NPC, Customer Relations Management Application. It identifies functional requirements and provides guidance for operation and maintenance of an integrated Customer Relationship Management (CRM) solution. The application environment includes the following: Oracle e-business Suite, Oracle Relational Database, PL*SQL, SQL, HTML, XML, Java, JavaScript, Java Service Pages (JSP), TOAD, Linux Red Hat operating system.

1.2.13.1 Provide Oracle application support.

1.2.13.2 Provide support for the databases that support the Oracle application to include back-up and recovery support.

1.2.13.3 Develop and implement a technical support plan to perform CRM enhancements per approved functional requirements documents of Customer Service Request.

1.2.13.4 Provide Oracle administration support for Oracle e-business Suite including, iSupport, Oracle Foundation, and Knowledge Base.

1.2.13.5 Provide support for upgrades to the Oracle e-Business Suite.

1.2.13.6 Provide Oracle Workflow Support to include, monitoring workflow activities, including business events and reconfiguring workflows and routine workflow table maintenance.

1.2.13.7 Liaise with Network Engineering staff at the hosting site for hardware and software changes. Provide software support as required to update, modify and change CRM applications.

1.2.13.8 Provide impact statements that include impact on baseline system design, and scheduling projections for proposed system changes.

1.2.13.9 Provide support for the research, analysis, design, development, documentation, testing, and deployment of modifications as prioritized and tasked by the Government.

1.2.13.10 Provide support for the analysis of data received and / or transmitted through external and internal electronic interfaces with other systems.

1.2.13.11 Support reviews with functional and technical subject matter experts and system support personnel to define requirements, plan projects, develop estimates, and develop test plans.

1.2.13.12 Provide assistance and coordination to systems administration teams in the installation and support of the database management system (DBMS) as necessary.

1.2.13.13 Provide adequate procedures to ensure that all configuration items related to assigned applications are protected from disaster and / or loss.

2. PRIVACY ACT

2.1. Personnel working on this contract may be required to handle information that is covered by the Privacy Act of 1974 (Title 5 of the U.S. Code, Section 552.a). All personnel employed on this contract will be required to sign a non-disclosure statement.

3. CLASSIFIED INFORMATION

Access to confidential/classified areas will not be required on this contract. Access to Personal Identifiable Information (PII) will be required. All contractor personnel must be eligible for a clearance at a SECRET level.

4. SAFETY REQUIREMENTS

The contractor shall maintain safety and health standards consistent with the requirements of OPNAVINST 5100.23, Navy Occupational Safety and Health (NAVOSH) Program and other requirements as set forth in this contract.

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4.1. If the contractor fails or refuses to promptly comply with safety requirements, the Contracting Officer may issue an order stopping all or part of the work until satisfactory corrective action has been taken. No part of the time lost due to any such stop work order shall be made the subject of a claim for extension of time or for excess costs or damage to the contractor.

5. SECURITY REQUIREMENTS

5252.204-9400 Contractor Access to Federally Controlled Facilities and/or Unclassified Sensitive Information or Unclassified IT Systems (May 2010)

Homeland Security Presidential Directive (HSPD)-12, requires government agencies to develop and implement Federal security standards for Federal employees and contractors. The Deputy Secretary of Defense Directive-Type Memorandum (DTM) 08-006 "DOD Implementation of Homeland Security Presidential Directive -12 (HSPD-12)" dated November 26,2008 (or its subsequent DOD instruction) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives. This clause applies to contractor employees requiring physical access to any area of a federally controlled base, facility or activity and/or requiring access to a DOD computer/network, to perform certain unclassified both non-sensitive and sensitive duties. It is the responsibility of the command/facility where the work is performed to ensure compliance.

The requirement to control access to sensitive information applies to all US government IT systems and/or areas where unclassified but sensitive information may be discussed, displayed or maintained. DON policy prescribes that all unclassified data that has not been approved for public release and is stored on mobile computing devices must be treated as sensitive data and encrypted using commercially available encryption technology. Whenever granted access to sensitive information, contractor employees shall follow applicable DOD/DON instructions, regulations, policies and procedures when reviewing, processing, producing, protecting, destroying and/or storing that information. Operational Security (OPSEC) procedures and practices must be implemented by both the contractor and contract employee to protect the product, information, services, operations and missions related to the contract. The contractor shall designate an employee to serve as the Contractor's Security Representative. Within three work days after contract award, the contractor shall provide to the Navy Command's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the Contractor's Security Representative. The Contractor's Security Representative shall be the primary point of contact on any security matter. The Contractor's Security Representative shall not be replaced or removed without prior notice to the Contracting Officer.

Non-Sensitive Positions

Contractor employee whose work is unclassified and non-sensitive (e.g., performing certain duties such as lawn maintenance, vendor services, etc.) and who require physical access to publicly accessible areas to perform those duties shall meet the following minimum requirements:

- Must be either a US citizen or a US permanent resident with a minimum of 3 years legal residency in the US (as required by The Deputy Secretary of Defense DTM 08-006 or its subsequent DOD instruction) and
- Must have a favorably completed National Agency Check with Written Inquiries (NACI) including a Federal Bureau of Investigation (FBI) fingerprint check prior to installation access.

To be considered for a favorable trustworthiness determination, the Contractor's Security Representative must submit for all employees each of the following:

- SF-85 Questionnaire for Non-Sensitive Positions
- Two FD-258 Applicant Fingerprint Cards
- Original Signed Release Statements

The contractor shall ensure each individual employee has a current favorably completed NAC.

The Contractor's Security Representative shall be responsible for initiating reinvestigations as required. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

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Sensitive Positions

Contractor employee whose duties require accessing a DOD unclassified computer/network, working with sensitive unclassified information (either at a Government or contractor facility), or physical access to a DOD facility must be a US citizen and possess a favorable trustworthiness determination prior to installation access. To obtain a favorable trustworthiness determination, each contractor employee must have a favorably completed National Agency Check with Local Credit Checks (NACLC) which consists of a NACI including a FBI fingerprint check plus credit and law enforcement checks. Each contractor employee applying for a trustworthiness determination is required to complete:

- SF-85P Questionnaire for Public Trust Positions
- Two FD-258 Applicant Fingerprint Cards
- Original Signed Release Statements

Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date. To maintain continuing authorization for an employee to access a DOD unclassified computer/network, and/or have access to sensitive unclassified information, the contractor shall ensure that the individual employee has a current requisite background investigation. The Contractor's Security Representative shall be responsible for initiating reinvestigations as required and ensuring that background investigations remain current (not older than 10 years) throughout the contract performance period.

IT Systems Access

When access to IT systems is required for performance of the contractor employee's duties, such employees shall in-process with the Navy Command's Security Manager and Information Assurance Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

When required to maintain access to required IT systems or networks, the contractor shall ensure that all employees requiring access complete annual Information Assurance (IA) 15 training, and maintain a current requisite background investigation. The Contractor's Security Representative shall contact the Command Security Manager for guidance when re-investigations are required.

Security Approval Process

The Contractor's Security Representative shall ensure that each individual employee pending assignment shall accurately complete the required forms for submission to the Navy Command's Security Manager. The Contractor's Security Representative shall screen the investigative questionnaires for completeness and accuracy and for potential suitability/security issues prior to submitting the request to the Navy Command's Security Manager. Forms and fingerprint cards may be obtained from the Navy Command's Security Manager. These required items, shall be forwarded to the Navy Command's Security Manager for processing at least 30 days prior to the individual employee's anticipated date for reporting for duty. The Navy Command's Security Manager will review the submitted documentation for completeness prior to submitting it to the Office of Personnel Management (OPM). Suitability/security issues identified by the Navy Command's Security Manager may render the contract employee ineligible for the assignment. Favorable reviews of the questionnaire and advance fingerprint results are required as an interim measure prior to the contract employee start date. An unfavorable determination made by the Navy Command's Security Manager is final and such a determination does not relieve the contractor from meeting any contractual obligation under the contract.

If contractor employees already possess a current favorably adjudicated investigation, the Navy Command's Security Manager will use the Visit Authorization Request (VAR) via the Joint Personnel Adjudication System (JPAS). The contractor shall include the IT Position Category per SECNAV M-551 0.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under the contract.

The Navy Command's Security Manager will forward the required forms to OPM for processing. Once the

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investigation is complete, the results will be forwarded by OPM to the DON Central Adjudication Facility (CAF) for a position of trust determination. When a favorable determination is not made, contractor employees shall not be permitted to work on this contract effort and if already working on the contract shall be removed immediately.

The potential consequences of any requirements under this clause including denial of access for a proposed contractor employee who fails to obtain a favorable trustworthiness determination in no way relieves the contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and subcontractor employees for working in non-sensitive positions, with sensitive information, and/or on Government IT systems. The contractor shall insert this clause in all subcontracts when the subcontractor is permitted to have physical access to a federally controlled facility and/or access to a federally-controlled information system/network and/or access to government information.

6. QUALITY ASSURANCE SURVEILLANCE PLAN

6.1 Purpose: To ensure that the Government has an effective and systematic method of surveillance for the services in the PWS. The QASP will be used primarily as a tool to verify that the contractor is performing all services required by the PWS in a timely, accurate and complete fashion.

6.1.2 CRITICAL PERFORMANCE PROCESSES AND REQUIREMENTS

Critical to the performance of support for Information Technology Services associated with Navy Personnel Command's pay, personnel, and distribution systems is the timely, accurate and thorough completion of all contract/task order requirements.

6.2 PERFORMANCE STANDARDS

6.2.1 Schedule - The due dates for deliverables and the actual accomplishment of the schedule will be assessed against original due dates and milestones established for the contract or task order(s).

6.2.2 Deliverables – The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the contract/task order(s) and the Quality Control Plan (QCP), if required by the contract, for the required content, quality, timeliness, and accuracy.

6.2.3 Cost - The TOM will review monthly cost vouchers to monitor the contractor's expenditures throughout the contract and/or task order performance period(s). Also, the TOM will analyze the impact on cost of any inaccurate management assertions, acceleration of the due dates for the financial reports, or the lack of personnel.

6.2.4 Past Performance - In addition to any schedule, deliverables, and cost aspects of performance discussed above, pursuant to FAR 42.15, the Government will assess the contractor's record of conforming to contract requirements and to standards of good workmanship, the contractor's record of forecasting and controlling costs, the contractor's adherence to contract schedules including the administrative aspects of performance, the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and the contractor's business-like concern for the interest of the customer.

6.3 SURVEILLANCE METHODS

The primary methods of surveillance used to monitor performance of this contract will include, but not be limited to, random or planned sampling, periodic or inspection, and validated customer complaints.

6.4 PERFORMANCE MEASUREMENT

Performance will be measured in accordance with the following table:

Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Contractor Quality Control Plan	QC activities, inspections, and corrective actions	Inspection by the TOM and GPM	Quarterly for overall QC activities; As Required for	>95% Compliance with the contractor plan.

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	completed as required by the plan.		corrective actions.	
Contract Deliverables	Contract deliverables furnished as prescribed in the PWS, attachments, CDRLs, Task Orders, etc., as applicable.	Inspection by the GPM or TOM	Random inspection of all contract deliverables.	>95% of deliverables submitted timely and without rework required.
Overall Contract Performance	Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the TOM's annual report on Contractor Performance	Assessment by the GPM and TOM	Annual	All performance elements rated Satisfactory (or higher)
Invoicing	Monthly invoices per contract procedures are timely and accurate.	Review & acceptance of the invoice	Monthly	>95% accuracy

If performance is within acceptable levels, it will be considered to be satisfactory. If not, overall performance may be considered unsatisfactory.

6.5 INCENTIVES/DISINCENTIVES

The TOM's makes an annual report on Contractor Performance (CPARS or other annual report). The contractor's failure to achieve satisfactory performance under the contract/task order, reflected in the TOM's annual report, may result in termination of the contract/task order and may also result in the loss of future Government contracts/task orders. ***The contractor's failure to achieve satisfactory performance under the contract/task order may result in the non-exercise of available options.***

For each item that does not meet acceptable levels, the Government may issue a Contract Discrepancy Report (CDR). CDRs will be forwarded to the Contracting Officer with a copy sent to the contractor. The contractor must reply in writing within 5 days of receipt identifying how future occurrences of the problem will be prevented. Based upon the contractor's past performance and plan to solve the problem, the Contracting Officer will determine if any further action will be taken. _

In accordance with contract clause FAR 52.246, the Inspection of Services series, the contractor will be incentivized to provide quality products in a timely manner since the Government can require the Contractor, at no additional fee, to replace or correct work that fails to meet contract requirements. To maximize the profit earned on costs incurred, the contractor is incentivized to ensure that quality products are provided in a timely manner.

7. PERFORMANCE EVALUATION MEETINGS. The contractor's Program Manager shall meet with the TOM, GPM, AGPM and TA weekly during the first month of the contract. Meetings will be as often as necessary thereafter, as determined by the GPM. However, a meeting will be held whenever a Contract Discrepancy Report (CDR) is issued. A mutual effort will be made to resolve all problems identified. The written minutes of these meetings shall be signed by the contractor's program manager and TOM. A signed copy of these minutes shall be forwarded to the TOM and Contractor Officer. Should the contractor not concur with the minutes, his company representative shall state in writing (within three (3) workdays) to the TOM and Contracting Officer any area wherein he or she does not concur.

8 METRICS

It is intended that this task order will be performance-based. The following is a representative but not all-inclusive list of metrics that may be required under this task order:

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8.1 Performance Metric

TOM and/or the Government Program Manager (GPM) will assess the methodology for performing the tasks required to satisfy the requirement set forth in the task order to ensure that the performance has achieved the intended outcome. The TOM will measure the contractor's performance against the standards and other guidance associated with performing the required tasks. The following areas will be focal points for the performance metric:

- Working Papers – ability to document procedures of how the work was performed in accordance with the standards and other guidance associated with performing the required tasks.
- Internal Controls – compliance in terms of being able to document and perform the review of internal controls. Specific areas will include the proper recording, processing and data reporting, ensuring accuracy of data, preparing data, validating, inputting, resolving errors, and assessing internal controls effectiveness.
- Test plans – methodology/procedures used to document and perform test of internal controls, data completeness, availability, accuracy, timeliness, compliance, with standards and other guidance associated with performing required tasks. Also, that the level of testing was based on an assessment of the level of risk.

8.2 Schedule Metric

The due dates for deliverables and the actual accomplishment of the schedule will be assessed against original due dates and milestones established.

8.3 Cost Metric

The TOM will review interim vouchers to monitor the contractor's expenditures throughout the task order implementation and inform the cognizant Defense Contract Audit Agency (DCAA) Office of any errors. Also, the TOM will analyze the impact on cost of any inaccurate management assertions, acceleration of the due dates for the financial reports, or the lack of personnel.

9. HOURS OF OPERATION

The contractor is responsible for conducting business during regular working hours (refer to the specific functional requirements for hours of operation) except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. For other than firm fixed price contracts, the contractor will not be reimbursed when the government facility is closed for the above reasons. The contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

10. FEDERAL HOLIDAYS

The contractor will not be required to perform services on the recognized Federal Holidays, unless specified elsewhere in this contract:

New Year's Day	1st January
Dr. MLK's Birthday	3rd Monday in January
President's Day	3rd Monday in February
Memorial Day	4th Monday in May
Independence Day	4th July
Labor Day	1st Monday in September
Columbus Day	2nd Monday in October

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Veterans Day	11th November
Thanksgiving Day	4th Thursday in November
Christmas Day	25th December

- a. If the Federal Holiday falls on a Saturday, the preceding Friday shall be the recognized day of no work. Should the holiday fall on a Sunday, the recognized day will be the following Monday.
- b. For contract requirements having a due date which falls on a Friday, which is being celebrated as the Federal Holiday, the due date shall be the preceding Thursday.

11. INVOICING

- a. The contractor shall be paid in accordance with Section G of the contract and the following instructions.
- b. The contractor shall invoice only for hours directly associated with performance of this contract. Invoices shall be submitted by the 10th of each month for work performed in the prior month. A history of this information shall be maintained for the duration of the contract performance, and for three years after contract performance has ended.

12. GOVERNMENT-FURNISHED PROPERTY AND SERVICES

Government shall provide:

- 12.1 Work spaces with standard Navy computer, software suite and connectivity.
- 12.2 Building passes for the location in which work will be performed and Common Access Cards (CAC).
- 12.3 Access to systems the contractor will be required to support, provided all Information Assurance requirements are met.

13. CONTRACTOR TRANSITION

13.1 In order to ensure the smooth transition to contractor performance and to prevent possible decreases in productivity, the contractor shall be authorized to have personnel on board, at no additional cost to the task order, during the thirty (30) day period prior to contract start date. Contractor personnel shall not interfere with the normal conduct of Government business. During this period the service provider may become familiar with task order requirements in order to commence full performance on contract start date.

14. CONTINUITY OF SERVICES

Upon expiration of this task order, the contractor shall give his/her best effort and cooperation to a successor. The contractor shall upon written notification by the Contracting Officer, provide phase-in, phase out (PIPO) services for up to thirty (30) days after this contract expires. An equitable adjustment to the task order price shall be negotiated between the Government and contractor for the additional work.

15. CONFIDENTIALITY

15.1 This project and all materials provided to the Contractor by the Government and results, conclusions and recommendations obtained thereof should be considered confidential in nature and treated with the same level of care that the Contractor treats its own confidential business information. The information shall not be disclosed, copied, modified, used (except in the completion of this project) or otherwise disseminated to any other person or entity at any time to include, but not limited to inclusion in any database external to the Government without the Government's express consent.

15.2 No data provided to, or developed by, the contractor shall be used for any purpose other than this contract. All information (data files and hard copy) become the property of the government and the contractor shall return them to the Navy Personnel Command, Business Operations Department (PERS 5) at the completion of the individual task

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orders

16. Section 508 Compliance.

All information technology products acquired or developed by a federal agency after June 25, 2001 must be compatible with accessories that permit people with disabilities to use that equipment. These accessories include screen readers for the blind and telephone technology for the deaf. While agencies do not have to install assist devices and technology in their offices until an employee with disabilities is hired, any office equipment bought after June 25, 2001 must meet specific standards so assist devices can be attached if required. All Electronic and Information Technology (EIT) procured through this contract must meet the applicable accessibility standards at 36 DFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 509 of the Rehabilitation Act of 1973, as amended, and is available at <http://section508.gov/accessible.html> - Part 1194. Each product or service provided by the contractor shall be compliant with the accessibility standards at 36 DFR 1194.

17. NPC Application Environment.

The environment listed below describes the environment to be supported for the Millington Data Center (MDC). The MDC consists of 42 physical servers and more than 200 virtual servers with 160 TB of storage space. This environment is host to 3 major systems and over 40 applications housing more than 700 million images. The MDC operates three server operating systems within its virtual server environment, Linux, AIX, and Windows. The MDC is built around a three tiered architecture strategy in that it has web server, application server, and data server separation. The MDC also has a single fabric SAN for uses throughout the MDC. The MDC also shares a consolidated tape backup system for further data storage capability.

a. PDSS Hardware/Software/Languages: This is not an all inclusive list and may be changed as compliance of governing bodies dictate.

IBM Power series Servers

IBM Blade Servers

Dell Blade Servers

AIX server OS

Window Data Center OS

Business Objects XI

Kodak Duplex Scanner

EMC Recover point

Symantec Netback

Netsearch Extender

Websphere XD

IBM Content Manager

Kofax Ascent Capture

DB2

SQL Server

Oracle Server

IHS web servers

IIS web servers

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Active Directory

LDAP

JAVA

Crystal Reports

Selection Board Custom Apps

.Net Custom Apps

Mekel

DPRIS application

CD-ROM application

Record Review application

Adobe Livecycle ES

GOES

OPAS (OEBS) application

Secure Ftp Process

Rational Team Concert

Rational Requirements Composer

Rational Quality Manager

Solarwinds

Oracle e-business Suite

Oracle Relational Database

PL*SQL

SQL

HTML

XML

Java

JavaScript

Java Service Pages (JSP)

TOAD

Linux Red Hat operating system.

18. ACRONYMS.

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The following terms used in this performance work statement and in the performance of this task order shall have the meanings set forth below.

BOL: BUPERS On-Line

BUPERS: BUREAU OF NAVAL PERSONNEL: The agency responsible for directing/managing the qualitative and quantitative manpower requirements of the Navy (i.e., personal and family support programs).

CCB: Change Control Board

CM: Configuration Management

CNO: Chief of Naval Operations

CR: Change Requests

DECC: Defense Enterprise Computing Center

DoD: Department of Defense

DPRIS: Defense Personnel Record Image Retrieval System

EMPRS: Electronic Military Personnel Records System

FE: Fitness Report/Evaluation

FSO: Facility Security Officer

GFE: GOVERNMENT FURNISHED EQUIPMENT: Facilities, equipment, tools, supplies, or any other items furnished for the contractor's use by the Government.

ICD: Interface Control Document

NACLC: National Agency Check with Local Agency and Credit Check

NAVPERSCOM: Navy Personnel Command - Manpower Computer Systems

NAVOSH: Navy Occupational Safety and Health Program

NMCI: Navy Marine Corps Internet

NPC: Navy Personnel Command

NPDB: Naval Personnel Data Base

OMPF: Official Military Personnel File

PDSS: Post Deployment Software Support

PRIO: Primary Input/Output

PSI: Personnel Security Investigation

PWS: Performance Work Statement

RCM: Reserve Component Module

RM: Records Manager

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RUP: Rational Unified Process

SECNAV: Secretary of the Navy

SelBoard: Selection Board

SRDF: Symmetrix Replication Data Facility

SSC: SPAWAR Service Center

VAL: Visit Authorization Letter

19. REIMBURSEMENT OF TRAVEL COSTS (FISC DET PHILA) (OCT 1998)

All government directed travel and per diem associated with work requirements listed in this PWS shall be billed in accordance with the Joint Federal Travel Regulation and the Joint Travel Regulation (JFTR/JTR). Travel required to complete taskings will be reported at the specific project level. The TOM shall authorize all travel prior to commencement of travel.

20. EMPLOYMENT OF DEPARTMENT OF DEFENSE PERSONNEL RESTRICTED

In performing this contract, the contractor will not use as a consultant or employ (on either a full or part time basis) any current Department of Defense (DoD) personnel (civilian or military) without the prior approval of the Contracting Officer. Such approval may be given only in circumstances where it is clear that no laws and no DoD or Navy instructions, regulations, or policies might possibly be contravened and no appearance of a conflict of interest will result.

21. PERIOD OF PERFORMANCE: As defined in the order/

22. POINTS OF CONTACT:

Task Order Manager (TOM):

Name: Edward (Ben) Wilkey

Address: 5720 Integrity Drive, Millington, TN 38054

Phone: 901-874-3306

E-mail: edward.wilkey@navy.mil

Government Program Manager (GPM):

Name: Doug Burgess

Address: 5720 Integrity Drive, Millington, TN 38054

Phone: 901-874-3478

E-mail: douglas.burgess@navy.mil

Alternate Government Program Manager (AGPM):

Name: Mark Gill

Address: 5720 Integrity Drive, Millington, TN 38054

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Phone: 901-874-3307

E-mail: mark.gill@navy.mil

Technical Assistant (TA):

Name: Dave Hard

Address: 5720 Integrity Drive, Millington, TN 38054

Phone: 901-874-2316

E-mail: david.hard@navy.mil

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SECTION D PACKAGING AND MARKING

All Deliverables shall be packaged and marked IAW Best commercial practices.

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SECTION E INSPECTION AND ACCEPTANCE

INSPECTION AND ACCEPTANCE (SERVICES) (OCT 1992)

Inspection and acceptance of services to be furnished hereunder shall be made, upon completion of the services, by the Contracting Officer's Representative.

(End of Provision)

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SECTION F DELIVERABLES OR PERFORMANCE

The periods of performance for the following Items are as follows:

4000	2/13/2012 - 2/12/2013
4001	2/13/2013 - 2/12/2014
4002	2/13/2014 - 3/31/2015
6000	2/13/2012 - 2/12/2013
6001	2/13/2012 - 2/12/2013
6003	2/13/2013 - 2/12/2014
6004	2/13/2013 - 2/12/2014
6005	2/13/2014 - 3/31/2015
6006	2/13/2014 - 3/31/2015

CLIN - DELIVERIES OR PERFORMANCE

The periods of performance for the following Items are as follows:

4000	02/13/2012-02/12/2013
6000	02/13/2012-02/12/2013
6001	02/13/2012-02/12/2013

The periods of performance for the following Option Items are as follows:

4001	02/13/2013-02/12/2014
4002	02/13/2014-03-31/2015
6003	02/13/2013-02/12/2014
6004	02/13/2013-02/12/2014
6005	02/13/2014-03-31/2015
6006	02/13/2014-03-31/2015

Services to be performed hereunder will be provided at (insert specific address and building etc.)

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SECTION G CONTRACT ADMINISTRATION DATA

Contracting Officer Representative

████████████████████
Navy Personnel Command, 5720 Integrity Drive
Millington, TN 38054-5400
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SUP 5252.232-9402 INVOICING AND PAYMENT (WAWF) INSTRUCTIONS (April 2008) (SUPPLIES)

(a) Invoices for goods received or services rendered under this contract shall be submitted electronically through Wide Area Work Flow -- Receipt and Acceptance (WAWF):

(1) The vendor shall have their cage code activated by calling 866-618-5988. Once activated, the vendor shall self-register at the web site <https://wawf.eb.mil>. Vendor training is available on the Internet at <http://www.wawftraining.com>. Additional support can be obtained by calling the NAVY WAWF Assistance Line: 1-800-559-WAWF (9293).

(2) WAWF Vendor "Quick Reference" Guides are located at the following web site:

<http://www.acquisition.navy.mil/navyaos/content/view/full/3521>.

(3) Select the invoice type within WAWF as specified below. Back up documentation (such as timesheets, receiving reports etc.) can be included and attached to the invoice in WAWF. Attachments created in any Microsoft Office product are attachable to the invoice in WAWF. Total limit for each file is not to exceed 2MB. Multiple attachments are allowed.

(b) The following information, regarding invoice routing DODAAC's, must be entered for completion of the invoice in WAWF:

	<i>Routing Table</i>	<i>Contracting Officer Notes</i>
WAWF Invoice Type	<i>Cost</i>	-- Select Cost Voucher for all Cost Type Contracts.
Contract Number	<i>N00178-04-D-4119</i>	-(Enter Contract Number)
Delivery Order Number	<i>EX06</i>	-(Enter DO Number)
Issuing Office DODAAC	<i>N00189</i>	- (Enter DODAAC of the activity issuing the contact.)
Admin Office DODAAC	<i>S2404A</i>	-(Enter Contract Admin Office DODAAC)
Inspector DODAAC (usually only used when Inspector & Acceptor are different people)		-(Enter Inspector DODAAC (plus extension if applicable.))
Ship To DoDAAC (for Combo), Service Acceptor DODAAC (for 2 in 1), Service Approver DODAAC (Cost Voucher)	<i>N62980</i>	- (Enter DODAAC (plus extension, if applicable.))
Acceptance At Other		-(Enter Other Acceptance Address if different from above (plus extension if applicable))

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Local Processing Office (Certifier)		- Enter LPO DODAAC (Local Admin) (plus extension, if applicable) or leave blank.
DCAA Office DODAAC (Used on Cost Voucher's only)	HAA50W	-(Enter DCAA Office DODAAC when Applicable) - Check on DCAA website: www.dcaa.mil/
Paying Office DODAAC	HQ0338	- Enter Paying Office DODAAC located on Contract.)
Acceptor/COR Email Address	[REDACTED]@ [REDACTED].mil	-(Enter the Acceptor Email address for this Contract if applicable)

(c) Contractors approved by DCAA for direct billing will not process vouchers through DCAA, but may submit directly to DFAS. Vendors MUST still provide a copy of the invoice and any applicable documentation that supports payment to the Acceptor/Contracting Officer's Representative (COR) if applicable. Additionally, a copy of the invoice(s) and attachment(s) at time of submission in WAWF must also be provided to each point of contact identified in section (d) of this clause by email. If the invoice and/or receiving report are delivered in the email as an attachment it must be provided as a .PDF, Microsoft Office product or other mutually agreed upon form between the Contracting Officer and vendor.

(d) For each invoice / cost voucher submitted for payment, the contractor shall include the following email addresses for the WAWF automated invoice notification to the following points of contact:

Name	Email	Phone	Role
[REDACTED]	[REDACTED]	[REDACTED]	TOM
[REDACTED]	[REDACTED]	[REDACTED]	

252.204-0002 LINE ITEM SPECIFIC: SEQUENTIAL ACRN ORDER. (SEP 2009)

The payment office shall make payment in sequential ACRN order within the line item, exhausting all funds in the previous ACRN before paying from the next ACRN using the following sequential order: Alpha/Alpha; Alpha/numeric; numeric/alpha; and numeric/numeric.

(End of clause)

SECURITY ADMINISTRATION

SECURITY ADMINISTRATION (FISC DET PHILA) (OCT 1992)

Name Email Phone Role

The highest level of security that will be required under this contract is **Secret** as designated on DD Form 254 attached hereto and made a part hereof.

The offeror shall indicate the name, address and telephone number of the cognizant security office;

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The facilities to be utilized in the performance of this effort have been cleared to _____ (offeror to complete) level.

The offeror should also provide the above information on all proposed subcontractors who will be required to have a security clearance. The Commander, Defense Investigative Service, Director of Industrial Security, (To be completed at time of award)

Region, is designated Security Administrator for the purpose of administering all elements of military security hereunder.

INCREMENTAL FUNDING

This task order is incrementally funded. The amount currently available for payment hereunder is limited to \$797,060.00 inclusive of fee. Subject to the General Provisions of the contract and the clause FAR 52.232-22 entitled "Limitation of Funds"(APR 1984), no legal liability on the part of the Government in excess of \$797,060.00 shall arise unless additional funds are incorporated as a modification to this task order.

Accounting Data

SLINID	PR Number	Amount
400001	N6298012RCEE420	326500.00
LLA :		
AA 1721804 22T4 252 62980 0 068566 2D CEE420 629802EE252Q		

6000	N6298012RCEE420	3000.00
LLA :		
AA 1721804 22T4 252 62980 0 068566 2D CEE420 629802EE252Q		

6001	N6298012RCEE420	3000.00
LLA :		
AA 1721804 22T4 252 62980 0 068566 2D CEE420 629802EE252Q		

BASE Funding 332500.00
Cumulative Funding 332500.00

MOD 01

400001	N6298012RCEE420	306609.60
LLA :		
AA 1721804 22T4 252 62980 0 068566 2D CEE420 629802EE252Q		

400002	N6298012RCEN404	157950.40
LLA :		
AB 1721804 22T4 252 62980 0 068566 2D CEN404 629802EN252Q		

MOD 01 Funding 464560.00
Cumulative Funding 797060.00

MOD 02

400002	N6298012RCEN404	80000.00
LLA :		
AB 1721804 22T4 252 62980 0 068566 2D CEN404 629802EN252Q		

MOD 02 Funding 80000.00
Cumulative Funding 877060.00

MOD 03

400001	N6298012RCEE420	511000.00
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LLA :
AA 1721804 22T4 252 62980 0 068566 2D CEE420 629802EE252Q

400002 N6298012RCEN404 103000.00

LLA :
AB 1721804 22T4 252 62980 0 068566 2D CEN404 629802EN252Q

400003 N6298013RCEE402 575000.00

LLA :
AC 1731804 22T4 252 62980 0 068566 2D CEE402 629803EE252Q

400004 N6298013RCEN401 90000.00

LLA :
AD 1731804 22T4 252 62980 0 068566 2D CEN401 629803EN252Q

MOD 03 Funding 1279000.00
Cumulative Funding 2156060.00

MOD 04

400001 N6298012RCEE420 (6000.00)

LLA :
AA 1721804 22T4 252 62980 0 068566 2D CEE420 629802EE252Q

400101 N6298013RCEE417 288000.00

LLA :
AE 1731804 22T4 252 62980 0 068566 2D CEE417 629803EE252Q

400102 N6298013RCEN403 144000.00

LLA :
AF 1731804 22T4 252 62980 0 068566 2D CEN403 629803EN252Q

600301 N6298013RCEE417 3000.00

LLA :
AE 1731804 22T4 252 62980 0 068566 2D CEE417 629803EE252Q

600401 N6298013RCEE417 3000.00

LLA :
AE 1731804 22T4 252 62980 0 068566 2D CEE417 629803EE252Q

MOD 04 Funding 432000.00
Cumulative Funding 2588060.00

MOD 05

400103 N6298013RCEN403 432000.00

LLA :
AF 1731804 22T4 252 62980 0 068566 2D CEN403 629803EN252Q

400104 N6298013RCEE417 864000.00

LLA :
AE 1731804 22T4 252 62980 0 068566 2D CEE417 629803EE252Q

MOD 05 Funding 1296000.00
Cumulative Funding 3884060.00

MOD 06

400105 N6298013RCEN405 121000.00

LLA :
AG 1731804 22T4 252 62980 0 068566 2D CEN405

MOD 06 Funding 121000.00
Cumulative Funding 4005060.00

MOD 07

400106 N6298013RCEN403 400000.00

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LLA :
AF 1731804 22T4 252 62980 0 068566 2D CEN403 629803EN252Q

MOD 07 Funding 400000.00
Cumulative Funding 4405060.00

MOD 08 Funding 0.00
Cumulative Funding 4405060.00

MOD 09

400107 N6298014RCEE412 35000.00
LLA :
AH 1741804 22T4 252 62980 0 068566 2D CEE412 629804EE252Q

MOD 09 Funding 35000.00
Cumulative Funding 4440060.00

MOD 10

400201 N6298014RCEE413 100000.00
LLA :
AJ 1741804 22T4 252 62980 0 068566 2D CEE413 629804EE252Q

MOD 10 Funding 100000.00
Cumulative Funding 4540060.00

MOD 11

400201 N6298014RCEE413 300000.00
LLA :
AJ 1741804 22T4 252 62980 0 068566 2D CEE413 629804EE252Q

400202 N6298014RCEN404 100000.00
LLA :
AK 1741804 22T4 252 62980 0 068566 2D CEN404 629804EN252Q

MOD 11 Funding 400000.00
Cumulative Funding 4940060.00

MOD 12 Funding 0.00
Cumulative Funding 4940060.00

MOD 13

400201 N6298014RCEE413 560000.00
LLA :
AJ 1741804 22T4 252 62980 0 068566 2D CEE413 629804EE252Q

400202 N6298014RCEN404 400000.00
LLA :
AK 1741804 22T4 252 62980 0 068566 2D CEN404 629804EN252Q

MOD 13 Funding 960000.00
Cumulative Funding 5900060.00

MOD 14

400202 N6298014RCEN404 453000.00
LLA :
AK 1741804 22T4 252 62980 0 068566 2D CEN404 629804EN252Q

MOD 14 Funding 453000.00
Cumulative Funding 6353060.00

MOD 15

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400202 N6298014RCEN404 (3000.00)
 LLA :
 AK 1741804 22T4 252 62980 0 068566 2D CEN404 629804EN252Q

6005 N6298014RCEN404 3000.00
 LLA :
 AK 1741804 22T4 252 62980 0 068566 2D CEN404 629804EN252Q

MOD 15 Funding 0.00
 Cumulative Funding 6353060.00

MOD 16

400202 N6298014RCEN404 984000.00
 LLA :
 AK 1741804 22T4 252 62980 0 068566 2D CEN404 629804EN252Q

MOD 16 Funding 984000.00
 Cumulative Funding 7337060.00

MOD 17

400203 N6298015RCEN401 575300.39
 LLA :
 AL 1751804 22T4 252 62980 0 068566 2D CEN401 629805EN252Q

MOD 17 Funding 575300.39
 Cumulative Funding 7912360.39

MOD 18 Funding 0.00
 Cumulative Funding 7912360.39

MOD 19 Funding 0.00
 Cumulative Funding 7912360.39

MOD 20

400203 N6298015RCEN401 (2000.00)
 LLA :
 AL 1751804 22T4 252 62980 0 068566 2D CEN401 629805EN252Q

600501 N6298014RCEN404 3000.00
 LLA :
 AK 1721804 22T4 252 62980 0 068566 2D CEN404 629802EN252Q

600502 N6298015RCEN401 2000.00
 LLA :
 AL 1751804 22T4 252 62980 0 068566 2D CEN401 629805EN252Q

MOD 20 Funding 3000.00
 Cumulative Funding 7915360.39

MOD 21 Funding 0.00
 Cumulative Funding 7915360.39

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SECTION H SPECIAL CONTRACT REQUIREMENTS

NON-DISCLOSURE AND NON-USE OF DATA

(a) Data

All data (including but not limited to Planning, Programming, Budgeting, and Execution (PPBE) documents and data as described in DoD Directive 7045.14, "The Planning, Programming, and Budgeting System," May 22, 1984, Change 1, July 28, 1990 and Deputy Secretary of Defense Memorandum, "Control of Planning, Programming, Budgeting, and Execution (PPBE) Documents and Information," 27 March 2004) obtained, received, or learned by the Contractor and/or its personnel and/or subcontractors as a result of performance of this contract shall be deemed to be "sensitive" and/or "proprietary" whether or not such data is so designated or marked. The Contractor and its personnel and subcontractors shall restrict access to data obtained, received, or learned as a result of performance of this contract to the minimum number of Contractor personnel or subcontractors necessary for performance of this contract. No one who prepares offers, proposals, bids, and/or quotations for Government and/or non Government procurements shall be involved in direct performance of this contract. The Contractor shall ensure that each of its personnel and subcontractors who obtains, receives, or learns data as a result of performance of this contract understands and complies with this "Non-Disclosure and Non-Use of Data" clause.

(b) Non-Disclosure of Data

The Contractor and its personnel and subcontractors shall disclose data obtained, received, or learned as a result of performance of this contract only to Contractor personnel directly performing under this contract and to United States Department of Defense personnel to whom disclosure of such data is required in performance of this contract. The Contractor and its personnel and subcontractors shall not disclose such data to anyone who prepares offers, proposals, bids, and/or quotations for Government and/or non Government procurements. The Contractor and its personnel and subcontractors shall take all steps necessary to prevent disclosure of such data except as specifically permitted herein.

(c) Non-Use of Data

The Contractor and its personnel and subcontractors shall use data obtained, received, or learned as a result of performance of this contract only in direct performance of this contract and for no other purpose. The Contractor and its personnel and subcontractors shall not use or consider such data in the preparation of any offer, proposal, bid, and/or quotation for any Government and/or non Government procurement. The Contractor and its personnel and subcontractors shall take all steps necessary to prevent use of such data except as specifically permitted herein.

(d) Non-Disclosure/Non-Use Agreements

Before any of the Contractor's personnel becomes involved in performance of this contract, the Contractor shall obtain a non-disclosure/non-use agreement signed by that person. The non-disclosure/non-use agreement shall state that:

(1) He/she shall disclose data obtained, received, or learned by him/her as a result of performance of this contract only to Contractor personnel directly performing under this contract and to United States Department of Defense personnel to whom disclosure of such data is required in performance of this contract.

(2) He/she shall not disclose data obtained, received, or learned as a result of performance of this contract to anyone who prepares offers, proposals, bids, and/or quotations for Government and/or non Government procurements.

(3) He/she shall use data obtained, received, or learned as a result of performance of this contract only in direct performance of this contract and for no other purpose.

(4) He/she shall not use or consider data obtained, received, or learned as a result of performance of this contract in the preparation of any offer, proposal, bid, and/or quotation for any Government and/or non Government procurement. In the event that the Contractor, its personnel, and or subcontractors will obtain, receive, or learn data of other entities as a result of performance of this contract, the Contractor shall execute a nondisclosure/non-use agreement with each such entity prior to having access to the data provided by the entity.

(e) Requirement to Disclose Data

If the Contractor, its personnel and/or its subcontractors receive a court order requiring disclosure of data obtained, received, or learned as a result of performance of this contract or if the Contractor believes disclosure of such data is otherwise required by law or regulation, the Contractor shall contact the Contracting Officer immediately and fully

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inform the Contracting Officer of the court order or other requirement prior to any disclosure of data.

(f) Exception

This “Non-Disclosure and Non-Use of Data” clause does not apply to data which the Contractor can demonstrate was obtained, received, or learned in a way other than as a result of performance of this contract.

(g) Government Remedy

Any violation of the terms of this “Non-Disclosure and Non-Use of Data” clause is a material and substantial breach of this contract, and the Government may, in addition to any other remedy available, terminate this contract, or any part thereof, for cause or default.

(h) Non-disclosure/Non-Use Agreements

The contractor shall maintain all Non-Disclosure and Non-Use of Data agreements required by this clause and shall make such agreements available for immediate inspection by the Contracting Officer.

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SECTION I CONTRACT CLAUSES

09RA 52.217-9 -- OPTION TO EXTEND THE TERM OF THE CONTRACT. (MAR 2008)

(a) The Government may extend the term of this contract by written notice to the Contractor at any time prior to the completion of the base period or current option period ; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at anytime prior to the end of the performance period. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed three years.

CLAUSES INCORPORATED BY REFERENCE

52.219-8 Utilization of Small Business Concerns

52.219-9 Small Business Subcontracting Plan

252.222-7006 Restriction on the Use of Mandatory Arbitration Agreements

252.239-7001 Information Assurance Contractor Training and Certification

252.219-7004 Small Business Subcontracting Plan (Test Program)

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SECTION J LIST OF ATTACHMENTS

DD 254

CorpExpForm

revised cdrs